



BUREAU OF CUSTOMS

MAKABAGONG ADUANA, MATATAG NA EKONOMIYA

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PROFESSIONALISM

INTEGRITY

ACCOUNTABILITY

Date NOV 22 2021

CUSTOMS MEMORANDUM ORDER

NO. 36-2021

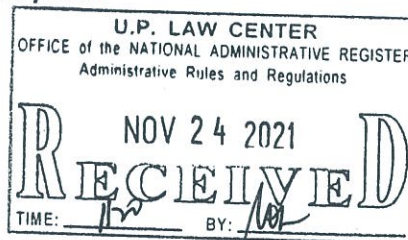
SUBJECT: ESTABLISHMENT OF QUALITY MANAGEMENT UNITS (QMU) IN ALL COLLECTION DISTRICTS

Section 1. Scope.

- 1.1 This order covers the guidelines and procedures for the creation of a Quality Management Unit (QMU) in all Collection Districts and the conduct of Surveillance/ Re-certification Audits. This order provides the activities for ISO Certification Orientation, Office of the Strategic Management (OSM) Target Setting, Document Submission, New Document Audit, Surveillance Audit (Internal), Management Review, Procurement of Certifying Body, Surveillance Audit (External) and Awarding of Certificates relevant to the maintenance of ISO certificate functions to all ISO certified Ports, Sub-Ports, and offices.

Section 2. Objectives.

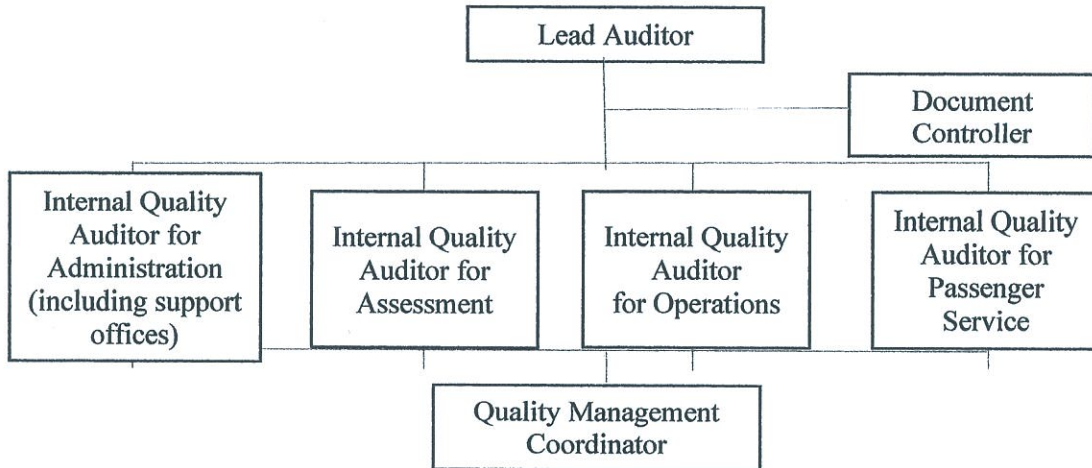
- 2.1. To provide a systematic and disciplinary approach in the evaluation and improvement of the Internal Organization for Standardization (ISO) 9001:2015 Quality Management System of the Certified Ports
- 2.2. To ensure that the corrective actions on administrative and operational deficiencies are observed, corrected, and implemented immediately
- 2.3. To guarantee the continuity and success of the Internal Organization for Standardization (ISO) 9001:2015 Quality Management System activities in the port
- 2.4. To provide the Interim Internal Quality Management Office (IIQMSO) reports and updates of the Collection Districts Quality Management System



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Section 3. General and Administrative Provisions.

3.1. Organizational Structure



3.2. Creation of Quality Management Unit in all Collection Districts to guarantee the continuity and success of the International Organization for Standardization (ISO) 9001:2015 Quality Management System activities in the port.

3.3. The Quality Management Unit shall be composed of one (1) Lead Auditor, minimum of three (3) Internal Quality Auditors for Administration, Assessment, and Operations (Passenger Service if applicable), Quality Management Coordinator/s, and one (1) Document Controller who shall be regular employees of the Bureau designated by the District Collector.

3.4. The Quality Management Unit shall ensure that the Ports and its subports are compliant to the existing statutory laws, rules and regulations of the Bureau of Customs and other regulatory agencies, and conformant to ISO 9001:2015 Quality Management System – Requirements Standard.

3.5. The Quality Management Unit shall establish an audit program for the Port and its Subports.

3.6. The Quality Management Unit shall report the audit findings to the District Collector for appropriate action.

3.7. The Quality Management Unit shall submit reports every after major Cyclic Timeline Activity (Target Setting, Document Submission, New Documents Audit, Surveillance Audit

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(Internal/Port level), Management Review, Procurement of Certifying Body, Surveillance Audit (External) and Awarding of Certificates) signed by the District Collector to the Commissioner attention to IIQMSO.

Section 4. Duties and Responsibilities.

- 4.1. Lead Auditor – manages the QMU in the performance of internal audits, ensuring that internal audits comply with applicable standards, regulations, and guidance (e.g., ISO 19011) and that resulting reports are fair, impartial, and useful.
- 4.2. Internal Quality Auditor – ensures that organizational processes and the services that result complies with the requirements of standards (e.g., ISO 9001), as well as customer, regulatory, and the organization’s own requirements.
- 4.3. Quality Management Coordinator – assist the QMU in terms of coordination and preparation for upcoming audit activities.
- 4.4. Document Controller – serves as the repository of all audits documented information.

Section 5. Procedure on Internal Quality Audit.

- 5.1. The Lead Auditor shall prepare the Audit Plan and Notice to Audit and shall disseminate the same to the concerned Internal Quality Auditors and auditees thirty (30) days prior to the schedule of audit.
- 5.2. During the opening conference, the Lead Auditor shall present the Audit Objective, Audit Type, Audit Method, Audit Criteria, Audit Scope, Audit Process and Audit Plan to the auditees.
- 5.3. After the opening conference, the audit team shall execute the audit as planned and shall assess if the division/office to be audited is compliant to the applicable statutory laws, rules, and regulations of the Bureau and of other regulatory agencies and conformant to the ISO 9001:2015 Quality Management System requirements.
- 5.4. After the audit execution, each auditor shall prepare their respective findings and the same shall be presented to the Lead Auditor during the pre-closing conference.
- 5.5. During the pre-closing conference, the Lead Auditor shall review the appropriateness of the statement of observations, the audit

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evidence, the criteria used and the classification of findings. Lead Auditor may recommend change if needed.

- 5.6. The audit team shall finalize the audit report and the same shall be presented to the auditees during the closing conference. Within twenty-four (24) hours from the closing conference, the audit report shall be transmitted by the audit team to the auditee.
- 5.7. The auditee shall submit the accomplished audit report with intended action/correction and corrective actions, as the case may be, within three working (3) days from the closing conference.
- 5.8. Upon receipt of the accomplished audit report, the audit team shall determine if the stated actions are acceptable or not. In which case, the audit team shall notify the auditee in writing within two (2) working days from receipt thereof.
- 5.9. Within three (3) working days from the closing conference, an after-audit report shall be submitted by the Audit Team to the District Collector.
- 5.10. The Audit Team shall monitor the compliance and implementation of the intended, correction, and corrective actions. Three (3) working days from the implementation date, a reminder notice shall be issued. In case of non-implementation of action within the stipulated date, a notice of non-compliance shall be addressed to the auditee.
- 5.11. The audit team shall verify the effectiveness of the corrective action at least three (3) months prior to the next audit schedule. If found effective, the auditor concerned shall affix his or her signature on the Corrective Action Report. Otherwise, issue another Corrective Action Report.
- 5.12. Any clause that needed further clarification in regard to the execution of this order must be referred and resolved with the IIQMSO.

Section 6. Prohibition. No auditor shall be designated to assess their own office, nor audit the office which may result to conflict of interest.

Prescriptive period for an auditor to assess their previous office is one (1) year from last day from office.


Section 7. Transitory Provisions. Upon initial implementation of this order the Interim Internal Quality Management System Office shall assist the QMU of the Collection Districts. Once the trainings of Internal Quality Auditors are completed, this order shall take full effect.

Section 8. Separability Clause. If any part of this order is declared unconstitutional or contrary to existing laws, the other parts not so declared shall remain in full force and effect.

Section 9. Effectivity. This Order shall take effect five (5) days after its posting in the BOC official website.

The Office of National Administrative Register of the UP Law Center shall be provided three (3) certified copies of this Order.


REY LEONARDO B. GUERRERO
Commissioner

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