

Tab 1



**PARAMETER C. MONITORING
AND EVALUATION OF
QUALITY ASSURANCE**

***1.2. Progress
reports are made
and submitted to
appropriate
officials.***



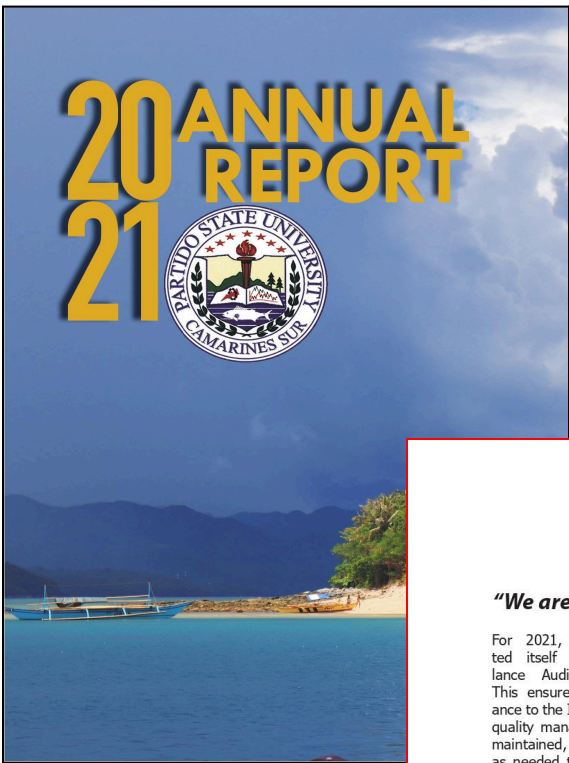


I.2. Progress reports are made and submitted to appropriate officials.

The following reports are regularly prepared and submitted to university officials:

A. ANNUAL REPORT

The University requires its offices to submit annual accomplishment reports for monitoring and evaluation, which are then consolidated into the Annual Report. The accomplishments of the QAC are also included in this report. Here is the link for the full report : [Annual Report \(2021-2023\)](#)



The PSU is again ISO 9001:2015 recertified on April 18, May 4-5 , 2021 by the TUV Rheiland , Philippines, Inc. and valid for three years, July 10, 2021 to July 9, 2024.

ISO 9001:2015

“We are ISO 9001:2015 recertified for the next three years”

For 2021, the university submitted itself to the yearly Surveillance Audit of ISO 9001:2015. This ensures the continued compliance to the ISO Standard and that the quality management system is being maintained, improved and corrected as needed to keep abreast with the demands in the global marketplace. After the first certification, PSU passed the First Surveillance Audit on August

29-30, 2019 and the 2nd Surveillance Audit on December 18-19, 2020.

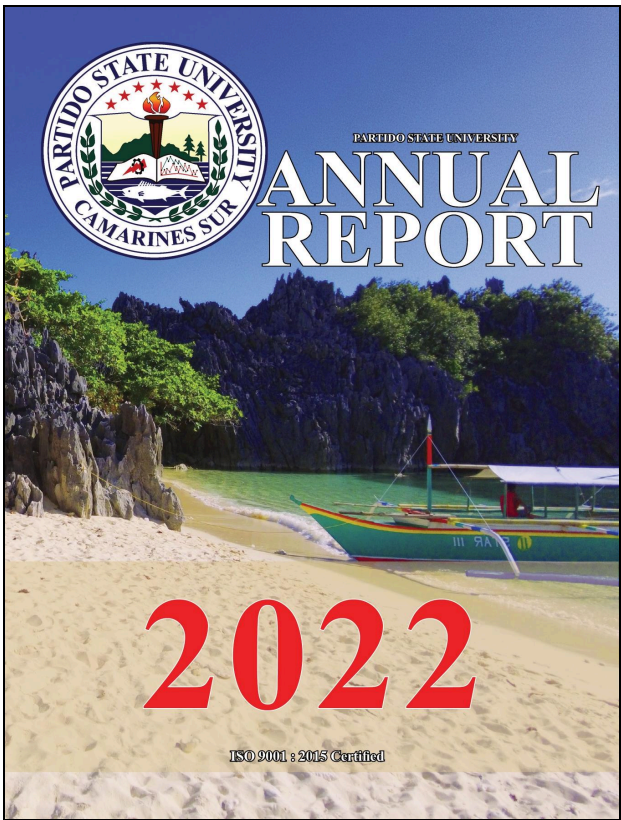
Earlier in 2018, PSU successfully submitted and granted the Re-certification Transfer with Upgrade to ISO 9001:2015 from ISO 9001:2008 in June 21-22 issued by the TÜV Rheinland, Philippines, Inc.

Prior to these dates, the univer-

sity, through the PSU-QMS office, initiated trainings and activities in preparation for the actual ISO 9001:2015 Recertification Audit.

PSU is again ISO 9001:2015 recertified on April 18, May 4 - 5, 2021 by the TÜV Rheinland, Philippines, Inc. and valid for three years, July 10, 2021 to July 9, 2024.





**ANNUAL REPORT**
2022

PARTIDO STATE UNIVERSITY
ISO 9001:2015 Certified

QUALITY MANAGEMENT SYSTEM

"PSU maintains its ISO 9001:2015 Certification."

The university, through the Quality Management System Team, strengthens its commitment to its various stakeholders. For 2022, it was found compliant in the annual Internal Quality Audit. This affirms that the university is compliant to ISO 9001:2015 standard, applicable laws and regulations, CMOs, and other rules governing the operation. While in the results of the Client Satisfaction Survey conducted for the 2nd Semester of A/Y 2021-2022 and the 1st Semester of A/Y 2022-2023, all delivery units received a positive rating or feedback from all of their respective clients. Overall, the clients gave all the sectors/delivery units a very satisfactory rating in the service quality dimension.

Prior to the First Surveillance Audit, preparations were done such as setting up of Quality Objectives and Strategic/Action Plan for the year, Review of Potential Failure Modes and Effects, Conduct of Awareness trainings on ISO 9001:2015, Internal Quality Audit, and Control of Documented Information.

Highlights of the annual Management Review Meeting were issues relevant to QMS, the performance, the effectiveness of QMS, corrective measures to respond to the non-conformities, and other improvements. The conduct of regular monitoring likewise contributed to the success of the First Surveillance Audit on May 5, 2022. The scope of the ISO 9001:2015 Certification is the "Provision and Development of Graduates, Baccalaureate, Research, and Extension Services."

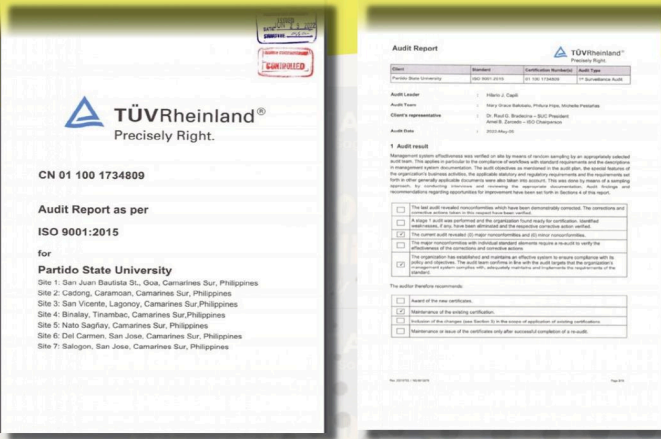
The ISO 9001:2015 Certification is valid from July 10, 2021 to July 9, 2024.



PARTIDO STATE UNIVERSITY
ISO 9001:2015 Certified

ANNUAL REPORT
2022

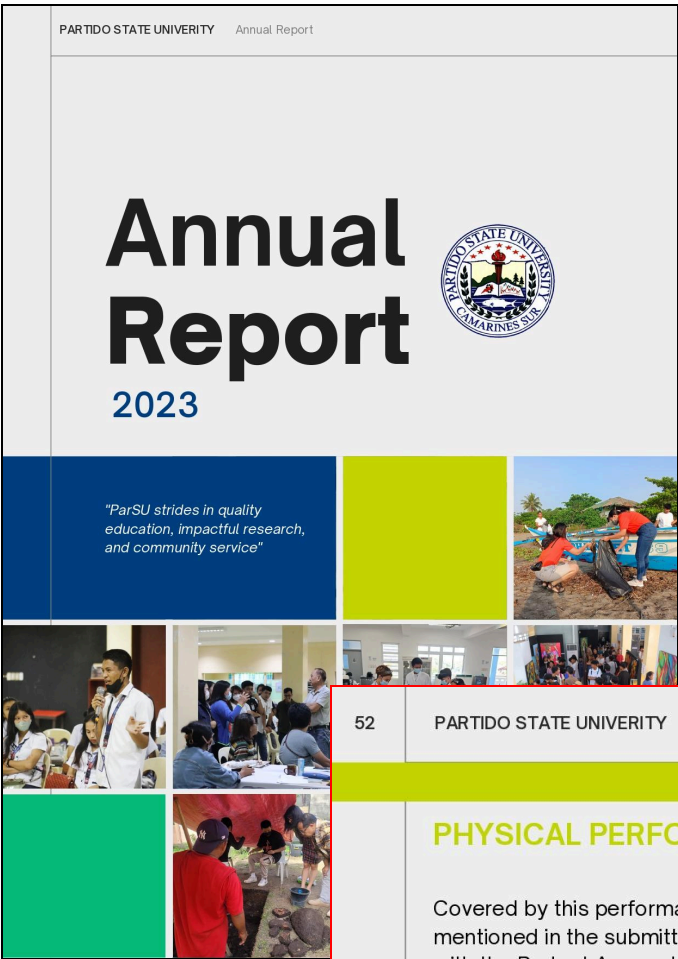




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The Scope of the ISO 9001:2015 Certification is the "Provision and Development of Graduates, Baccalaureate, Research and Extension Services."

The ISO 9001:2015 Certification is valid from July 10, 2021 to July 9, 2024.



Partido State University's General Administration and Support team has made significant efforts to ensure the quality of frontline services by obtaining recertification for internal processes at the university. The processes were standardized following the ISO 9001:2015 recertification on April 18, 2023, for all units, with the University continuously maintaining its quality services to sustain this certification.

PHYSICAL PERFORMANCE

Covered by this performance are the Programs, Projects, and Activities (PAPs) mentioned in the submitted Budget Execution Document 2 (BED2) and in synchrony with the Budget Accountability Report 1 (BAR1) through the Unified Reporting System (URS).

I. General Administration and Support Services (GASS)

Partido State University's General Administration and Support Services (GASS) team has made significant efforts to ensure the quality of frontline services by obtaining recertification for internal processes at the university. These processes were standardized following the ISO:2015 recertification on April 18, 2023, for all units. In addition to meeting good governance conditions and submitting budget and financial accountability reports, the university has maintained and updated its Transparency Seal, PhilGEPS Posting, and Citizen's Charter, etc. In line with the institution's commitment to cross-cutting measures, the university has established and implemented an agency review and compliance procedure for the submission of SALN (Statement of Assets, Liabilities, and Net Worth) and complied with the requirements of the FOI (Freedom of Information) Program. The finance group has diligently monitored and implemented appropriate measures to address COA (Commission on Audit) audit findings.





2024 ANNUAL REPORT



QUALITY MANAGEMENT SYSTEM

ISO 9001:2015 Recertification Audit – April 15-16, 2024

Partido State University, in its commitment to maintaining its international quality seal, submitted to ISO 9001:2015 Recertification Audit by TUV-Rheinland, Philippines, Inc. on April 15-16, 2024. Last April 15-16, 2024, the ISO 9001:2015 Recertification Audit was conducted in the Main Campus, the College of Public Safety and Community Health (Lagonoy Campus) and the College of Management and Tourism (San Jose Campus). Selected and respective offices in each campus through sampling were audited according to the Audit Plan. Auditors were: Mr. Fronie Aligway, Lead Auditor, Ms. Madilyn Plaza, Ms. Mary Grace Balobalo, and Mr. Hilario Capili.



Congratulations!

PARTIDO STATE UNIVERSITY

**FOR PASSING THE
ISO 9001:2015 RECERTIFICATION AUDIT**

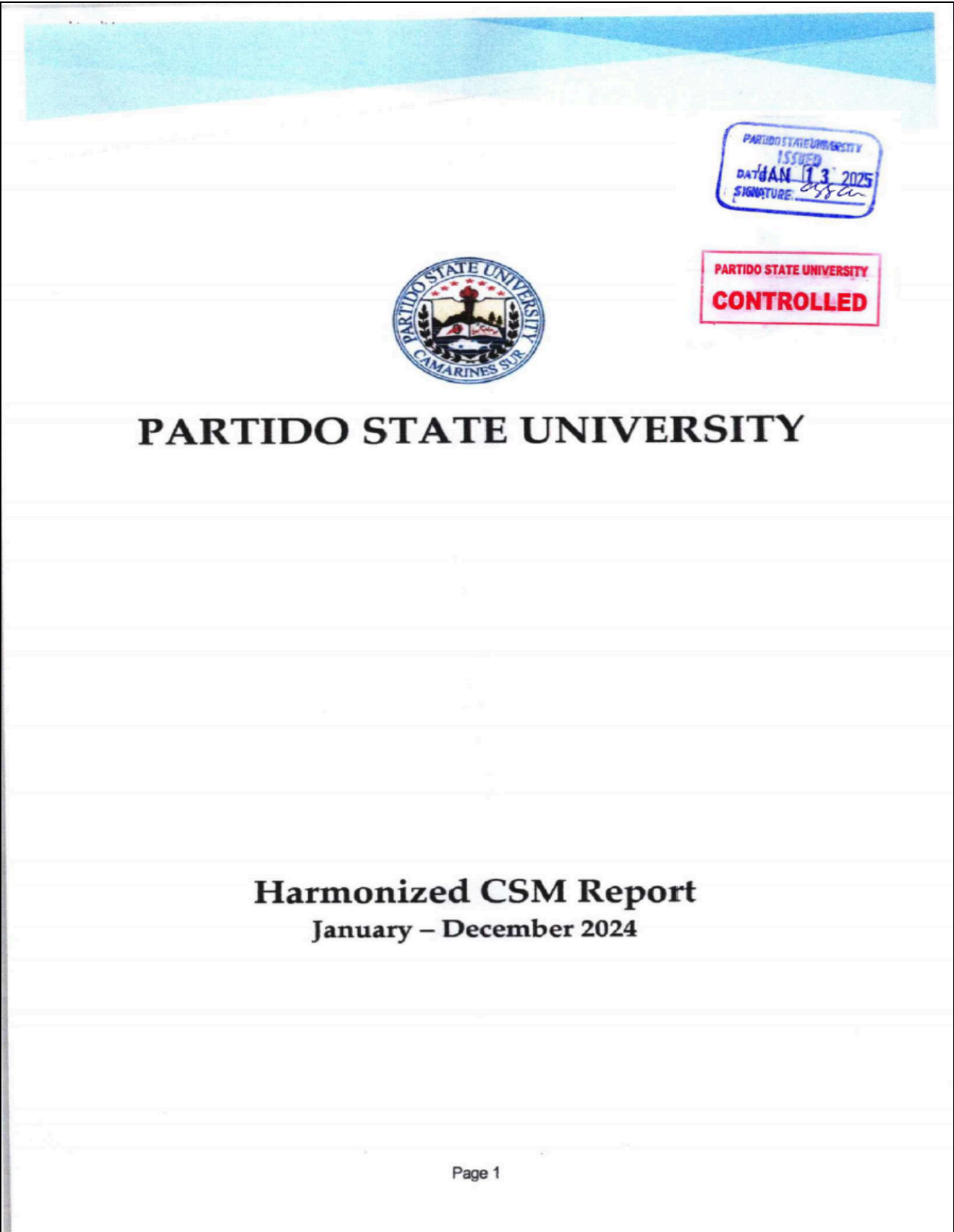
APRIL | 15-16 | 2024





B. Client Satisfactory Measurement

Quality Assurance Center has obtained an overall score of 100% in its Client Satisfactory Measurement from January to December 2024, and there were no negative complaints logged. Here is the link of the full report: [Harmonized CSM Report \(January-December 2024\).pdf](#)





Code	Sectors/ Delivery Units	Overall Score
GASS	A. General Administration and Support Services (GASS)	100% (2189/2189)
OP	Office of the President	100% (22/22)
OVPAF	Office of the VP for Admin and Finance	100% (26/26)
	Office of the Board Secretary	100% (19/19)
AO	Accounting Office	100% (26/26)
BAC	Bids and Awards Committee	100% (25/25)
BUSAF	Business Affairs	100% (97/97)
BUD	Budget	100% (11/11)
CASH	University & Campus Cashiering Offices	100% (1180/1180)
DCO	Records Management Office	100% (90/90)
HRM	Human Resource Management Office	100% (41/41)
ICTMO	Information and Communication Technology Management	100% (117/117)
PROC	Procurement Office	100% (56/56)
PPF	Physical Plant & Facilities	100% (289/289)
	Planning Office	100% (42/42)
SEC	Safety and Security Services	100% (68/68)
OUPS	Supply Office	100% (68/68)
	Office of the University Printing Press	100% (11/11)
	Office of the International Affair	100% (1/1)
STO	B. Support to Operations (STO)	100% (7115/7115)
CLIN	University & Campus Medical and Dental Clinics	100% (2265/2265)
GAP	University & Campus Guidance, Admission and Placement	100% (1018/1018)
LIB	University & Campus Libraries	100% (635/635)
OSAS	Office of the Student Affairs and Services	100% (648/648)
REG	University & Campus Registrar Offices	100% (2421/2421)
	Quality Assurance	100% (29/29)
	Culture and Arts	100% (16/16)
	Sports and Athletics	100% (47/47)
	National Service and Training Program Office	100% (36/36)
RDE	C. Research Development and Extension (RDE)	99.12% (226/228)
	Office of the VP for Research, Extension and Knowledge Mgt.	98.11% (52/53)
	Research and Development Division	98.78% (81/82)
	Extension and Community Services Division	100% (93/93)
ACAD	D. Campus/ Colleges (ACAD)	100% (703/703)
OVPA	Office of the VP for Academic Affairs	100% (43/43)



C. Auditors Report

Following the University's ISO certification, an Internal Quality Audit (IQA) Team was established to oversee the planning, implementation, monitoring, and assessment of the entire process. Part of its mandate is to prepare and submit reports reflecting the results of the quality assurance activities carried out.

The following are the reports submitted by the IQA Team to the University Head covering the years 2021 to 2024:

https://drive.google.com/drive/folders/1hOHhLm1uOzAtITAtqggYDoUb_JQTclF8?usp=sharing



Republic of the Philippines
PARTIDO STATE UNIVERSITY
Camarines Sur

ISSUED

FEB 21 2024

SIGNATURE: 

PSU-F-IQA-04

AUDIT REPORT

Audit Date : February 15 – 16, 2024
Audit Objective : To verify the compliance of the established QMS against the requirements of ISO 9001: 2015 standards, applicable laws and regulations and other rules governing the operations of each Auditee
Audit Scope : All Quality Management System, Processes and Areas of Goa Campus, Salogon Campus, Sagñay Campus, San Jose Campus, Caramoan Campus, Tinambac Campus, Lagonoy Campus.
Audit Criteria : ISO 9001:2015 Quality Management System Requirements/Standards, applicable Statutory and Regulatory Requirements and QMS Documented Information
Date : February 16, 2024

NCAR No.	Campus/College/Office	Section Clause	Classification P/NC/IP	Description of Findings
	Office of the University President		P	The University hosted the 16 th International Kuroshio Science Symposium last December 16-17, 2023 at Villa Caceres, Naga City. It was participated by guests and presenting authors form different countries
	Office of the University President		P	The University signed a Memorandum of Understanding with Choonhae College of health Sciences, South Korea last June 27, 2023. The MOU endeavors to develop academic and research collaboration. A Commemorative Ceremony for Renewal of Agreement between Kochi University and Partido State University was conducted last March 22, 2023 at Kochi University, Japan.
	Office of the University President		P	Received from Philippine Health Insurance Corporation (PhilHealth) the Top Performing Employer Award in recognition of the university's performance as one of the highest remitting employer with timely payments and regular posting among government employers in the Bicol region. The award was given last December 20, 2023 at Legazpi City, Albay.
	College of Education		P	The college produced 9 th Placer in the Bachelor of Elementary Education Licensure Examination last September 24, 2023. Ms. Maria Alyssa Gaile C. Credo registered a score of 92.80 in the said exam.
	Office of the University President		P	The university received a Plaque of Commendation form Commission on Higher Education, RO V for showcasing the university's best practices on International academic mobility program initiatives and engagements during the webinar "Borderless Teaching and Learning for ASEAN Collaboration and Integration last November 13, 2023.

Effectivity Date: February 1, 2021

Rev. No: 01

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NCAR No.	Campus/College/Office	Section Clause	Classification P/NC/IP	Description of Findings
PSU – IQA – 2024 – 01	College of Science	7.1.3	IP	The doorstep at the entrance door of PD's office maybe reassessed on its safety measures (elevation, proper marking on doorstep)
PSU – IQA – 2024 – 02	College of Integrated Arts and Humanities	7.1.4	NC	There were lights found to be defective in the office. Request for repair/replacement of defective light bulbs.
PSU – IQA – 2024 – 03	Lagonoy Campus - Registrar	7.2	IP	May consider to attend training relevant to the position as Campus Registrar. The trainings to be attended must also be aligned to the approved Training Needs Assessment.
PSU – IQA – 2024 – 04	College of Education	7.5.2	IP	There were thirty-four (34) forms identified and thirty (30) of them were active. There were 9 logbooks presented, three (3) of them were not currently used. May consider review and updating the Masterlist of Active Forms and Logbooks. CIP: Incoming document logbook, attendance Logbook
PSU – IQA – 2024 – 05	Tinambac Campus - Academics	7.5.3	NC	CMO of the program was presented during audit, however, one CMO presented was not controlled. CIP: CMO No. 60, s. 2017 for BS Environmental Planning
PSU – IQA – 2024 – 06	San Jose Campus - Registrar	7.5.3	NC	The office maintained three (3) existing logbooks, however there is one loose logbook with existing entries of transaction between PSU-San Jose Registrar and PSU – Goa Registrar but with no logbook name and code. CIP: Logbook for Transmittal for Personal jacket And TOR of graduates.
PSU – IQA – 2024 – 07	Caramoan Campus - Cashiering	7.5.3	IP	May consider affixing of countersignature or initial by the concerned client to corrected entries in the logbook. CIP: Disbursement Voucher Logbook PSU-LB-CCO-04 Several pages found corrected entries without countersigned or initials
PSU – IQA – 2024 – 08	Tinambac Campus - Guidance	7.5.3	NC	Identified three (3) transactions with incomplete required attachments – No Evaluation Sheet/Exit Interview Form Accomplished (PSU-F-GAP-19), which is a requirement under the Work Instruction for Face-to-face Counseling/Consultation Process for Referral and Walk-in (PSU-WI-GAP-02)



NCAR No.	Campus/College/Office	Section Clause	Classification P/NC/IP	Description of Findings
PSU – IQA – 2024 – 09	Tinambac Campus – Library	8.2.2	NC	Expired license of the librarian was presented during the audit. Ensure renewal of PRC license. CIP: PRC registration No.: 001736 Valid Until: 1/12/2024
PSU – IQA – 2024 – 10	Tinambac Campus - OSAS	8.2.2	NC	Identified missing requirements in the application for the Dormitory Admission as stated in the Work Instruction for Faculty, Non-Teaching personnel and Students Dormitory Admission Process (PSU-WI-OSA-04): - Several applications have no picture - Incomplete details in the application form - Missing information in the Contract of Lease such as the address of the applicants, age - Some application and Contract of Lease are not properly signed.
PSU – IQA – 2024 – 11	Lagonoy Campus - Library	8.5.2	NC	Donated books were not included in the Inventory Report. CIP: Organized Crime Investigation By: Airel Barrera Industrial Security Management By: Dino B. Bobier
PSU – IQA – 2024 – 12	San Jose Campus – Medical Clinic	8.5.2	IP	To consider immediate labeling of medicine container when medicines are transferred from the medicine box to the medicine container for proper identification and traceability.
PSU – IQA – 2024 – 13	Caramoan Campus - OSAS	8.5.2	NC	Ensure that supporting documents for activities conducted, as outlined in Quality Objective 1, are well-documented, properly captioned, and well packaged. CIP: QO1 – The supporting documents for leadership training was presented with inadequate documents, pictures that lacked captions, and no clear date of implementation.
PSU – IQA – 2024 – 14	Caramoan Campus – Medical Clinic	9.1.3	NC	There are discrepancies of the data in the Performance Monitoring Graph (PMG) against the actual data presented during audit. CIP: QO12C In the PMG, there are eight (8) documented submissions; however, in the actual supporting documents, there are 9. QO14 In the PMG, there is zero target, but based on the supporting documents, there is an actual from the approved CSS 2022-2023 second semester report.



NCAR No.	Campus/College/Office	Section Clause	Classification P/NC/IP	Description of Findings
PSU – IQA – 2024 – 15	Cashiering Office (Goa Campus)	9.1.3	NC	There is a discrepancy of the data in the Monitoring Graph against the actual data presented in the Monitoring sheet. CIP: Q04 of PMG 2023 for the month of September is 90 but the actual is 99 (96 were listed in the Monitoring sheet of September 2023 and Other 3 were on the monitoring sheet of August 2023.
PSU – IQA – 2024 – 16	College of Accountancy and Economics	9.1.3	NC	The office established and implement a quality management system observing the process needed such submission or required reports, however, it was observed that there was a discrepancy on the submitted report. CIP: Q05: To maintain enhancement of faculty's pedagogical, research, or extension skills through participation in training, seminars and workshops within the year, in the PMG is 35 while in the actual count is 32. Q06: To ensure the effective classroom instruction by attaining a rating of 4.0 (very satisfactory) or above in instruction of faculty members per semester, in PMG is 35 while the actual count is 30.

Total number of findings:

P	-	5
IP	-	5
NC	-	<u>11</u>
Total		21

Audit Conclusion:

The established Quality Management System of the university has been effectively maintained and is in accordance with ISO 9001:2015 standard, applicable laws and regulations and other rules governing the operation of the university. The readiness of the University to submit for Re-Certification Audit is hereby confirmed.

Distribution: Per Distribution List



Prepared by:

NYMPHA L. GO, CPA
Lead Auditor

Reviewed by:

MICHAEL A. CLORES, Ph.D.
ISO Chairperson

Accepted by:

ARNEL B. ZARCEDO, EDEL
SUC President III



D. Quality Assurance Activities

The QAC aligns its initiatives with national standards and prepares for international benchmarks to ensure quality processes are integrated into the University's 2023–2027 Strategic Plan. This approach strengthens accountability, supports informed decision-making, and promotes a culture of excellence.

In line with these, the QA center conducted activities to come up with the expected outputs/outcomes. Please see the link below:

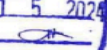
[tps://drive.google.com/drive/folders/1OQt6eHbYfQxQH8MPCAnSL-mjoBPbsx90?usp=s_haringht](https://drive.google.com/drive/folders/1OQt6eHbYfQxQH8MPCAnSL-mjoBPbsx90?usp=s_haringht)



Republic of the Philippines
PARTIDO STATE UNIVERSITY
Camarines Sur

ISSUED

DATE JAN 05 2024

SIGNATURE: 

PSU-F-OUP-01

Office of the University President
MEMORANDUM
No. 003, s. 2024

TO : THE VICE-PRESIDENTS
DEANS
STAFF DIRECTORS
DIVISION AND SECTION CHIEFS
INTERNAL QUALITY AUDITORS
ALL AUDITEES
ALL CONCERNED

FROM: OFFICE OF THE UNIVERSITY PRESIDENT

DATE : JANUARY 5, 2024

RE : 2024 SCHEDULE OF MAJOR ISO ACTIVITIES

All concerned are hereby requested to plan and execute appropriate actions relative to the following schedule of major International Organization for Standardization (ISO) activities in preparation to the **ISO 9001:2015 Recertification Audit in April, 2024:**

	Activity	Schedule
ISO Trainings		
1	ISO 9001:2015 Awareness (1 day)	January 22, 2024 (Mon)
2	Internal Quality Audit Training (2 days)	January 25-26, 2024 (Thu-Fri)
3	Effective Internal Audit Reporting (1 day)	February 5-6, 2024 (Mon-Tue)
4	Risk Management Training/ FMEA (1 day)	February 7, 2024 (Wed)
5	Quality Objectives Workshop (1 day)	February 8, 2024 (Thu)
Prior to and during Recertification Audit		
1	Internal Audit	February 12-13, 2024 (Mon-Tue)
2	Monitoring through conduct of Mock Audit (3 days): - Quality Objectives performance monitoring - Work Instructions - Risk Management - Corrective action process	February 19-21, 2024 (Mon-Wed)
3	Management Review Meeting	March 18, 2024 (Mon)
4	Monitoring through conduct of Mock Audit (2 days): - Documented information requirements - Internal quality audit requirements - Management review meeting requirements	March 21-22, 2024 (Thu-Fri)
5	Capability Assessment (if necessary)	March 29, 2024 (Fri)
6	Certificate/ Technical Audit Assistance prior to/ during the Recertification Audit (2 days)	April 15-16, 2024
7	ISO 9001:2015 Recertification Audit	April 15-16, 2024 (Proposed)

For information and strict compliance.



RAUL G. BRADECINA, PhD
SUC President III

Effectivity Date: February 3, 2014

Rev No.: 00

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AREA IX: QUALITY ASSURANCE CULTURE

INSTITUTIONAL ACCREDITATION

 www.parsu.edu.ph

 ParSU Info Page

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 09696087792 (Smart)

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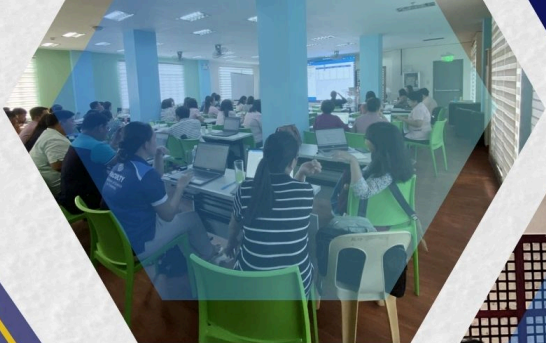
On August 8–9, 2024, an Orientation Training Workshop for Quality Assurance Coordinators and Taskforces was held. Guided by QAC Director Ms. Janet A. Cledera and reinforced by the support and commendations of university leaders—Dr. Arnel B. Zarcedo (University President), Dr. Michael A. Clores (VP for Academic Affairs), Prof. Charlie V. Balagtas (VP for Administration and Finance), and Dr. Raul G. Bradecina (VP for Research, Extension, and Knowledge Management)—the workshop was successfully carried out.

August 8 - 9, 2024 | RDE Bldg. PSU - Goa

**ORIENTATION TRAINING WORKSHOP FOR
QUALITY ASSURANCE COORDINATORS
AND TASKFORCE ON PROGRAM
ACCREDITATION**



➤➤➤➤





ParSU Quality Assurance Center

DAY 1





Republic of the Philippines
PARTIDO STATE UNIVERSITY
Camarines Sur

2nd floor, Registrar's Bldg.
qac@parsu.edu.ph
ParSU Quality Assurance Center





ParSU Quality Assurance Center

DAY 2







Republic of the Philippines
PARTIDO STATE UNIVERSITY
Camarines Sur

2nd floor, Registrar's Bldg.
qac@parsu.edu.ph
ParSU Quality Assurance Center





Office of the University President
MEMORANDUM

No. 608, s. 2022

TO : THE VICE-PRESIDENTS
DEANS
STAFF DIRECTORS
DIVISION AND SECTION CHIEFS
INTERNAL QUALITY AUDITORS
ALL AUDITEES

FROM: OFFICE OF THE UNIVERSITY PRESIDENT

DATE : JANUARY 6, 2022

RE : 2022 SCHEDULE OF MAJOR ISO ACTIVITIES

All concerned are hereby requested to plan and execute appropriate actions relative to the following schedule of major International Organization for Standardization (ISO) activities in preparation to the **ISO 9001:2015 1st Surveillance Audit in April, 2022**:

	Activity	Schedule
Trainings with the ISO Consultant		
1	ISO Awareness (1 day)	January 24, 2022
2	Internal Quality Audit Training (2 days)	February 7-8, 2022
3	Risk Management Training (Failure Mode and Effects Analysis) (1 day)	February 14, 2022
4	Management Review (1 day)	February 15, 2022
Prior to and during 1st Surveillance Audit		
1	Monitoring through conduct of Mock Audit (2 days): - Corrective action process - Documented information requirements	February 9-10, 2022
2	Internal Audit	February 16-18, 2022
3	Monitoring through conduct of Mock Audit (3 days): - Quality Objectives performance monitoring - Work Instructions - Risk Management	February 21-23, 2022
4	Management Review Meeting	March 24, 2022
5	Monitoring through conduct of Mock Audit (3 days): - Internal quality audit requirements - Management review meeting requirements	March 28-30, 2022
6	Capability Assessment	April 1, 2022
7	Certificate/ Technical Audit Assistance prior to/ during the First Surveillance Audit	April 1, 7 & 8, 2022
8	1st Surveillance Audit	April 7-8, 2022 (Proposed)

For information and strict compliance.


ARNEL B. ZARCEDO, EDEL
Officer-in-Charge
VP for Administration & Finance



Office of the University President
MEMORANDUM

No. 339, s. 2021

TO : VICE PRESIDENTS
ALL AUDITEES
INTERNAL QUALITY AUDITORS
ALL CONCERNED

FROM: OFFICE OF THE UNIVERSITY PRESIDENT

DATE : SEPTEMBER 14, 2021

RE : ISO 9001:2015 TIMELINE

Attached is the Timeline for the ISO 9001:2015 from September, 2021 to CY 2022 duly attested by the Vice-President for Administration & Finance, Vice-President for Academic Affairs and Vice-President for Research, Extension and Knowledge Management .

In this regard, all College and Campus Deans/ Division Chiefs/ Section Heads/ Unit Heads/ Auditees are hereby directed to perform the following activities to ensure compliance and submission of the required documented information not later than the scheduled deadlines:

1. Conduct a meeting to disseminate the attached ISO 9001:2015 Timeline.
2. Document the conducted meeting/s.
3. Prepare a Monthly Monitoring Chart based on the ISO 9001:2015.

The ISO Chairperson is directed to post the submission via Google Sheet for reference and monitoring of all concerned.

For your information, dissemination and strict compliance.

RAUL G. BRADECINA, PhD
SUC President III



***Management Review Notes**



Tab 2

