

Master Data of Organisation			
Name of Organisation	Tourism Promotions Board Philippines		
Name of corporate group (in case of multi site organization only)	N/A		
Street	6F Five E-com Center, Harbor Drive, Mall of Asia Complex,		
Postcode / Town / Country	Pasay City 1300 Philippines		
Contact	Ms. Teresita DL. Landan		
E-Mail	info@tpb.gov.ph / baby_landan@tpb.gov.ph		
Phone	02 852-9318		
System documentation: (Revision / Issue)	Quality Manual, TPB-QM-01 to TPB-QM-10		
Shift operation	No shift operation		
Language	English / Filipino		
Peculiarities	None		
Multi Site Organisation			
Selection of sites to be audited by sampling procedure	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> n.a.
An adequate listing of all sites in the scope(s) including all valid and relevant information in each case is part of the audit file	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> n.a.	
Audit profile			
Contract ID (ZE):	N/A		
Standards under contract / Audit type	ISO 9001 : 2015 Re-Certification audit <input type="checkbox"/> Transition audit		
Surveillance mode	Yearly surveillance		
Audit team leader	Edmund Angelo Larroza (EL), 90010536		
E-Mail Audit team leader	elarroza@tuv-nord.com		
Audit team	Karl Vincent Herradura (KH), 90013868		
	Eden Manauis (EM), 90007839		
	Kristabelle Aguilar (KA), 90013307		
Technical expert	N/A		
Trainee	N/A		
Observer	N/A		

Audited Standards		
ISO 9001: 2015		Recertification Audit
Certificate ID (TP):	PHP QMS 21 93 0061	Valid until: 20.11.2024
Scope:	Design, Development, and Provision of Philippine Tourism marketing and Promotions Services	
Industry / Sector (EA, TB, ...)	36	
Non-applicability of chapters:	NA	
No. of considered persons:	154	No. of sites (incl. HQ): 1
Lead auditor:	Edmund Angelo Larroza	Audit ID (ZA): SE930384

Definition of unit for duration and time		
Applied unit	Days	One audit day covers 8 audit hours
Audit Details		
Sites	6F Five E-com Center, Harbor Drive, Mall of Asia Complex, Pasay City 1300 Philippines	
Audit date	08.08.2024	
Audit duration	3,50 person Days on site	

Application of methods and tools in remote auditing			
Conducted as a remote audit	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Partly	<input type="checkbox"/> Total
If "Partly": The remote parts shall be made clearly identifiable in the plan table.			
Technologies used for remote audit	<input type="checkbox"/> MS Teams	<input type="checkbox"/> Cisco WebEx	<input type="checkbox"/> Zoom
	<input type="checkbox"/> Other on request of client: In this case, client takes over the responsibility for any required activity in information security.		

1. Audit Day (08.08.2024)						
Nr.	Time ¹⁾	Site / shift / Business unit	Processes (optional entry)	Auditor (Initials)	Contact ²⁾	Focus / Standard Requirement / Chapter / Clause
1	9:00-9:30am		Opening meeting and site tour	Audit Team	All Concerned	
2	9:30-11:00am	Top Management / Management Review Internal Audit	-Context of the organization (Internal/External, Scope) -Leadership (Commitment/Policy/Roles/Responsibilities & Authorities) -Planning (Risks& opportunities/Objectives/Changes) -Resources -Communication -General documented information -Monitoring, measurement, analysis and evaluation (Customer satisfaction/ Analysis & Evaluation) -Internal audit -Management review -Improvement -Follow up of previous finding (if applicable) -Checking of use of logo (if applicable) -Changes of the system	EL (MR) EM (IA)		4.1-4.4, 5.1-5.3, 6.1-6.3, 7.1.1, 7.1.2, 7.1.6, 7.4, 7.5.1, 9.1-9.3, 10.1-10.3
3	9:30 – 11:00am	Procurement and General Services -Property and Inventory -Procurement -Warehousing	-Infrastructure -Environment for the operation of process -General documented information -Control of externally provided processes, products and services -Identification & Traceability -Customer & external providers property -Preservation -Post-delivery services -Follow up of previous findings (if applicable)	KA		7.1.3, 7.1.4, 7.5.1, 8.4.1, 8.4.2, 8.4.3, 8.5.2, 8.5.3, 8.5.4, 8.5.5
4	9:30 – 11:00am	Accounting	-General documented information -Operational planning & control -Requirements for products & services -Follow up of previous findings (if applicable)	KH		7.5.1, 8.1 8.2.1, 8.2.2, 8.2.3, 8.2.4
5	11:00 – 12:00nn	Budget	-General documented information -Operational planning & control -Requirements for products & services -Follow up of previous findings (if applicable)	KH		7.5.1, 8.1 8.2.1, 8.2.2, 8.2.3, 8.2.4
6	11:00 – 12:00nn	Legal	-General documented information -Operational planning & control -Requirements for products & services -Follow up of previous findings (if applicable)	KA		7.5.1, 8.1 8.2.1, 8.2.2, 8.2.3, 8.2.4

1. Audit Day (08.08.2024)						
Nr.	Time ¹⁾	Site / shift / Business unit	Processes (optional entry)	Auditor (Initials)	Contact ²⁾	Focus / Standard Requirement / Chapter / Clause
7	11:00 – 12:00nn	HR / Training	-People -Competence -Awareness -Communication -Follow-up of previous findings (if applicable)	EM		7.1.2, 7.2, 7.3, 7.4
8	11:00 – 12:00nn	Customer Satisfaction and Feedback Handling	-General documented information -Customer satisfaction -Analysis & evaluation -Handling of customer complaints -Follow-up of previous findings (if applicable)	EL		7.5.1 9.1.2, 9.1.3, 10.2
9	12:00-1:00pm		Lunch Break			
10	1:00 – 2:30pm	Marketing and Promotions - MICE	-General documented information -Operational planning & control -Production and service provision (control/ identification & traceability/ customer & external property/ preservation/ post-delivery activities/ changes control) -Release of products and services -Control of nonconforming outputs -Environment for the operation of processes -Follow-up of previous finding (if applicable)	EL		7.5.1, 8.1, 8.3, 8.5.1, 8.5.2, 8.5.3, 8.5.4, 8.5.5, 8.5.6 8.6, 8.7, 7.1.4
11	1:00 – 2:30pm	Marketing and Promotions - International	-General documented information -Operational planning & control -Production and service provision (control/ identification & traceability/ customer & external property/ preservation/ post-delivery activities/ changes control) -Release of products and services -Control of nonconforming outputs -Environment for the operation of processes -Follow-up of previous finding (if applicable)	EM		7.5.1, 8.1, 8.3, 8.5.1, 8.5.2, 8.5.3, 8.5.4, 8.5.5, 8.5.6 8.6, 8.7, 7.1.4
12	1:00 – 2:30pm	Documented Information Control (Review of system documents)	-General documented information -Creating & updating -Control of documented information -Follow-up of previous findings (if applicable)	KA		7.5.1, 7.5.2, 7.5.3
13	1:00 – 2:30pm	Maintenance / MIS	-Infrastructure -General documented information -Follow-up of previous findings (if applicable)	KH		7.1.3, 7.5.1
14	1:00 – 2:30pm					

1. Audit Day (08.08.2024)						
Nr.	Time ¹⁾	Site / shift / Business unit	Processes (optional entry)	Auditor (Initials)	Contact ²⁾	Focus / Standard Requirement / Chapter / Clause
15	2:30 – 4:00pm	Marketing and Promotions – Marketing Communication	-General documented information -Operational planning & control -Production and service provision (control/ identification & traceability/ customer & external property/ preservation/ post-delivery activities/ changes control) -Release of products and services -Control of nonconforming outputs -Environment for the operation of processes -Follow-up of previous finding (if applicable)	EL		7.5.1, 8.1, 8.3, 8.5.1, 8.5.2, 8.5.3, 8.5.4, 8.5.5, 8.5.6, 8.6, 8.7, 7.1.4
16	2:30 – 4:00 pm	Corporate Planning and Business Development -Market Research -QMS Planning	-General documented information -Operational planning & control -Requirements for products & services -Follow up of previous findings (if applicable)	EM		7.5.1, 8.1 8.2.1, 8.2.2, 8.2.3, 8.2.4
17	2:30 – 4:00pm	Marketing and Promotions - Domestic	-General documented information -Operational planning & control -Production and service provision (control/ identification & traceability/ customer & external property/ preservation/ post-delivery activities/ changes control) -Release of products and services -Control of nonconforming outputs -Environment for the operation of processes -Follow-up of previous finding (if applicable)	KA KH		7.5.1, 8.1, 8.5.1, 8.5.2, 8.5.3, 8.5.4, 8.5.5, 8.5.6, 8.6, 8.7, 7.1.4
18	4:00 – 4:30pm		Auditor’s consolidation meeting Audit Report Preparation	Audit Team		
19	4:30 – 5:00pm		Closing meeting	Audit Team	All Concerned	
20	5:00pm		End of audit			
¹⁾ from to; Modifications are possible				²⁾ to be defined by client		

Distribution	
Organisation, audit team, audit documentation, -	
Editor	
Date:	02.08.2024 / Rev.01 06.08.2024
Person in charge:	Edmund Angelo Larroza

Objective evidences

Please have the evidences listed below ready for access by the audit team.

As required (but at least in initial/recertification or extension audits) copies of these objective evidences shall be provided to the audit team in an appropriate form to be included in the audit file. If necessary, confidential information in these dedicated copies may be blacked.

- Valid entry in professional or commercial register (or comparable evidence) - if applicable
- Organization chart/evidence of organization
- Company policy for audited management system(s)
- Overview of management system documentation (e.g. table of contents or presentation of the structure of the management system documentation, process map)
- Result of management review (e.g. cover sheet or table of contents with date and signature)
- Current annual planning of internal audits and evidence of audit report(s) (e.g.: cover sheet with date and signature)
- Standard-specific evidence, as applicable (e.g. ISO 14001: extract of environmental permit register; ISO 27001: statement of applicability, ISO 45001: accident statistics; ISO 50001: energy report as cover sheet with date and signature or evidence of continual energy performance improvement)

Explanations:

Audit objectives:

- determination of the conformity of the management system of the organization with the requirements of the aforementioned standards in order to achieve or maintain certification through an independent and accredited certification body;
- determination of the ability of the management system to ensure the organization meets applicable statutory, regulatory and contractual requirements;
- determination of the effectiveness of the management system to ensure the organization can reasonably expect to achieve its specified objectives;
- identification of areas for potential improvement of the management system.

The audit report is drawn up in German or English language and should describe if and how far the requirements of the aforementioned standards are fulfilled.

If some requirements of the aforementioned standards are assessed as "not fulfilled" in the audit, it is possible to demonstrate subsequent fulfilment in the form of a review of documents submitted later and/or in the form of a follow up audit at the company premises, depending on the type of nonconformity.

Any objections to the planned form of the audit should be discussed and solved between the organisation and the audit team leader before the audit. Any objections to members of the audit team shall be communicated to the certification body.

All members of the audit team have declared to the certification body in writing that they will keep confidential all information which becomes known to them during the course of the audit and that no inappropriate conflict of interest exists (see Annex).

Annexes (for certification body only):

- List of participants
- Declaration regarding Independence/Confidentiality/Appointments