

Audit Report Center for International Trade Expositions and Missions

SOCOTEC Certification UK

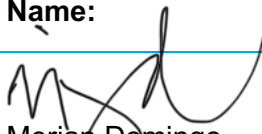
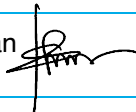
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Audit Report

Client		Audit team	
Name of Organization: Center for International Trade Expositions and Missions		Name:	Role:
Address: Golden Shell Pavilion, ITC Complex Sen. Gil Puyat Ave cor Roxas Blvd., Pasay City, 1300 Philippines		 Merian Domingo Anna Manlangit	Lead Auditor Auditor
Karla Grace D. Dinglasan Internal Auditor III 			

Audit		
Standard(s)	In case of multi standards, indicate whether the audit is:	Type of audit:
1. ISO9001:2015 2. 3.	Combined <input type="checkbox"/> Joined <input type="checkbox"/>	<input type="checkbox"/> Initial stage 1 <input type="checkbox"/> Initial stage 2, <input type="checkbox"/> Recertification <input type="checkbox"/> Surveillance 1 <input checked="" type="checkbox"/> Surveillance 2 <input type="checkbox"/> Special audit (specify):

Audit Locations:		Audit dates:
Address: Golden Shell Pavilion, ITC Complex, Sen. Gil Puyat Ave cor Roxas Blvd., Pasay City, 1300 Philippines	Type of site Main	November 21, 2022
Recommended scope: Public Administration covering Trade Expositions and Missions		In case of different scopes according to sites and or standards or if scope has been extended, reduced, adjusted compared to last audit, specify:

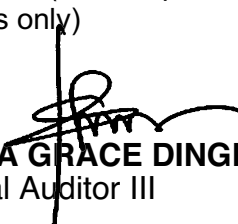
Recommendation from audit team: tick appropriate box

- Certification (subject to satisfactory closure of corrective actions)
- Certification suspension
- Certification withdrawal
- Recertification (subject to satisfactory closure of corrective actions)
- Certification maintenance (subject to satisfactory closure of corrective actions)

Total number of nonconformities and observations raised*:

*: *matrix attached*

Client signature (for acceptance of the above details only)



KARLA GRACE DINGLASAN
Internal Auditor III

Lead auditor signature



MERIAN DOMINGO
Lead Auditor

1. Introduction to client / general comments:

(Any useful information to help understanding the context of the audit: economic, geographic situation for EMS audits, hazards for OHSMS, etc.)

The Center for International Trade Expositions and Missions (CITEM) is the export promotion arm of the Philippine Department of Trade and Industry (DTI).

CITEM is committed to developing, nurturing, and promoting globally-competitive small and medium enterprises (SMEs), exporters, designers, and manufacturers by implementing an Integrated Approach to Export Marketing in partnership with other government and private entities.

During discussion with the top management, digital transformation for promotion is being done as triggered by the pandemic. The organization pushed for digital strategies to support the traditional way of promoting Philippine products. Due to this changes, the CITEM top management sees this as an opportunity to review the process (business model review).

Since CITEM is part of the GOCC – salaries of the employees are not funded by the government, thus, a challenge for budget allocation is considered as risks, in relation to budget being given by the national government to fund the project – gearing toward going back to normal of physical promotion or trade shows. In lieu to this, the organization is limited to implement physical promotion to 4 to 5 trades only. To mitigate this, CITEM offered creative services like creative output graphic design, photographs, content development to its clientelle to generate income.

Despite budget constraint, the organization was Awarded as Best Export Promotion Agency (SouthEast Asia) 2022.

2. Significant changes since last audit:

Company name

Scope of certification

Function process

Main site or other site address

Code

Top management

Staff

Policy

In case one or more of the boxes is/are ticked, comment:

- Resignation of Executive Director last July 2022 with new appointed Director set to report by next week.

3. Deviations of audit plan and reasons:

Yes

No

If yes provide details:

N/A

4. Audit findings:

Summary of conformity:

The Management provides leadership and governance to all activities including defining strategic direction, responsibility, authority and communication to assure effective performance, is constantly aware of the day to day operations

Regular review and meetings is performed to discussed issues and concerns. Promoting improvement by providing adequate resources and ensure compliance to legal requirements

Quality Policy is maintain in the same version . Reviewed during the was Management Meeting and still found to be relevant with organization context and strategic direction.

It Is communicated to all interested parties, posted in the company website and strategic place within the organization.

Operations (Signature Events Team, Buyer Marketing and Overseas Trade Fair)

Group 1- Home & Lifestyle, Group 2- Food and Sustainability

QMS. 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 8.1, 8.2, 8.5, 8.6, 8.7, 9.1, 10.1, 10.2, 10.3

Conformance to ISO 9001:2015 is established in the audit of Operations Group 1 and 2. Personnel doing work are knowledgeable of their processes/ Documented procedure as per Citizen's Charter, for the most part, is being implemented. There is a need to strengthen the actual checking of submitted requirements of exhibitors prior to their participation in the trade fairs.

System Management & Development

QMS 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.3, 8.5, 9.1, 10.1, 10.2, 10.3

The organization determined, provided and maintained the IT infrastructure necessary for the operation of its processes. Both preventive and corrective maintenance are being implemented although there is a need to strengthen the documented evidences of performance of such activities. Progress of on-going application/software development is closely monitored.

Finance/Procurement/BAC/Supply

QMS 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 9.1, 10.1

Overall compliance of finance/BAC/procurement and supply were checked in accordance to the requirement of the management system and the requirement of RA 9184 (Procurement Law). All the required timeliness is monitored and ensured that it is being done. All sampled suppliers are found to be accredited on Philgeps – and with corresponding performance evaluation.

HR

QMS 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 9.1, 10.1

Human resource department shows consistent implementation of the requirement of the management system. Although there is a need to improve tool being used for training effectiveness, the overall minimum requirement is still evident and complied with the process.

Document Control/Records

QMS 7.5

Inconsistency in the implementation of document control was observed, thus, an NC was raised for document control clause.

Internal Audit QMS 9.2

Although internal audit is being performed as per requirement of the management system considering its scope, objectives and methodology, lapses in the implementation of Internal Audit activities were observed, thus, an nonconformance is raised

Management Review QMS. 9.3

Monthly Performance Review Meeting attended by the Top Management (MANCOM and Excom) in a monthly basis.

All divisions report and progress (objectives, performance and activities)

The following agendas are discussed as sampled:

Customer Satisfaction Survey - conducted on October 28, 2022

- Target – 90.41 % - achieved (trade buyers); 92.44% (exhibitors)
- Overall respondent of 146.

Performance Evaluation for Suppliers/Contractors – May 28, 2022

- Average of 4 to 5 performance for the suppliers

Objectives and Target performance of each of the department (monthly) , review of risks and opportunities,

- All achieved and monitored

Internal Audit Result and non-conformities – October 5, 2022

- Zero NC

Adequacy of resources presented on July 2022

- This pertains to manpower resources and budget constraints

As a result, the following continual improvement is documented as management review output.

1. Update TWG members for the BMR
2. Project management of the DTS should be analyzed
3. Update on the SIAL Paris space reservation
4. Updated on the integrated calendar developed by the CCSD team,

Positive findings:

1. **Commendation - Awarded as Best Export Promotion Agency (South East Asia) 2022**
2. Top Management participation and commitment for the ISO Certification is very evident and commendable.
3. Files and records were presented in a very timely manner.
4. Implementation and use of IFEX Connect for exhibitors registration is commendable.

Opportunities for improvement:

1. **May wish to improve conduct of supplier performance evaluation to include suppliers who deliver products (currently the performance evaluation only applies to supplier of services)**
2. May wish to enhance documentation of all orientation activities to newly hired employees.

Reference to major and minor NC and observations being raised on attached matrix:

Number of major non conformities	0
Number of minor non conformities	2
Number of observations	5

5. Use of certification documents and marks

- Is the use of certification documents and marks correct on exhaustive supports?

Yes No If yes, specify:

Socotec logo is used in the website.

6. Audit programme

- Are there any significant issues impacting on audit program (audit duration, auditor competency, sufficient coverage)?

Yes No If yes, specify:

Not Applicable

7. Unresolved issues:

- Are there any unresolved issues by the end of closing meeting that would lead to appeal complaint, or other?

Yes No If yes, specify:

Not Applicable

By signing the first page of this report, the audit manager confirms that:

- the objectives of the audit have been met and that the recommendation shown on first page of this report reflects the relevance and the ability of the management system to achieve the expected results
- the certification scope is appropriate
- this report is based on a sampling process of the information available. The CB cannot be held responsible for the possible non representativeness of the audit findings.