QUALITY MANUAL
ISO 9001: 2015

Doc. No: MinSCAT-QMO-QM-001

Rev. No.: 001

Effective Date: 16-MAY-2018

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SUC President II

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AUTHORIZATION FOR THE IMPLEMENTATION AND UPDATING RESPONSIBILITY

The signatures below certify that this Quality Management System Manual has been reviewed, accepted and validated. The signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

Implementation of the contents of the Quality Management System Manual is authorized and approved by the College President effective on the date specified in the Manual.

Updating of the Manual is the responsibility of the Quality Management Representative following the Mandatory Procedure on Documented Information.

Their specimen signatures appear below.

DR. CHRISTIAN ANTHONY C. AGUTAYA
Quality Management Representative

DR. JESSE T. ZAMORA
SUC President II

COLLEGE PROPRIETARY INFORMATION

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REVISION HISTORY

This Quality Management System Manual is reviewed to ensure its continuing relevance to the various college systems and processes that it describes. A record or contextual additions or omissions is given below.

Page No.	Revision No.	Description	Date
27	001	Inclusion of the provisions on ISO 9001:2015 particularly risk-based management.	May 16, 2018

SECTION 1

INTRODUCTION

1.1 General

The Mindoro State College of Agriculture and Technology (MinSCAT) implements the Quality Management System (QMS) in all areas of the College. This is intended to improve and sustain the overall performance of business, products and services of College. Its benefits include the ability to:

1. provide products and services that meet customer and applicable statutory and regulatory requirements;

2. plan the processes and interrelationships and the interdependencies among the QMS processes by employing the Plan-Do-Check-Act (PDCA) Cycle and risk based thinking in the daily operations;

3. manage risks associated within the College context and objectives; and

4. facilitate opportunities to enhance customer satisfaction.

The Quality Management System is considered the normative basis of reference to the International Standard and shall be used internally to provide an overview of ISO 9001:2015 requirements and how they apply at the Mindoro State College of Agriculture and Technology (MinSCAT). The QMS Manual is used externally to introduce the elements of the QMS to customers and other external organizations even to the extent necessary.

1.2 Quality Management Principles

The Mindoro State College of Agriculture and Technology (MinSCAT) has recognized the benefits of the Quality Management Principles into the daily operations. The intent of the Quality Management Principles is to provide a foundation to continually improve upon the College's performance. Subsequent sections of the QMS Manual will provide the commitment to the 7 Quality Management Principles, to wit: Customer Focus; Leadership; Communications and People Engagement; Process-approach; Continuous improvement; Risk & Opportunity, as well as, Evidence-Based Decision Making; and Relationship Management.

1.3 Process Approach

The Mindoro State College of Agriculture and Technology (MinSCAT) has espoused the "Process Approach" into the daily activities as presented in Figure 1. The utilization of Risk-Based Thinking Approach has been considered when developing, implementing and improving the effectiveness of the Quality Management System. This approach enables the College to enhance its overall performance by effectively controlling the interrelationships and the interdependencies among the QMS processes.
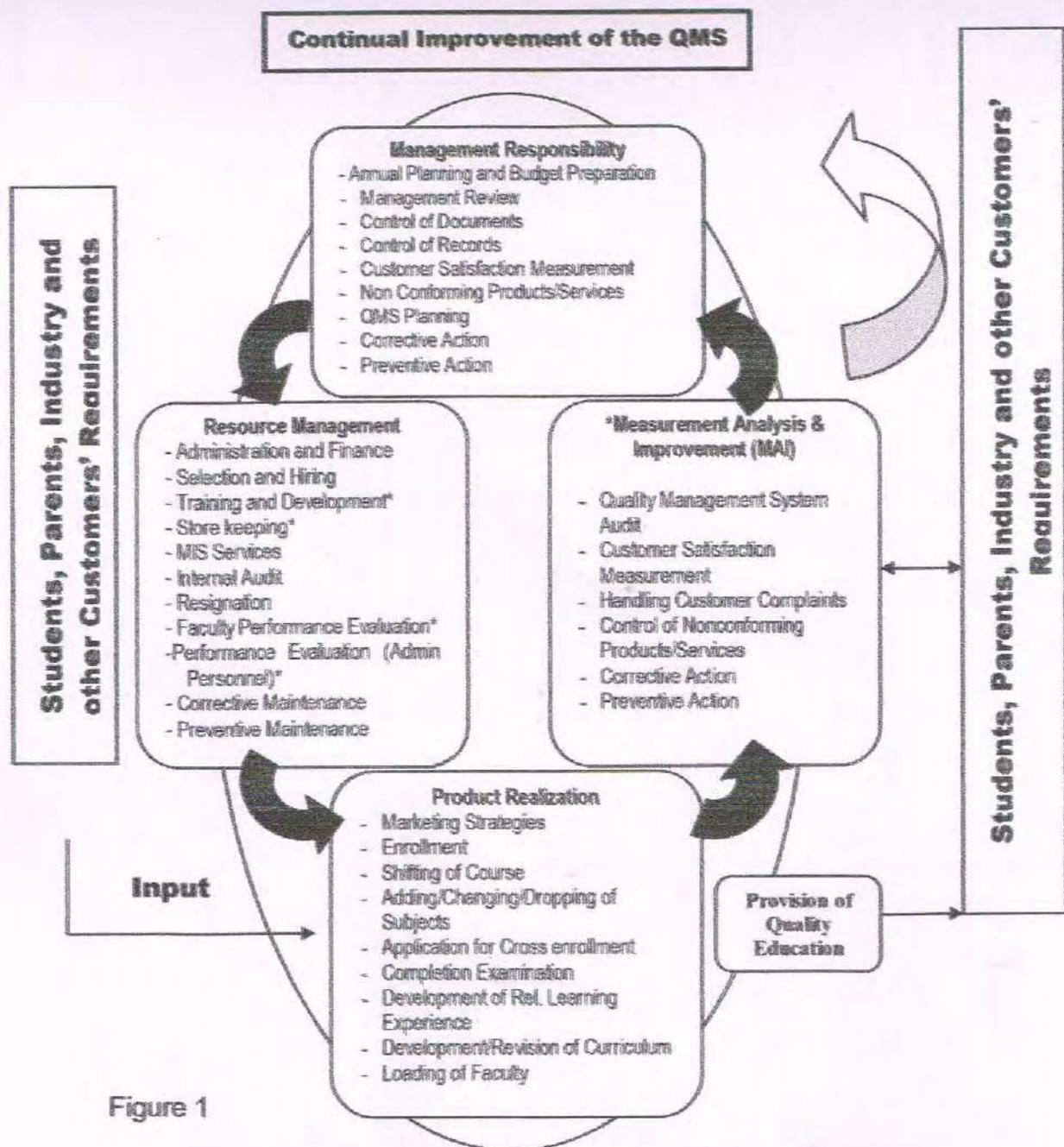
Continual Improvement of the QMS

Students, Parents, Industry and other Customers' Requirements

Management Responsibility
- Annual Planning and Budget Preparation
- Management Review
- Control of Documents
- Control of Records
- Customer Satisfaction Measurement
- Non Conforming Products/Services
- QMS Planning
- Corrective Action
- Preventive Action

Resource Management
- Administration and Finance
- Selection and Hiring
- Training and Development*
- Store keeping*
- MIS Services
- Internal Audit
- Resignation
- Faculty Performance Evaluation*
- Performance Evaluation (Admin Personnel)*
- Corrective Maintenance
- Preventive Maintenance

***Measurement Analysis & Improvement (MAI)**
- Quality Management System Audit
- Customer Satisfaction Measurement
- Handling Customer Complaints
- Control of Nonconforming Products/Services
- Corrective Action
- Preventive Action

Input

Product Realization
- Marketing Strategies
- Enrollment
- Shifting of Course
- Adding/Changing/Dropping of Subjects
- Application for Cross enrollment
- Completion Examination
- Development of Rel. Learning Experience
- Development/Revision of Curriculum
- Loading of Faculty

Provision of Quality Education

Students, Parents, Industry and other Customers' Requirements

Figure 1

Process-Based Quality Management System Model

The implementation of the "Process Approach" in the Institutional QMS enables the (a). understanding and consistency with achieving customer specific requirements; (b) consideration of the processes in terms of added value; (c). achievement of effective process performance; (d). improvement of the processes based on the evaluation of data and information.

Moreover, identification and management of the high-level processes within MinSCAT reduce the potential occurrence of non-conforming products and services during or after the delivery of the processes. Risks and opportunities are identified and actions taken within each of the high-level processes.

Each process is supported by sub-processes and activities. Monitoring and control of high level processes ensure effective implementation of all sub-processes, tasks or specific activities.

Furthermore, each of the high level QMS process has defined quality objectives, applicable risks and opportunities; applicable inputs and outputs; responsibilities and

authorities and supporting resources; and criteria and methods used to ensure effectiveness of the process.

1.3.1 Management Oriented Process (MOPS)

The management oriented processes are formally conducted by MinSCAT Top Management on aspects of business, operational and resource planning, goals targets and objective setting, management review, customer satisfaction review; strengths, weaknesses, threats and opportunities and budget.

1.3.2 Customer Oriented Process (COPs) or Core Processes

The MinSCAT Quality Management System Customer Oriented Processes cover the products and services in terms of instructional services delivery.

1.3.3 Support processes

Comprises primarily the MinSCAT Administrative, Research & Extension and selected Student Support Processes involved in planning, implementing the QMS in education activities. For MinSCAT administrative support process this includes (a). Management of Human Resources, (b). Management of Financial Resources, (c). Management of Goods and Services, (d). Management of Facilities.

For Research and Extension as core mandate the following activities describe each of the processes namely (1). Policy formulation, (2). Research and Project Development; (3). Research Publication, (4). Monitoring and Evaluation of Institutional Projects, (5). Intellectual Property Protection Application, (6). Data Management, and (7). Endorsement of Project for External Funding. Furthermore, a separate procedure manual describes the procedure for extension Services under the care of the extension director.

The student support services include (1). Production & Issuance of Student Academic Records; (2). Training; (3). Library Technical Services, (4). Student Discipline; (5). Program and Project Development Management; (6). Retrieval and Issuance of Records; (7). Program Accreditation (AACCUP).

1.3.4 Assessment Oriented Process

This processes help determines compliance and performance to included Internal Quality Audit, Data Analysis, Corrective Action and Non-conformities.

1.3.5 Outsourced Processes

An "outsourced process" is a process that MinSCAT has identified as being needed for its operations and Quality Management System (QMS), but one which chosen and being carried out by an external provider outside the managerial control of MinSCAT and may not be subject to the same QMS as MinSCAT. In MinSCAT, the outsourced process covers procurement of services for utility, security, telecommunication, construction materials among others.

2.4 Risk-Based Thinking

The risk-based thinking is an essential tool for achieving and maintaining an effective QMS. MinSCAT effectively plans and implements various actions to address risks and opportunities to maximize the outcomes including, but not limited to achieving improved results and preventing negative effects of its products, services and QMS.

2.5 Quality Manual Objectives

The Quality Manual of Mindoro State College of Agriculture and Technology (MinSCAT) serves as a guide and reference for all personnel of the College. It provides a common understanding of the various institutional policies and procedures in the effective implementation of the quality management system

Specifically, this Quality Manual aims to document the quality management system of MinSCAT; communicate throughout the institution its policies and total commitment to quality; provide a basis for internal audit and management review; and demonstrate to students, academic and administrative personnel, the suppliers, the partner industries and the public, MinSCAT's ability to meet their requirements; and seek certification according to ISO 9001: 2015 standard.

This Manual also provides the implementation guidelines of the processes in a systematic way. The generation of operation procedures is as important as an explanatory statement as mandated for each unit to run the processes.

2.7 MinSCAT Organizational Context

In achieving these vision and mission, the MinSCAT must review and analyze the efficiency and effectiveness of its established Quality Management System. The latter involves (1). understanding its core products and services; and the scope of its Quality Management System; (2). identifying the recipients of its products and services, or those who may be impacted by them, or interested parties who may otherwise have significant impact on the college operations. These parties are identified as documented information in the List of Interested Parties, their Needs & Requirements and Supporting Documents.

Moreover, understanding the internal and external issues of interested parties, the MinSCAT has utilized Risk Register and Opportunity Log to retain the information. These issues and concerns are identified using SWOT Analysis. These issues are monitored and updated periodically, and discussed as part of management review.

While the College has already had strategic plans in place, revisiting these during the QMS strategic review and performance measurement can be useful. Performance measurement is an iterative process and should be reviewed annually as part of MinSCAT's Quality Planning. MinSCAT has adopted the Dr. Robert Kaplan's Balanced Scorecard Approach as a tool for the MinSCAT QMS evaluation and continuous improvement.

2.8 Sites within the Scope of MinSCAT Quality Management System

The QMS certification applies only to all processes, activities, units and employees described as part of the scope within secondary, collegiate and graduate

education of the Mindoro State College of Agriculture and Technology (MinSCAT) Main Campus, Alcate, Victoria, Oriental Mindoro, MinSCAT Calapan City Campus, Masipit, Calapan City, and MinSCAT Bongabong Campus, Labasan, Bongabong, Oriental Mindoro.

SECTION 2

ORGANIZATIONAL PROFILE

2.1 History

The present Mindoro State College of Agriculture and Technology (MinSCAT) was originally the Mindoro National Agricultural School (MINAS), created by R.A. 506 as a national agricultural secondary school in the island of Mindoro. It formally opened its doors for learning on August 26, 1951.

In 1963, authority of R.A. 3758 opened the Collegiate Department. This steered the offering of several collegiate courses. The first two years leading to the degree of Bachelor of Science in Agriculture (BSA) was initially offered. This was followed by the two-year course leading to Associate in Agricultural Technology (AAT) in 1973, then the complete course offerings of Bachelor of Science in Agricultural Education (BSAE) in 1975 and BSA in 1977. Later in 1981, the two-year AAT course was changed to the Agricultural Technician Curriculum (ATC) course. At the same time, a new BSA curriculum developed by the Technical Panel for Agricultural Education (TPAE) based at Los Baños, Laguna was adopted by the school. This gradually replaced the old BSA curriculum as well as the BSAE.

The continued offering of collegiate courses, in addition to the secondary curriculum which was offered since the founding of the school made MINAS a full-pledged college, hence the change of name from MINAS to Mindoro State College of Agriculture and Technology (MCAT) on June 10, 1976 as approved by then Secretary Juan L. Manuel of the Department of Education, Culture and Sports. Then, it was converted into State College, and so now named MinSCAT by virtue of RA 8007 on May 25, 1995. It is mandated to provide higher vocational, professional and technical instruction and training in agricultural and industrial fields. It is also mandated to promote research, advanced studies and progressive leadership in the fields of agriculture including agricultural education and home technology, with special emphasis given to agricultural industry, fishery, forestry, and industrial education.

The leadership of MinSCAT as an educational institution has progressed from its first Superintendent, Mr. Eligio C. Ureta Sr. (1951-1962), then to Mr. Onofre F. Martin (1962-1965) to Mr. Crispin E. Cabanilla (1963-1965), Mr. Antonio U. Ganir (965-1979), Mr. Camilo P. Silvestre (1979-1990), then to Mr. Manolito V. Icalla as Principal-OIC (1990-1991), Mr. Jeremias A. Ortiz as Administrator-OIC (1991-1994), and to Dr. Angelito A. Bacudo as Principal-OIC (1994-1996).

MinSCAT as a State College makes strides through the leadership of Dr. Angelito A. Bacudo who was installed as its first President on July 8, 1996.

MinSCAT is the only state college in the whole province of Oriental Mindoro with three campuses, the MinSCAT Main Campus in Alcate, Victoria, Oriental Mindoro, MinSCAT Bongabong Campus in Labasan, Bongabong, Oriental Mindoro, and MinSCAT Calapan Campus in Masipit, Calapan City. MinSCAT strengthens the desire to work harder towards its direction of working with the Commission on Higher Education(CHED) requirements of Republic Act No. 10596 which is known as "An Act Converting the Mindoro State College of Agriculture and Technology in the Municipality

of Victoria, Province of Oriental Mindoro into a state university to be known as the Mindoro State University". With its widening service area, more curricular offerings in the graduate and undergraduate levels and greater infrastructure development, Dr. Levy B. Arago, Jr., the third President of MinSCAT takes the lead to continuously serve the College role as a center for training students to become useful professionals and change agents responsible in fostering agricultural and industrial development guided by the MinSCAT core values Responsibility, Involvement, Commitment and Excellence.

2.2 The Institutional Philosophy

The Mindoro State College of Agriculture and Technology believes in the supremacy of God over His creation, and that man as His special creation has the capacity to learn and can be developed physically, mentally, socially and spiritually. The College strongly upholds education as an indispensable aspect in the changes of the individual. Equipped with functional and more effective education, the individual must strive to maintain an honest and productive life coupled with his duties and obligations to serve humanity and his country and to recognize his responsibility of conserving and developing the rich natural resources for sustainable development.

2.3 The Vision of the Institution

A self-reliant center of development in Oriental Mindoro that provides sustained leadership in instruction, research and extension to produce globally competitive professionals and appropriate technologies crucial in helping develop a productive and spiritually and morally upright citizenry, in a diverse yet cohesive society.

2.4 The Mission of the Institution

The Institution exists to promote professional and technological education by intensifying instruction and training, conducting more viable and relevant researches, utilizing knowledge and technology, sustaining income generation through adoption of feasible state of the art technologies, establishment of extensive and efficient linkages and networking and continuous organizational development.

2.5 The Goal of the Institution

Provide and broaden the access to quality education responsive to an ever growing and dynamic society.

2.6 The Objectives of the Institution

Strengthen the capabilities of the institution to:

1. Offer quality education;

2. Provide opportunities for the youth to develop their potentials as human beings and as productive members of the society;

3. Expand financial assistance to poor but deserving students toward greater access to education;

4 Maximize productivity to sustain income generation; and

5. Intensify research and extension services, which are relevant to the needs of the community.

2.7 Core Values

| Core Values	Denotations
Responsibility	*WE BELIEVE* that as members of the MinSCAT- key officials, faculty, staff and students- everyone must be conscientious of one's duties and responsibilities bearing the accountability inherent to one's task or position. *WE BELIEVE* that students must likewise exhibit responsibility in all their undertakings –studies and behavior, inside and outside the University Campus.
Involvement	*WE ALSO BELIEVE* that everybody must lend their support and get involved in all institutional activities-instruction, research, extension and production. *WE BELIEVE* that each member of the organization must help to facilitate performance of functions of all Units by sharing resources, ideas and skills. *WE BELIEVE* the every student should also get involved in the activities of the College and extend support in whatever capacity they can.
Commitment	*WE BELIEVE* that the College must internalize the value of dedication to hard work to surpass minimum expectations and raise the standards of performance in the College. *WE BELIEVE* that students must likewise share this value as a zeal in producing excellent performance.
Excellence	*WE BELIEVE* that it must be the ultimate goal of MinSCAT to excel in its quadruple functions – instructions, research, extension and production – and therefore must surpass minimum standards of performance. *WE BELIEVE* that as student of MinSCAT, everyone is expected to excel in their field of learning and to be more competitive in the outside world of the academe. *WE BELIEVE* that every graduate of MinSCAT should the core values of R.I.C.E. in whatever endeavor he/she gets involved in and must strive to spread the good values advocated by the College.

2.8 Curricular Offerings
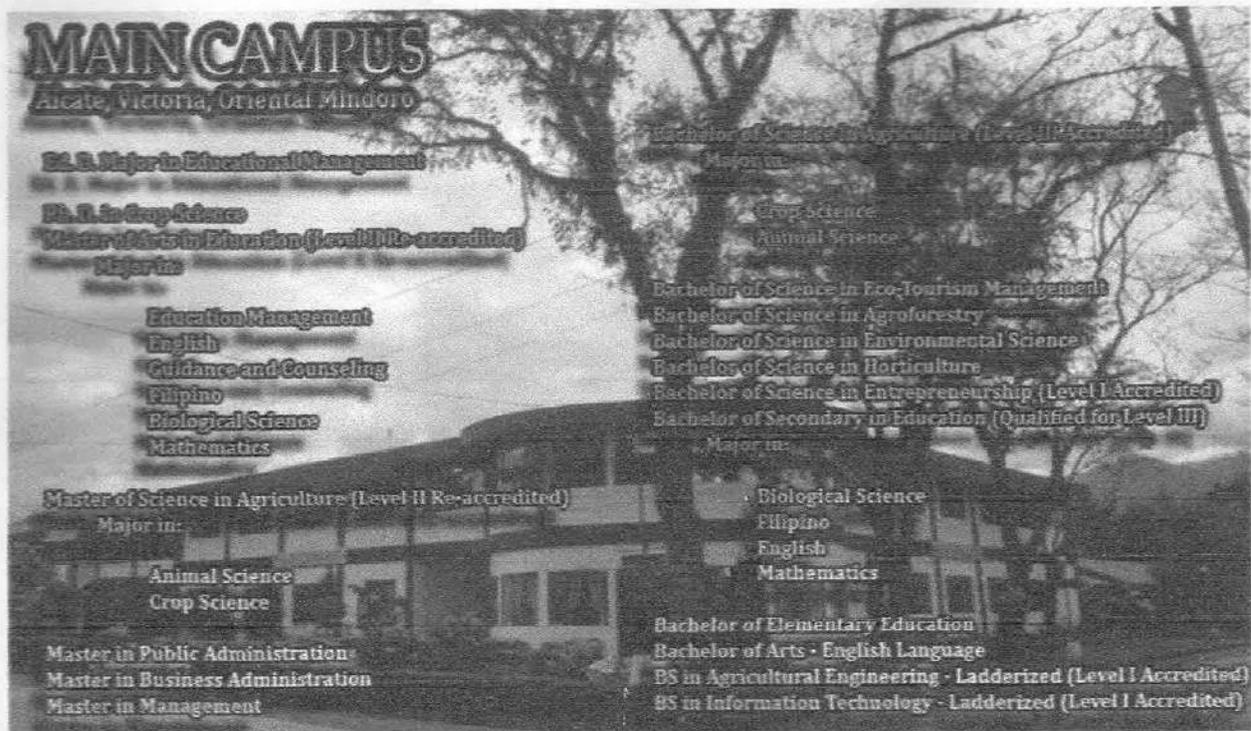
MAIN CAMPUS
Alcate, Victoria, Oriental Mindoro

Ed. D. Major in Educational Management

Ph. D. in Crop Science

Master of Arts in Education (Level II Re-accredited)
Major in:

- Education Management
- English
- Guidance and Counseling
- Filipino
- Biological Science
- Mathematics

Master of Science in Agriculture (Level II Re-accredited)
Major in:

- Animal Science
- Crop Science

Master in Public Administration
Master in Business Administration
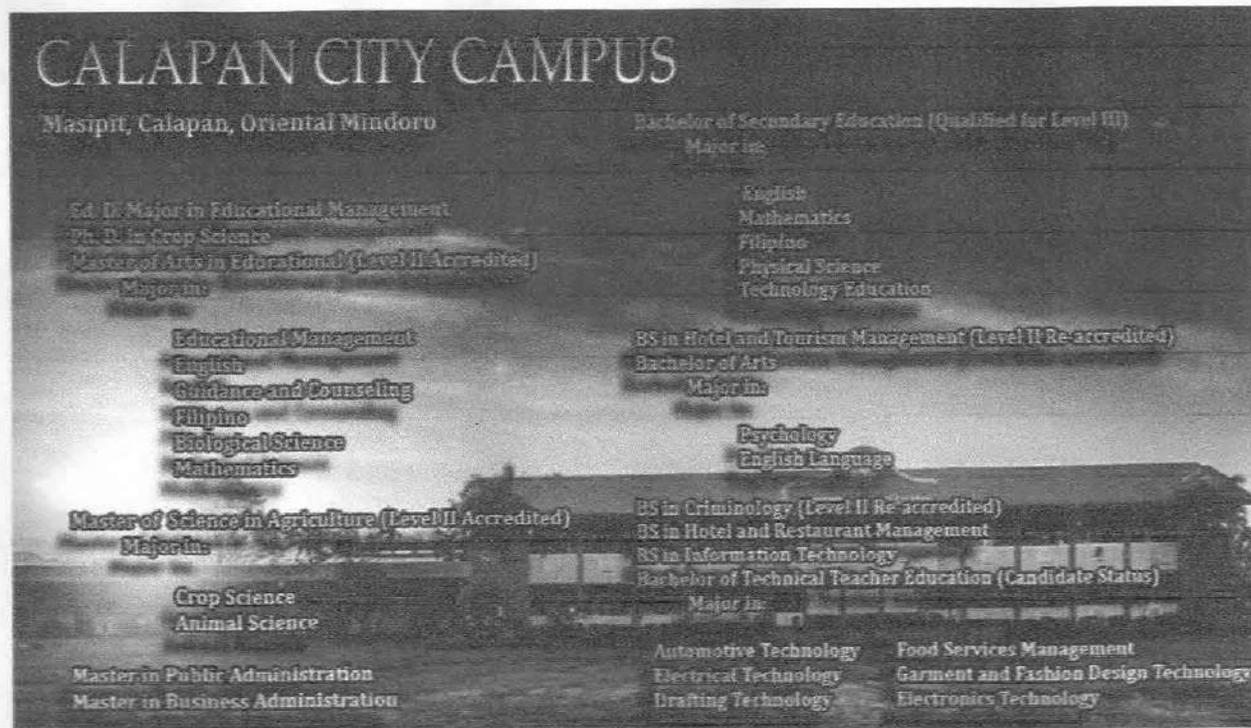Master in Management

Bachelor of Science in Agriculture (Level III Accredited)
Major in:

- Crop Science
- Animal Science

Bachelor of Science in Eco-Tourism Management
Bachelor of Science in Agroforestry
Bachelor of Science in Environmental Science
Bachelor of Science in Horticulture
Bachelor of Science in Entrepreneurship (Level I Accredited)
Bachelor of Secondary in Education (Qualified for Level III)
Major in:

- Biological Science
- Filipino
- English
- Mathematics

Bachelor of Elementary Education
Bachelor of Arts - English Language
BS in Agricultural Engineering - Ladderized (Level I Accredited)
BS in Information Technology - Ladderized (Level I Accredited)

CALAPAN CITY CAMPUS
Masipit, Calapan, Oriental Mindoro

Ed. D. Major in Educational Management
Ph. D. in Crop Science
Master of Arts in Education (Level II Accredited)
Major in:

- Educational Management
- English
- Guidance and Counseling
- Filipino
- Biological Science
- Mathematics

Master of Science in Agriculture (Level II Accredited)
Major in:

- Crop Science
- Animal Science

Master in Public Administration
Master in Business Administration

Bachelor of Secondary Education (Qualified for Level III)
Major in:

- English
- Mathematics
- Filipino
- Physical Science
- Technology Education

BS in Hotel and Tourism Management (Level II Re-accredited)
Bachelor of Arts
Major in:

- Psychology
- English Language

BS in Criminology (Level II Re-accredited)
BS in Hotel and Restaurant Management
BS in Information Technology
Bachelor of Technical Teacher Education (Candidate Status)
Major in:

- Automotive Technology
- Electrical Technology
- Drafting Technology
- Food Services Management
- Garment and Fashion Design Technology
- Electronics Technology

BONGABONG CAMPUS
Labasan, Bongabong, Oriental Mindoro

M.A. Major in Educational Management
Master of Arts in Education (Level I Re-accredited)
Major in:
- Educational Management
- English
- Mathematics
- Biological Science
- Filipino

Master in Management
Bachelor of Science in Fisheries (Level II Re-accredited)
Major in:
- Aquaculture

Bachelor of Secondary Education (Qualified for Level III)
Major in:
- Biological Sciences
- English
- Technology Education
- Mathematics

Bachelor of Elementary Education (Level I Accredited)
Bachelor of Science in Computer Engineering
Bachelor of Science in Hotel and Tourism Management (Level I Accredited)
Bachelor of Arts Major in Political Science
BS in Criminology (Level I Accredited)
BS in Hotel and Restaurant Management (Level I Accredited)
BS in Information Technology (Qualified for Level III)
Housekeeping NC II/Food & Beverage Services NC II

2.9 College Key Officials

2.10 Organizational Chart

SECTION 4

DESCRIPTION OF THE QUALITY MANUAL

Clause 1: Scope

The scope and intent of the College QMS is to define and communicate its commitment to continually enhance customer satisfaction through: effective process improvement of all systems of the College; assurance of conformity to the customer's and applicable statutory and regulatory requirements; provision of policies, procedure development and implementation of the continual compliance of ISO 9001:2015 requirements.

Clause 2: Normative References

The documented information of the MinSCAT Quality Management System, in part or in whole, are normatively referenced to the International Standard ISO 9001: 2015 Quality Management Systems Requirements, Quality Management Fundamentals and Vocabulary.

Clause 3: Terms and Definitions

The terms and definitions used in this Quality Manual are referenced from ISO 9001: 2015 standard.

Clause 4: Context of the Organization

4.1 Understanding the Organization and its Context

The MinSCAT has determined external and internal issues that are relevant to its purpose and its strategic direction and those that affect its ability to achieve the intended result(s) of its Quality Management System. In like manner, MinSCAT monitored and review these external and internal issues.

4.2 Understanding Requirements and Expectations of Interested Parties

Due to the impact or potential impact of various interested parties to the Quality Management System in consistently providing products and services that meet the customer and applicable statutory and regulatory requirements, MinSCAT has identified the list of relevant interested parties; determined their corresponding customer and applicable legal requirements.

MinSCAT is committed to continually monitor, review and analyze information and relevant requirements of the interested parties to assure that requirements are effectively managed in the QMS.

4.3 Determining the Scope of the Quality Management System

Based on the external and internal issues, requirements of relevant interested parties vis-à-vis the nature of products and services offered and produced by MinSCAT, MinSCAT has determined the boundaries and applicability of its Quality Management

System that covers core areas of Instruction, Research, Extension and Production certifiable to ISO 9001: 2015.

Management Oriented Process (MOPS)

The management oriented processes are formally conducted by MinSCAT Top Management on aspects of business, operational and resource planning, goals targets and objective setting, management review, customer satisfaction review; strengths, weaknesses, threats and opportunities and budget.

Customer Oriented Process (COPs) or Core Processes

The core processes relate to the provision of the College's Major Final Outputs (MFOs). The MinSCAT Customer Oriented Processes cover the products and services in terms of instructional services delivery. The specific activities, and procedure covered for QMS in instruction are classified under the header processes.

Pre-Enrolment activities cover all the processes prior to the actual enrollment by a student.

Enrolment Activities encompasses all the act or processes of enrolling at MinSCAT.

Management of Learning pertains to all activities that define management of instruction in the classroom that meet student's learning needs.

Endorsement of students for Graduation refers to the relevant processes that will facilitate the conferment or receipt of an academic degree or diploma marking completion of studies by students of MinSCAT. The stepwise process include evaluation, endorsement of students for graduation and the conferment of degrees.

Comprises primarily the MinSCAT Administrative, Research & Extension and selected Student Support Processes involved in planning, implementing the QMS in education activities. For MinSCAT administrative support process this includes (a). Management of Human Resources, (b). Management of Financial Resources, (c). Management of Goods and Services, (d). Management of Facilities.

For Research and Extension as core mandate the following activities describe each of the processes namely (1). Policy formulation, (2). Research and Project Development; (3). Research Publication, (4). Monitoring and Evaluation of Institutional Projects, (5). Intellectual Property Protection Application, (6). Data Management, and (7). Endorsement of Project for External Funding. Furthermore, a separate procedure manual describes the procedure for extension Services under the care of the extension director.

The student support services include (1). Production & Issuance of Student Academic Records; (2). Training; (3). Library Technical Services, (4). Student Discipline; (5). Program and Project Development Management; (6). Retrieval and Issuance of Records; (7). Program Accreditation (AACCUP).

Moreover, the MinSCAT Research, Development and Evaluation Process is a major support oriented process by mandate as a State Higher Education institution in the country.

These support oriented processes ensure that the requirements of the management and core processes are addressed to provide efficient and effective support services. Therefore, the scope of the MinSCAT Quality Management System shall always be available to internal and external parties and maintained as documented information.

Furthermore, Assessment oriented Process help determines compliance and performance of the MinSCAT QMS. The documented procedure includes Internal Quality Audit, Data Analysis, Corrective Action and Non-conformities.

4.4 Quality Management System and its Processes

MinSCAT has established, documented and implemented the Quality Management System (QMS) in accordance with the requirements of ISO 9001:2015. The QMS is maintained and continually improved through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive action and management review. MinSCAT utilizes Procedures and Work Instructions Manual to provide the employees and external providers, with detailed "How To" instructions and requirements. These documents support the achievement of quality compliance for each of the process steps.

Clause 5 Leadership

5.1 Leadership and Commitment

The College key officials are actively involved in the implementation of the MinSCAT Quality Management System (QMS) and are accountable for its overall effectiveness. Top Management initiates and fully supports the vision and strategic direction for the continuous sustainability and enhancement of the QMS. It is fully committed to support the Quality Policy and Quality Objectives. It also provides direction to the integration of the QMS requirements into each college process of the organization and is committed to promote the use of the Process Approach and Risk-Based Thinking, as well as the engagement and motivation of the employees.

5.1.2 Customer Focus

MinSCAT ensures customer requirements and expectations are clearly defined, understood and achieved at all levels of the organization. The top management adopts a client-first approach which ensures that customer needs and expectations are determined, translated into requirements, and are met with the aim of enhancing client satisfaction. The latter is done by ensuring and assuring that (1). Client and applicable statutory and regulatory requirements are determined, understood and consistently met; (2). Risks and opportunities that can affect conformity of products and services and the ability to enhance client satisfaction are determined and addressed; and (3). The focus on enhancing client satisfaction is maintained.

5.2 Quality Policy

5.2.1 Establishing the Quality Policy

Top Management thru the College President has defined and documented the MinSCAT Quality Policy. The policy articulates the purpose and context of MinSCAT as a "College of Choice" and supports its strategic direction. It provides the framework for setting quality objectives, satisfying applicable requirements and supports the College's commitment for continual improvement of the QMS.

Quality Policy

The Mindoro State College of Agriculture and Technology is committed to quest for market leadership and being the best in academic industry through quality and excellent services and continual improvement of its quality management system to satisfy and delight our students and other stakeholders as they are the reason why we exist.

5.2.2 Communicating the Quality Policy

The Quality Policy is released as a separate document and is communicated, implemented throughout MinSCAT, to wit: mass recital during college flag raising ceremony (every Monday) and in other formal events. Posters of the same are displayed in strategic units of MinSCAT such as in offices, classrooms and bulletin boards. The other communication modalities include QP is worn as part of the identification card, written in stationaries and printed in invitation, programs and news bulletin.

5.3 Organizational roles, responsibility, and authorities.

Top management has assigned responsibilities and authorities for all relevant functions of the MinSCAT. These are communicated through organizational structure and charts; the issuance of administrative communications from the President such as appointments, special orders with the specific job descriptions, memorandum order, position description forms, contracts and MOAs. Functional roles of employees relevant to a business process are described in the Procedure and Work Instructions Manuals.

The **Quality Management Office** (QMO) provides leadership role and is responsible in overseeing and managing the achievement of the Quality Policy and Quality Objectives to ensure maturity and sustainability of the QMS. The composition of the MinSCAT Quality Management Office are Quality Management Representative, Deputy Quality Management Representative, Document Control Custodians and Internal Quality Assurance Auditors.

Clause 6: Planning

6.1 Actions to address the risks and opportunities

MinSCAT considers risks and opportunities when taking actions of its Quality Management System. Risks and opportunities are identified as part of the

understanding of the internal and external issues that are of concern to MinSCAT and its interested parties (clause 4.1 and 4.2) throughout and all other activities of the Quality Management System.

Risks and opportunities are managed in accordance to the MinSCAT Risk Management Procedure and is documented through the use of Risk Register, Risk action plan. These documents define how risks are managed in order to minimize their likelihood and impact. Moreover, opportunities are likewise identified, described and managed using an opportunity log to improve their likelihood and positive consequences.

6.2 Quality Objectives and planning to achieve them

Quality Objectives are established at relevant functions, levels and processes of MinSCAT. The crafted quality objectives meet the required characteristics of the standard, to wit:

a. consistent with the Quality Policy;
b. measurable and monitored;
c. in consonance with applicable requirements;
d. communicated;
e. updated as appropriate;
f. relevant to conformity of products, services and enhance customer satisfaction.

These quality objectives are identified and define in the MinSCAT quality planning documents namely balanced scorecard and OTP forms. The descriptions of these tools are as follows:

(a). **Balanced Score Card** – a measurement based strategic management system that provides MinSCAT the method of aligning institutional activities of its QMS to strategy, monitoring strategic performance goals over time. During its strategic review, management will look at every initiative linked to the strategy maps and determine whether or not each is achieving its desired strategic outcome and the cause-and-effect relationships.

(b). **Objectives, Targets and Programs (OTP Forms)**–is a tool that would describe the objectives, targets and programs of a unit that aligns to the Quality Policy. This tool applies to all College units, functions and processes having direct responsibility for QMS activities that require improvement.

Quality objectives are measurable targets for improving operational performance to ensure process conformity and customer satisfaction. These are established by the management through employee involvement (meeting and workshops) and monitored within the framework of management reviews. Management may revise the objectives, issue corrective action requests, or take other appropriate actions to address issues. Status of the quality objectives are retained as documented information.

6.3 Planning of Changes

When changes to the QMS are deemed necessary, MinSCAT ensures that these comply with the requirements of ISO 9001:2015 and shall consider:
a. the purpose of the changes and their potential consequences;
b. the integrity of QMS;
c. the availability of resources;
d. the allocation or reallocation of responsibilities and authorities.

When MinSCAT determines the need for changes to its QMS or its specific processes, these changes are planned, implemented and then verified for effectiveness.

Clause 7: Support

7.1 Resources

MinSCAT is committed to provide adequate resources required for the establishment, implementation, maintenance and continual improvement of the QMS. The College commits resources to include: organizational knowledge for instructional delivery, competent employees, infrastructure, environment for the operation of processes and finances. The process for determining and communicating resource requirements includes:

a. management review meeting inputs and outputs;
b. capabilities and constraints on existing internal and external resources;
c. requirements and expectations provided by the external providers.

7.1. 2 People

The College ensures that it provides sufficient human resources necessary to consistently meet customer, applicable statutory and regulatory requirements for the effective operation of the QMS as well as its identified processes.

Likewise, the College employs faculty and administrative personnel who are competent on the basis of appropriate education, training, skills and experience as provided by Civil Service Commission rules and regulation contributory to the attainment quality instruction and efficient and effective support services.

Where applicable the College undertakes faculty and staff development program to enhance necessary competencies and evaluate its effectiveness. Faculty and staff development programs include support for personnel continuing professional development, mentoring and coaching, or reassignment of currently employed personnel.

7.1.3 Infrastructure

MinSCAT determines, provides and maintains the necessary and functional infrastructure that contribute in the attainment of its mission to provide internationally recognized quality education and to be the lead provider of quality human resource and research and development in the country and in the ASEAN region. The infrastructure provided by MinSCAT includes:

7.1.3.1 research, academic and admin buildings, classrooms, gymnasium, conference rooms, libraries, science and research laboratories, stockrooms, computer laboratories, offices, workrooms, hostels, clinic, dormitories, training centers, canteen, indoor and outdoor facilities, motorpool area, experimental test sites, maintenance shops, storage areas.

7.1.3.2 Equipment, hardware and software for libraries, research, laboratories and vital relevant offices of the college.

7.1.3.3 Support services such as information and communication system and transportation (Telephone lines, Internet Connections, Vehicles).

Infrastructure that are new and necessary are documented in quality plans and others documents as required by the standard e.g. Strategic plans, Annual Procurement Plan, Building Plan among others. Thus, in order to maintain and sustain the good working conditions of the equipment and mentioned infrastructures, MinSCAT has adopted the 5S + 1 tool as a programmatic approach to quality in the workplace vis-à-vis maintenance documented procedures in place.

7.1.4 Environment for the Operation of Processes

MinSCAT determines, provides and maintains necessary environment for the operation of processes to achieve products and service. The necessary environment includes classrooms and offices conducive to learning and working.

5S + 1 has been adopted by MinSCAT to address this requirement in ensuring that work environment in the College is suitable to achieve conforming products and services and that adequate human, social, psychological, physical and safety factors are maintained, to wit: equality in opportunities, non-discriminatory, calm, non-confrontational, stress reducing, burn out prevention, emotionally protective (anti-bullying/violence), counseling support, isolated working and the conduct of office based 5S risk assessment, space management, hygiene , noise levels, temperature, heat, humidity, light, airflow. Safety aspects include the use of safety equipment, personnel protective equipment in laboratories and workstations, emergency drills, evacuation plans.

7.1.5 Monitoring and Measuring Resources

The MinSCAT determines and provides the resources needed for monitoring or measuring to verify conformity of products and services being offered by the College. The tools use includes instruments, testing and monitoring software, monitoring systems. Moreover, records of calibration/ maintenance are retained as documented information to serve as evidences of fitness for purpose.

7.1.6 Organizational Knowledge

The MinSCAT considers the specific knowledge necessary for the operation of its processes and to achieve conformity of products and services. The College has adopted a documented information procedure for effective planning, operation and

control of various QMS processes e.g. maintenance, retention and disposition of knowledge.

The operationalized perspective of organizational knowledge of College are borne from internal and external sources, to wit: **Internal sources** include administrative and management of learning records, student records, lessons learned from successes and failures in instruction, feedback from subject matter experts, intellectual property, knowledge gained from experience, while; **External sources** may encompass as standards as indicated in statutory and regulatory issuances from PASUC, CHED, DepEd, TESDA, PRC, professional organizations, conferences, or any information gathered from customers or any interested parties in the form of feedback among others. This knowledge is maintained and made available to the extent necessary.

7.2 Competence

The MinSCAT determines the extent of competence necessary for its people to ensure effectiveness of the QMS. To guarantee the competence of the employees the university employs faculty and administrative personnel who are competent on the basis of their appropriate education qualifications, training, skills and experience as guaranteed by the civil service commission rules and regulations contributory to the attainment of quality instruction and for the efficient and effective support services of the university.

Whenever applicable, MinSCAT undertakes faculty and staff development programs in order to enhance necessary competencies and evaluate its effectiveness. Faculty and staff development programs include the grant of scholarship for continuing professional development, mentoring, trainings, job rotations, re-assignments.

7.3 Awareness

The College ensures that the persons performing the work are aware of the quality policy, relevant quality objectives, their contribution to the QMS effectiveness, including improved performance to include the implications of non-compliance to the QMS requirements.

In so doing, MinSCAT conducts awareness training, workshop sessions, consultation meeting and follow up activities on the QMS in all levels of the College as described in the scope statement of the MinSCAT QMS.

7.4 Communication

MinSCAT top management determines the internal and external communications relevant to the QMS, including the subject of the communication, when communication occurs, participant and ways of effective communication. The documented information of communication includes Request for Action (RFA), Customer Feedback & Satisfaction Rating, Management Review Agenda (Inputs and Outputs).

Other uncontrolled communication modalities include emails, administrative communication systems (Internal and External) through the use of MinSCAT memoranda, request letters, stationaries, presentation templates, routing slips,

newsletters and bulletins, board resolutions, special orders, official website, and social media platforms, tarpaulins, banners, stamps and tags. A communication plan is being adopted to achieve this requirement.

7. 5 Documented Information

The MinSCAT maintains a documented QMS as a means to ensure that products and services conform to specified requirements. The MinSCAT QMS documentation includes both documents and records.

The MinSCAT use the term "documented information" to describe the collectively the terms "document" and "record" and undergo different controls as required by the standard. The Documented information described in this section includes both the hard and electronic copies of manuals, forms and records. The MinSCAT QMS is described in three levels of documented information, to wit:

Level I Quality Manual provides the scope of the QMS and the applicable ISO 9001:2015 clauses contained and supported by the QMS Level II Quality System Procedures (QSP) provides detailed requirements for each of the processes with the intent to specify who does what, when, where, how the process or action/task is performed, and what documentation is used to verify that all required quality related activities had been executed as required. MinSCAT adopted the term Procedure and Work Instruction Manual (PAWIM) to describe operationally QSP. Level III Quality System Forms (QSF) provides objective evidence that the required product or service quality and customer requirements are achieved and that the MinSCAT QMS has been implemented as stated e.g. tags, labels, stickers, preprinted sheets, stamps, and other means to identify the status of materials, products, equipment, gauges, and devices used in by MinSCAT to achieve the specified ISO 9001:2015 requirements.

7.5.2 Creating and Updating

When creating and updating documented information the College ensures the following guidelines are in place, to wit:
   a. identification and description (e.g. title, date, author, reference no, revision date, approval etc.);
   b. format and media utilization (electronic, paper hard copy, language, graphics and media, Software version);
   c. review and approval for suitability and adequacy.

7.5. 3 Control of Documented Information

MinSCAT has adopted a documented procedure for the control of documented information. Documented information is required to support the effectiveness of the MinSCAT QMS and is controlled to ensure that:
   a. it is available and suitable for use, where and when it is needed;
   b. it is adequately protected from loss of confidentiality, improper use, or loss of integrity;
   c. distribution, access, retrieval and use;
   d. storage and preservation, including preservation of legibility;
   e. control of changes;
   f. retention and disposition.

The latter guideline defines the controls to ensure that all personnel have access to the latest approved information and to restrict the use of obsolete information. Moreover, documented information of external origin determined to be necessary for the planning and implementation of the QMS is also identified as appropriate and controlled in accordance with Quality System Procedures and Forms.

Clause 8: Operation

8.1 Operational Planning and Control

MinSCAT has adopted quality planning mechanisms to meet the requirements of the standards and outcomes of its QMS using Balanced Scorecard Approach (BSC) and Risk Management as Framework.

Balanced Scorecard is a measurement-based strategic management tool that provides method of aligning institutional activities to strategy and monitoring performance of strategic goals overtime. MinSCAT BSC composes groups of perspective and objectives with relevant metrics that show cause-and-effect relationship; driving toward the final perspective of the envisioned Strategic-Plan. The plan re-states the College Vision and Mission that guides the general direction of the entire College in attaining its vision as the "College of Choice" and set the tenor of its actions. Inputs to the BSC include SWOT analysis and cascading points of the College Vision and Mission.

Moreover, Risk Management framework as a quality control measure, helps MinSCAT in managing its risks effectively at all levels, functions and processes of the university within the specific contexts of the organization. By procedure, all documented information derived from risk management process is adequately reported and is used as basis for strategic decision making and accountability at all relevant organizational levels contributing to the realization of the vision, mission, goals and objectives of the College and is consistent with the customer and legal requirements.

MinSCAT quality planning considers the information related to the context of the College, current resources and capabilities, product and service requirements and acceptance criteria, as well as, the need to outsourced processes. Quality planning includes determining the quality objectives and requirements of the clients which includes the following:

1. Identifying and utilizing innovative instructional pedagogies with corresponding evaluation and management system;
2. Articulation of instructional design and development with customer requirements and other relevant interested parties;
3. Aligning subject matter expertise and skills of faculty with quality instructional equipment and facilities laboratories in achieving instructional design by means of instructional designs and research and extension outputs;
4. Designing scheme to control the instructional process for the assessment and evaluation of customers at various stages; and
5. Standardizing the performance criteria and verification of the same for the successful completion of the QMS instruction and support process towards the awarding of university degrees.

8.2 Determination of Requirements Related to Products and Services

MinSCAT ensures that the requirements for the offering of curricular programs are defined including any applicable statutory and regulatory requirements and those considered necessary by the College.

The scope includes pre-enrolment activities, enrolment processes, management of learning aspects, including periodic assessment and evaluation of MinSCAT students by means of the retention and re-directing procedures up to the conferment of degrees.

8.2.1 Customer Communication

MinSCAT provides mechanisms to ensure effective communication with the customer and other relevant interested parties. These mechanisms include among others, information brochure, website, telephone and email facility, bulletin boards, posters, social media, conduct of meetings, and distribution of notifications and other pertinent documents. The communication documentation with the client and other relevant interested parties include:

- Provision of information related to the delivery of instruction;
- Handling of inquiries pertaining to curricular offerings and course requirements;
- Obtaining customer feedback including complaints;
- Handling customer property; and
- Establishing specific requirements for contingency actions, when relevant.

8.2.2. Determination of Requirements related to products and services

MinSCAT has adopted contract management process to determine the requirements of products and services to be offered to potential customers by means of Memorandum of Agreement, Memorandum of Understanding, Terms of Reference and Contracts that spells out the capabilities in meeting the requirements to include outsourced services of MinSCAT e.g. utility services, security services.

8.2.3 Review of Requirements Related to Products and Services

MinSCAT ensures that it has the ability to meet the requirements for products and services offered to the customers. Management conducts a contract/product review prior to committing to supply products and services to a customer. Therefore, MinSCAT safeguards contracts, purchase orders or other requirements differing from those previously defined, are reviewed and approved prior to incorporating into the QMS. MinSCAT retains applicable documented information of the initial review and on any new/revised customer or applicable external party requirements for the products and services provided.

8.2.4 Changes to Requirements for Products and Services

MinSCAT ensures that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

8.3 Design and Development of Products and Services

In terms of new designs and for significant design changes of products and services such as curricular programs, course syllabi, instructional materials, training designs, research and development proposals, the MinSCAT ensures the translation of student needs and requirements into detailed design outputs. These address performance, validity, reliability, sustainability and testability issues including regulatory and statutory concerns.

This process ensures design planning is conducted; design input requirements are captured; and design outputs are created under controlled conditions; design reviews, verification and validation are conducted; and design changes are made in a controlled manner.

8.4 Type and Extent of Control of External Provision

MinSCAT ensures that externally provided processes, products and services do not adversely affect the ability to consistently deliver conforming products and services to the customers. Education providers demonstrating inadequate performance will be required to implement corrective actions. Poor performing suppliers will be replaced.

8.4.2 Information for External Providers

MinSCAT uses purchase orders to define the product or services to be purchased. Purchase Orders are created in the company thru an electronic system by Supply Office designated individuals. Purchasing documents are reviewed for adequacy and approved by purchasing personnel prior to release. Purchasing documents clearly describe the product or service to be provided.

8.5 Production and Service Provision

8.5.1 Control of Production and Service Provision

MinSCAT plans and implements production and service provision under controlled conditions and as required by job specific requirements. Examples of the controls include:

    a. availability of information that define characteristics and results to be achieved;

    b. availability of competent and effectively trained personnel and adequate equipment;

    c. availability and use of suitable monitoring and measuring devices and resources;

    d. evidence that all manufacturing and inspection operations have been completed as planned;

8.5.2 Identification and Traceability

When necessary, the MinSCAT identifies its products or service and other critical process outputs by suitable means. Such identification includes the status of products or service with respect to monitoring and measurement requirements.

MinSCAT controls and records the unique identification of the customers if unique traceability is required by contract, regulatory or other established requirements such as (1). collecting, verifying, storing and preserving of original certificates and the accomplished application form of each client in a personal file; (2). Issuance of permanent client number to students and faculty; (3). scheduling of classes and room utilization; (4). loading of faculty; (5). maintaining attendance sheets of students; (6). Keeping class records; (7). Required filing of accountability clearance both for students and personnel; (8). Compiling the record of courses taken and grades obtained by students in the MinSCAT appraisal sheet; (9). Uploading of grades earned in every subject to the client's record using students account no in the MinSCAT portal and finally in the transcript of records.

8.5.3 Property Belonging to Customers or External Providers

MinSCAT exercises care over client or supplier property while it is under its control or use. Upon receipt, such property is identified, verified, protected and safeguarded, if such property is lost, damaged or otherwise found to be unfit for use, it is reported to the student or supplier and is properly recorded. Client intellectual property and client furnished data are identified, maintained, and preserved to prevent accidental loss, damage or inappropriate use.

Therefore, the college workouts caution with property belonging to customers or external providers while it is under our control or being used. Procedures are established for the control, storage, maintenance and accounting of Customer/Government furnished materials, tooling and equipment including data used for design, production and/or inspection provided to the MinSCAT for the performance of work under a specific contract or contracts.

8.5.4 Preservation

MinSCAT preserves the conformity of parts and products during internal processing and delivery to the intended destination including outside services. Procedures include instructions for identification, handling, packaging, storage and protection. Preservation of outputs also includes, where applicable:

a. cleaning;
b. prevention, detection and removal of foreign objects;
c. special handling for sensitive outputs;
d. marking and labeling including safety warnings;
e. special handling for hazardous materials.

Thus, the MinSCAT ensures safety and security of its customers and promotes well-being by (a). keeping safely all documents submitted by students and faculty; (b). ensuring safety in all physical facilities; (c). maintaining and sustaining 5S environment in the campus e.g. discipline; (d). providing health services; (e). offering guidance and counseling services to customers; (f). ensuring hygiene and sanitation in food stalls within MinSCAT; (g). safeguarding the integrity of the evaluation and assessment tools through appropriate handling by proper authority; protecting instructional materials from damage and loss; and providing proper safe keeping for client academic records.

8.5.5 Post-Delivery Activities

The MinSCAT maintains documented information of all products delivered to their customers. The MinSCAT conducts post-delivery activities.

The extent of these post-delivery activities includes consideration our customer's requirements and received feedback on any or more of the following:

1. client requirements to include feedback;
2. statutory and regulatory requirements; and
3. risks associated in the conduct of post-delivery of activities.

8.5.6 Control of Changes

MinSCAT reviews and controls both planned and unplanned changes in the service provision processes as necessary to ensure continuing conformity with all customer and legal requirements. Records describing the results of review, the personnel authorizing the change, and any necessary actions arising from review are maintained.

8.6 Release of Products and Services

MinSCAT guarantees that only qualified students are admitted in the program both in the undergraduate and graduate programs. The retention and re-directing policies in every program are enforced for the client to advance to the next level. The students must meet the prescribed requirements of the curricular programs e.g. thesis and dissertation, on job training and pre-service teaching. Records such as certificate of completion, portfolio, narrative reports, daily time records and performance evaluation of the clients are maintained and retained.

MinSCAT guarantees that the customers are equipped with knowledge, skills, attitudes and values and competence as shown by satisfactorily complying with all the requirements of their curricular programs. Evaluation and assessment are undertaken at appropriate stages to verify that the curricular program requirements are met before the conferment of degrees. Compliance of all the necessary requirements of the degree programs as approved by the Board of Trustees and upon the recommendation of the respective deans warrants the conferment of the degree to the students during MinSCAT graduation.

8.7 Control of Nonconforming Process Outputs, Products and Services

MinSCAT ensures that the process outputs, products and services of the QMS that do not conform to the requirements (customer, legal and institutional) are identified and controlled to prevent their unintended use or delivery. Appropriate preventive and correction action is taken based on the nature of non-conformity and its effect on the products and services.

Appropriate action can be one or more of these mechanisms, to wit: (a). correction; (b) segregation, containment, return or suspension of provision of products and services; (c). informing the client; (d). obtaining authorization for acceptance of the non-conforming output under concession.

Moreover, MinSCAT takes action when a non-conforming output is detected after delivery of the products and services, during or after the provision of service. Record of description of non-conformity, the actions taken, any concessions obtained, and identification of the authority deciding on the action to be taken, is maintained.

Clause 9: Performance Evaluation

9.1 Monitoring, Measurement, Analysis and Evaluation

The objectives of monitoring, measurement, analysis and evaluation are: process criteria, product characteristics, performance and effectiveness of the QMS. Results from monitoring and measurement are evaluated. Informational reports are presented to management for general review and making decision on opportunities for improvement.

9.1.2 Customer Satisfaction

MinSCAT monitors the product and service outcomes in terms of continual ability to fulfill customer requirements. Periodic gathering of client feedback and satisfaction rating is conducted by the QMO through any, but not limited to the following mechanisms/tools, to wit: (a). client satisfaction survey; (b). faculty evaluation by students using QCE forms; (c). interview of interested parties; (d). conduct of focused group discussion; (d). used of evaluation forms after each activity e.g. trainings.

These activities aim to measure and monitor the performance of QMS processes in terms of meeting the client's requirements and expectations. Maintaining customer satisfaction is one of the principal objectives of the QMS. Collecting and analyzing customer feedback and complaints, and customer satisfaction is conducted during management review. Customer satisfaction data is used by management to identify opportunities for improvement.

9.1.3 Analysis and Evaluation

MinSCAT performs necessary analyses and evaluates appropriate data and information initiated from monitoring and measurement and uses the results to

evaluate conformity of products and services, customer satisfaction, the performance and effectiveness of the QMS, the performance of external providers, and the need for improvement of the QMS.

9.2 Internal Audit

MinSCAT plans and conducts internal audits at planned intervals. Internal audits are conducted to verify quality activities and related results comply with planned expectations including customer contractual requirements and other QMS requirements as deemed necessary and applicable.

The Quality Management Representative is responsible for organizing and coordinating the internal audit to ensure that the audit scope, the frequency and methods are defined, and the following requirements are satisfactorily achieved:

a. definition of audit responsibilities;
b. definition of requirements for planning and conducting the audit including taking appropriate correction and corrective actions without undue delay;
c. assurance of auditor independence;
d. recording of audit results;
e. communication of audit results to management.

The Internal Quality Auditors tasked to perform the audit should meet these qualifications: (1). must have undergone training on auditing management system using ISO 1901 as basis; (2). must be independent in fact and in mental attitude; (3). must possess good communication skills; (4). must exercise sound professional judgment.

Audit results borne from this process are recorded and brought to the attention of the process owner. The official, head of the unit responsible in the area, process being audited shall take appropriate corrective actions without undue delay. By means of Request for Action (RFA) procedure, follow up activities are conducted to verify and record implementation and effectiveness of the actions taken. The summary of audit and results of verification activities are reported to top management during management review.

9.3 Management Review

MinSCAT top management periodically meets twice in a year (May & December) to review the Quality Management System to ensure its continuing suitability, adequacy and effectiveness.

9.3.2 Management Review Inputs

The review is led by the President and inputs to this review includes, at a minimum, the following:

a. the status of actions from previous management reviews;
b. changes in external and internal issues that are relevant to the QMS;

c. the effectiveness of actions taken to address risks and opportunities;
d. information on the performance of the MinSCAT QMS.

9.3.3 Management Review Outputs

The outputs of management review include decisions and actions related to opportunities for improvement, any need for changes for QMS or resource needs. Approved items for improvement are documented as action plans. Notes are taken, retained as minutes, and made available to the concerned process owners. Records of management review are maintained.

Clause 10: Improvement

MinSCAT top management determines and selects opportunities for improvement and implements necessary actions to meet client requirements and enhance client satisfaction. These include:

    a. improving products and services to meet requirements as well as to address future needs and expectations;
    b. correcting, preventing or reducing undesired effects;
    c. improving the performance and effectiveness of the QMS.

10.2 Nonconformity and Corrective Action

MinSCAT maintains a corrective action and control of non-conforming products and services procedures to eliminate the cause of non-conformities and prevent recurrence. These mechanisms ensure that MinSCAT reacts to the non-conformities and applicable action are taken to control and correct these or deal with the consequences.

The mentioned mandatory procedures provide a system for reviewing, analyzing, determining the causes and if similar non-conformities exist, or could potentially occur, to ensure that appropriate actions are taken. Records of the nature of the non-conformities and any subsequent action taken and results of any corrective action are maintained.

10.3 Continual Improvement

MinSCAT initiates actions to continually improve the suitability, adequacy and effectiveness of the QMS through the results of analysis and evaluation and the outputs from management reviews.