

Republic of the Philippines
IFUGAO STATE UNIVERSITY
Nayon, Lamut, Ifugao

APPROVED PAWIM (PROCEDURES AND WORK INSTRUCTIONS MANUAL)
(Per GQMC No. 2016-1, Annex C)

1. Operating Procedures

Operating Procedures of the selected frontline service (Student Services) is already presented on the approved Operations Manual (p. 68). Operating procedures on all the core and support processes on instruction, research, extension, resource generation, and administration are completely detailed in the IFSU Code.

2. ISO 9001:2008 Mandatory Documented Procedures

a. Control of Documents and Records

The IFSU Code and University issuances provide guidelines and policies on the control of records and documents as follows:

- Chapter 4, Part I Administrative Manual, The IFSU Code (p. 31) – Administrative Systems and Procedures
- Chapter 4, Part II Academic Manual, The IFSU Code (p. 103) – Administrative Procedures in the Academe
- Office Order No. 19-2014 (Annex I) – Regulations in the submission and delivery of communication, correspondences, and documents
- Office Order No. 9-2014 (Annex J) – Prudent printing and photocopying of official communication, letters, etc.

b. Internal Quality Audit

An Internal Quality Audit Team shall be established by the University to conduct internal audit regularly. This is to ensure compliance to ISO 9001 requirements and to the QMS standards. The Audit team shall also determine if the QMS is effectively implemented and maintained.

The Internal Quality Audit Team shall set guidelines and procedures to follow in the audit process. The internal audit procedure shall consist of the details of the requirements for the audit program, audit criteria, scope, frequency and methods, selection of auditors, responsibilities and requirements for the planning and conducting audits, and for reporting of results.

c. Control of Non-Conforming Products/Services

Services of the University that are found not conforming to standards shall be identified and controlled. These shall be prevented to be delivered/offered to the clientele or corrective actions shall be made as necessary.

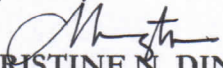
d. Corrective Action


The University takes corrective action for any nonconformity found in the services in order to prevent recurrence through the monitoring and evaluation system of the University in place (Annex C – Strategic Development Plan, Part III – Monitoring and Evaluation Plan).

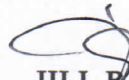
e. Preventive Action

To eliminate the causes of potential nonconformities to prevent initial occurrence, the University has established procedures in its operations as found in its IFSU Code, the Strategic development plan, Budget Plan, and others.

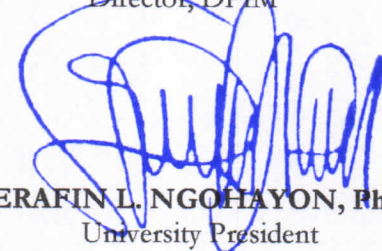
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