Confidential Report Against the Requirements of ISO 9001:2015 for Quality Management Systems

CUSTOMER DETAILS			
TRACKING No:	PHI-17373-1-QM		
STANDARD (S)/ CRITERIA: **(Select as appropriate):**	ISO9001:2015	And client documented management system	
CLIENT NAME:	Center for International Trade Expositions and Missions		
NAME OF CLIENT CONTACT PERSON:	Ma. Lourdes D. Mediran	**TOTAL No of PERSONNEL**	128
POSITION OF CLIENT CONTACT PERSON:	Deputy Executive Director	**TYPE OF AUDIT**	SA1
AUDIT START DATE:	28 Dec. 2018	**TOTAL AUDIT MAN-DAYS**	2 MD
AUDIT END DATE:	28 Dec. 2018		
MAIN ADDRESS	Golden Shell Pavilion, ITC Complex, Sen. Gil Puyat Ave. cor. Roxas Blvd., Pasay City, 1300, Philippines		
SCOPE OF REGISTRATION	Trade Expositions and Missions		

The auditor is required to confirm that the documented scope of Registration (above) is appropriate for the activities, products and services seen as being managed by the client's documented system at the time of the audit visit. If "No" the auditor is required to provide detail – in the box below of the new worded scope.	Yes	No

MULTI SITE – YES/NO (IF "YES" DETAIL SITES VISITED THIS AUDIT)				
SITE NAME	**ADDRESSES OF COMPANY SITES VISITED INCLUDING COUNTRY** **(If more than 3 sites have been visited please add additional rows):**	**ACTIVITIES OF EACH SITE VISITED RELEVANT TO THE OVERALL WORDED SCOPE**	**DATE OF EACH SITE VISIT:**	**On site /Offsite**
Main	Golden Shell Pavilion, ITC Complex, Sen. Gil Puyat Ave. cor. Roxas Blvd., Pasay City, 1300, Philippines	Trade Expositions and Missions, Finance and Administrative division – HR/Training, Procurement and Supply, Maintenance Operations and Office Activities covering Trade Expositions and Mission	12 Jan 2018	On site

ADDRESSES OF ADDITIONAL SITES NOT VISITED BUT STILL COVERED BY THE REGISTRATION INCLUDING COUNTRY – TO BE COMPLETED IF CLIENT IS UNDER A SITE SAMPLING AUDIT PLAN **(If more than 3 additional sites have been registered please add additional rows)**			

AJA REGISTRARS

CONFIDENTIAL AUDIT REPORT – 2015 VERSION REPORT

AUDIT TEAM		
AUDITOR(s) STATUS	**NAME**	**SIGNATURE**
LEAD AUDITOR	B. JARQUIO	
AUDITOR 1	FARRAH ROCAMORA	
AUDITOR 2		
TECHNICAL EXPERT		
WITNESSING EVALUATOR/ TRANSLATOR (if any)		
In signing this document the Audit team confirms that they have had no involvement with the company under audit in terms of consultancy, training, direct employment etc within the last 2 years and have no other involvement (financial, shareholding or commercial) that would constitute a Conflict of Interest.		

The audit was completed using a selective sampling of Objective Evidence of implementation and effectiveness taken from a combination of Records and Data, Observed Practice and Operations and Client personnel's knowledge and understanding of the requirements of the Management System.

Examples of the Objective Evidence used are provided within each of the relevant sections of the report that follows:

CONTENTS

REPORT SECTION 1 – Lead Auditor Recommendations:				
Number of Non-Conformances Raised during the Audit	Major	0	Minor	1
Recommendation for Certification/Continued Certification (No CAR'S raised or CAR's Closed out on site)				
Recommendation for Certification/Continued Certification following off site verification of responses				✓
Recommendation for Certification/Continued Certification following on site verification of CAR responses				

Non Recommendation for Certification/Continued Certification (evidence of major system failure)	

WERE THE FOLLOWING OBJECTIVES ACHIEVED	
Was the audit team able to determine conformity of the client's management system with the audit criteria?	Yes
Was the audit team able to confirm the availability of the client's management system, to ensure that the client meets applicable statutory, regulatory and contractual requirements?	Yes
If any issues were unresolved between the audit team and the client during the audit what were these issues?	None
Was the audit team able to evaluate the effectiveness of the client's management system, to ensure that the client continually meets their specified objectives?	Yes
Were areas of Potential Improvement to the management system identified, if applicable?	Yes
Were the areas planned during the previous Audit covered during this audit?	Yes

DESCRIBE THE DEVIATIONS/ FROM THE ITINERARY

Design and development was not sampled during the audit.

EXPLAIN REASON THAT DEVIATION FROM THE ITINERARY WERE MADE

Time constraint due to late pick-up of auditors.

IF THE ANSWER TO ANY OF THE OTHER OBJECTIVE IS "NO", PLEASE PROVIDE SPECIFIC DETAILS BELOW

N/a

CLAUSE:	JUSTIFICATION FOR ANY EXCLUSIONS FROM THE ISO 9001 STANDARD: (PROVIDE DETAIL)	AUDITOR ACCEPTANCE (Y/N):
7.1.5.2	The organizations' management system has exclusion for Measurement Traceability since it is a service industry and providing confidence to the validity of measurement results of measuring equipment is not an essential part of its operations.	Y

Are the AJA Registrars Mark and the Accreditation Body Mark properly used? Note: Please provide details of how marks are used (if at all) including full details of any websites where either the marks or claims to certified status are referred to.	Not used
Are all publically available statements (made by the client) regarding certification appropriate and clear? Note: Please provide details of what kind of public statements are made and where they are made (websites, brochures etc)	Not applicable
Please provide details of what kind of public statements are made and where they are made (websites, brochures etc)	Not applicable
Identify (where appropriate) activities to be specifically followed up on the next visit.	New set of risks and opportunities were noted from 2019 strategic planning. The implementation of controls indicated herein is

	to be validated on the following surveillance visit. Design and development

REPORT SECTION 2 – Executive Summary:

The auditor is required to provide Senior Management of the organization with a summary of the overall position of the Management System with regards to its ability to manage the identified risks and opportunities and sponsor continual improvement.

The current Management System of the company focuses on the risks and opportunities identified and the internal and external issues determined through Strength, Weakness, Opportunities and Threats (SWOT) analysis that can affect in the implemented Quality Management System. The SWOT issues are the very risks and opportunities noted in this surveillance. Actions plans were developed using the TOWS analysis, thus the controls noted in section 6. These issues and actions plans are to be verified in the succeeding visits as to implementation and effectiveness as these will actually impact the organization's capability to sustain its mandate.

REPORT SECTION 3 – Company Activities since previous audit

Have all findings raised during previous visit ben verified as closed If "No" then these shall be raised as Major Non-Conformance and attached to this report	N/a
Are the AJA Registrars Mark and the Accreditation Body Mark properly used? Note: Please provide details of how marks are used (if at all) including full details of any websites where either the marks or claims to certified status are referred to.	N/A
Are all publically available statements (made by the client) regarding certification appropriate and clear? Note: Please provide details of what kind of public statements are made and where they are made (websites, brochures etc)	N/A
If any issues were unresolved between the audit team and the client during the audit what were these issues?	N/A
Have any of the company activities changed since the previous audit?	No
If "Yes" do the changes impact the worded scope of Certification applied for? Identify (where appropriate) activities to be specifically followed up on the next visit.	N/A
If changes have occurred the auditor is required to provide detail of the changes involved and advise the local AJA Office	
Description of any changes of the company activities N/a	

REPORT SECTION 4 – Basis of the Management System

Describe the context of the organization as determined by the organization.	The organization was seen to remain as the export promotion arm of the Philippine Department of Trade and Industry (DTI). Its commitment is still to develop, nurture and promote globally-competitive small and medium enterprises (SMEs), exporters, designers, and manufactures by implementing an Integrated approach to Export Marketing in partnership with other government and private entities. Big events noted in this audit are still the Manila FAME and IFEX Philippines. And still covers the industry brands like Fashion, Design, Food and Lifestyle. The external and internal issues are identified in the presented SWOT Analysis for 2019, see succeeding sections. The organization also established action plans or strategies for these issues based from their SWOT thru TOWS analysis.

Describe the Needs and Expectations of External and Internal Interested Parties.	EXTERNAL	INTERNAL
	SMEs, Buyers, and Exhibitors – providing quality services	Office of the Director – providing job responsibilities as identified for each Division and Department and accomplishment of objectives and targets
	NCC – requirement for identified IT equipment and implementation of the organization	Employees – personnel development and job satisfaction
	COA, DBM, GCG, CSC, GBP – legal compliance	

Detail the changes made to the organisations Management System.	There are no changes with the management system, identified key personnel and established organizational chart, scope of the management system remains the same. Although, Hall one was demolished that used to be for meeting and exhibition purposes. Still, no significant changes were noted.

List the identified Risks and opportunities.	Risks	Opportunities
	• Public does not perceive CITEM as a government entity with revenue targets (T)	• Create trade fairs of other markets (domestic) to raise funds for international missions (O)
	• Restrictive governance regulation of GCG (T)	• Construction boom (O)
	• Online security threats (T)	• Disruptive technology (O)
	• Availability of products that CITEM is promoting in rapidly progressing online platforms (T)	• One ASEAN community (O)
	• Conflicting role as government corp. vis SME development (W)	• Awareness of emerging creative communities (O)
	• Lack of revenue streams (W)	
	• Lack of full business development team (W)	
	• Lack of training and HR development programs for competency and promotion requirements (W)	
	• Restriction to procure tools and technologies to carry out projects (W)	

Section 4.3 – Is the documented scope of the Management System still appropriate and relevant to the context of the organization?	☒ Yes

If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☐ No
The scope of the Management system is Trade Expositions and Missions	

REPORT SECTION 5 – Leadership

Section 5.1 – Has the Top Management demonstrated leadership and commitment to the Management System as required by the detailed requirements of the Standard? If "Yes" the auditor is to provide examples of how this demonstration of Leadership and Commitment has occurred If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report.	☒ Yes ☐ No
To demonstrate the Leadership and Commitment, the Top Management is engaged in the planning activities including the development of balanced scorecard, i.e. strategic objectives. Attendance in regular meetings were seen as well as on the review of Quality Policy applicability.	
Section 5.2 – Does the Policy remain appropriate to the purpose and context of the organization and does it satisfy all of the individual requirements for such a Policy as defined in the Standard? If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☒ Yes ☐ No
Section 5.2 – Is the Policy communicated within the organization and available to interested parties? If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this	☒ Yes ☐ No
Section 5.3 – Are the roles and responsibilities for Management System activities of other Management positions defined.? If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report.	☒ Yes ☐ No
Please provide details to support the answers to 5.2 and 5.3 The Quality Policy is still at revision 0 effective December 18, 2015. The policy was seen to be still appropriate vis-à-vis the strategies and direction for 2019. The same policy is communicated throughout the organization. The organization has an established the Organizational Roles and Responsibilities as identified in the DBM approved Organization Structure/Chart and plantilla positions were found appropriate to the needs of the organization. Performance review is done through their individual performance commitment and review.	

Is the management system for above element effective, appropriate, capable to maintain throughout the registration cycle and in compliance with current management systems	Yes	✓	No	

REPORT SECTION 6– Planning

Are the following (applicable to their context) accurate and valid. Section 4.2 – Understanding the needs and expectations of interested parties (QMS) Section 6.1.3 - Compliance obligations (EMS)	☒ Yes ☐ No

Legal and regulatory requirements. **If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report**	
Section 6.1.1 – Risks and Opportunities Has the organization identified the applicable to manage identified risks and opportunities? Please provide details	☒ Yes ☐ No

Risks/Opportunities	Controls
• Public does not perceive CITEM as a government entity with revenue targets (R)	• Leverage on Manila FAME brand to launch campaigns on corporate identity
• Restrictive governance regulation of GCG (R)	• Engage GCG to reconsider CITEM's KPIs based on CITEM's mandate
• Online security threats (R)	• Engage DICT and/or the private sector in addressing and minimizing risks on online security threats
• Availability of products that CITEM is promoting in rapidly progressing online platforms (R)	• Develop a long-term plan for a digital trade show and other online platforms
• Conflicting role as government corp. vis SME development (R)/Create trade fairs of other markets (domestic) to raise funds for international missions (O) and Disruptive technology (O)	• Strengthen corporate identity using disruptive technology and developing new fairs for key priority sectors
• Lack of revenue streams (R) and Lack of full business development team (R)/Construction boom (O), One ASEAN community (O), awareness of emerging creative communities	• Develop new projects and revenue streams responsive to market demand, e.g. sustainability expo, senior & retirement living/market
• Lack of training and HR development programs for competency and promotion requirements (R)/ Disruptive technology (O)	• Conduct training on disruptive technologies to equip CITEM personnel with appropriate technical know-how
• Restriction to procure tools and technologies an resources to carry out projects (R)/Disruptive technologies (O)	• Lobby to congress on CITEM's mandate and government functions • Propose change of CITEM's charter • Build CITEM exhibition center through PPP • Propose share in export receipts (1/4 or 1%)

REPORT SECTION 6A– (QMS ONLY) [Please delete this section if not Applicable]

Section 6.2.1 – Quality Objectives and Actions to achieve Has the organization established appropriate Objectives and action plans? Please provide details	☒ Yes ☐ No

Objective	Action Plan
As of Dec. 21, 2018 1. 45% Cost Recovery Ratio	1. Planning of project within the target cost recovery ratio with the created proposal Consolidated cost recovery ratio Corporate Planning, Consumer Business Department, Service Business Department, and Communications & Services Department Actual: 51.33%
2. 50% Returning Exhibitors	2. Ensure satisfaction of exhibitors from following process of execution of exhibit Corporate Planning, Consumer Business Department, Service Business Department, and Communications & Services Department Actual: 55.07%
3. Rating of Very Satisfactory	3. Third party conducting of new customer satisfaction survey and will continue to execute projects based from the operational process and continuous engagement in global promotion CITEM organization – Top Management and Employees Actual: 95%
4. 17,181 of trade buyers attended	4. Third party conducting of new customer satisfaction survey and will continue to execute projects based from the operational process and continuous engagement in global promotion CITEM organization – Top Management and Employees Actual: 18,236
5. Enhanced Integrated approach to export promotion	5. Planning and creation of Board Policy on Subsidy Availment Actual: Approved Medium-term Exhibitor's Development Plan
6. Development of Subsidy Graduation Policy	6. Roll-out of policy to partner exhibitors Actual: 100% completion with stakeholder's meetings conducted
7. 100% of CITEM employees completing the competency assessment – management and technical	7. Evaluation of employees' performance thru IPCR and DPCR and assessment thru Individual Development Plan Actual: 50% On-going final documentation for submission

Is the management system for above process effective, appropriate, capable to maintain throughout the registration cycle and in compliance with current management systems	Yes	✓	No	

REPORT SECTION 7 – Support	
Section 7.1 – Resource Have the organization identified and provided the resources necessary for the effective implementation of the Management System Including	
People If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☒ Yes ☐ No
Infrastructure If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☒ Yes ☐ No
Working Environment If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☒ Yes ☐ No
Section 7.2 – Competence **Section 7.3 – Awareness** Have the organization identified competence requirements and awareness needs for persons involved in the implementation and operation of the Management System? If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☒ Yes ☐ No
Section 7.2 – Competence **Section 7.3 – Awareness** Have the organization implemented defined methods and processes to monitor and evaluate the effectiveness of competence and awareness activities and are such competence and awareness levels appropriate and complete? If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☒ Yes ☐ No
Section 7.4 – Communication Have the organization determined internal and external communications and have such communication methods/processes been implemented effectively? If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☒ Yes ☐ No
Section 7.5 – Documentation Have the organization determined and implemented appropriate and effective methods for the control of documentation identified as necessary for the Management System and are the controls effective in ensuring management of such documentation at places of use? If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☒ Yes ☐ No
Section 7.1.5 – Monitoring and measuring resources (QMS) **Section 9.1.1 – Monitoring and measurement (EMS)** Have the organization identified and ensured control of accuracy of all equipment used – both internally and externally – for monitoring and measurement of process/product and performance indicators relevant to the required areas of conformance. If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☒ Yes ☐ No
Please provide details of objective evidence which the auditor reviewed to support the previous answers:	

Section 7.1 – Resource

Infrastructure

- The maintenance activity identified for Building facilities, electricals, carpentry, plumbing for the Pavilion with Monthly Inspection.
- Maintenance Inspection Report – for the Monthly Inspection is identified in the floor plan in which the findings and recommendation, materials needed, prepares is indicated. Sampled records are for the month of Feb. to Nov. 2018.
  Identified schedule: 54 air-conditioning – every three months, Daily routine inspection with general cleaning – every Saturday
  Generator 125 kVA – mechanic/electrician (standby)
- Request for Maintenance Services – this includes Request for electrical, janitorial, binding, carpentry/plumbing, security, lamination, air-conditioning and others. Samples seen are with corresponding satisfaction rating of the requesting office and were seen to be satisfactory.
- Other equipment being maintained include emergency lights, fire alarms, exit lights, PABX panel, fire ex. etc.
- IT infrastructure seen was the ticketing system, samples seen for the past 12 months were mostly very satisfactory to outstanding. Only 4 instances of poor rating were noted but considered as outliers. E-ticketing system was fully deployed on Jan. 15, 2018
- Another system that was developed Online Application with Payment Gateway and was rolled-out to CREATE Phils. event.
- Overall, the condition of infrastructure is satisfactory.

Working Environment

- The working environment both for the office building and event area is found to be conducive with proper ventilation and resources.
- Gender and Development project – Great Women Project featuring successful women entrepreneurs
- Frontline service area is dedicated to receive visitors and was found to be conducive.

Section 7.1.2 – People
Section 7.2 – Competence
Training Plan for 2018 is presented
Each staff has their designated position description which documents their general function, duties and responsibility (technical competencies) and Competency level

List of Approved Programs for 2018
Consumer Business Department –
W. Anonuevo – APEC Capacity Building Workshop last May 2018

Service Business Department –
V. Arellano – Effective Business Writing last July 2018

Communications & Creative Services –
K. Apodaca – Digital Marketing Seminar May 2018

Corporate Services
W. Dulay – VUCAD DRiven Leadership last March 2018

Evidence of competence are retained. Training effectiveness were seen through performance evaluations.

Section 7.3 – Awareness

- Awareness and competence were seen across all areas audited with respect to their job functions, performance indicators and processes.
- Qualifications match with the Civil Service Qualification Std.

Section 7.4 – Communication

- Internal comm. include "e-blast"/thru email as requested in the e-ticketing system
- Regular ManCom meetings
- The Unit follows the News and Publicity Copy Production Service Procedure (CITEMCMDPC-001) and Media Relations Service Procedure CITEM-CMD-PC-002)
- External communications commences thru Service Requests for Press Releases, these are reviewed, edits are attached using Monitoring Sheet (CITEM CMD FR 002) approval is noted on the Notes and Comments which means ready for release.

Section 7.5 – Documentation

- Quality Manual is still at version 1 effective April 19, 2017. No changes were initiated and approved as of the audit. Should there be any Document Review and Approval Request will be accomplished to be signed by authorities including the Executive Director.
- Other document control mechanisms are still in place such as the Master Document Register which shows the list of all documents (with document code, Title, Edition/Revision No, Publisher Name, Document Type, Date Registered, and Attachment) (citemhost/websites/citem.mdr/internal); List of relevant externally generated documents (citemhost/websites/citem.mdr/external) shows all the documents of external origin (Document Code, Source, and Document Title)
- Records retention is in accordance with the NAP guidelines.

Section 7.1.5 – Monitoring and measuring resources (QMS)
N/a

Is the management system for above element is effective, appropriate, capable to maintain throughout the registration cycle and in compliance with current management systems	Yes	✓	No	

Report Section 8– Operation

REPORT SECTION 8A– (QMS ONLY) [Please delete this section if not Applicable]

Section 8.1 – Operational Planning and Control Have the organization established criteria for the processes and the acceptance of products and services and are criteria considered for change and review of consequences of unintended changes to mitigate any adverse effects that may/do arise? If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☒ Yes ☐ No
Section 8.2.1 – Customer Communications Have the organization established criteria and requirements for communications with customers covering all relevant for the processes and the acceptance of products and services and are criteria considered for change and review of consequences of unintended changes to mitigate any adverse effects that may/do arise?	☒ Yes ☐ No

If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	
Section 8.2.2 – Requirements for Products and Services Have the organization defined requirements for products and services that include all/any applicable statutory and regulatory requirements as well as any considered necessary by the organization? If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☒ Yes ☐ No
Section 8.2.3.1 – Review of requirements for Products and Services Does the organization ensure that it has the ability to meet the requirements for products and services to be offered to customers and review this before committing to supply? If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☒ Yes ☐ No

Please provide details of the contract objective evidence which the auditor reviewed during the audit:

Contract/Order Reference	Contract/Order Description of Service of Product
Consumer Business Department – Sampling Division (Home Lifestyle Division, Fashion Lifestyle Division) MANILA FAME 2018 : Contract for participation for Foreign Exhibitors Company Name: Amdiskastarajackwoles Overseas Trade Show Participation (exhibition abroad by a third party) Application Contract Form for Overseas Projects CITEM CPD FR 001 Rev 3 Communications & Services Department (Communication Management Division, Visual Design Division, Exhibit Design Division, Web Marketing Division) Service Request Form no. 150 (Creative Services Department) CITEM CMD FR001 Service Request Form LSTF-2018-01 Service Request Form OTH-2018-102	Consumer Business Department – Sampling Division (Home Lifestyle Division, Fashion Lifestyle Division) Show design and implementation for Home/Holiday/Fashion Sector for MSMEs – local Products: faux leather, batik/tenun/border, kayu Participation to AMBIENTE 2019 Frankfurt Germany Products: Lamps and Lampshades CCIE 2018 (CHINA PROJECT) News and Media Relations Service: Press Release Served October 25, 2018 Visual Design Division (Brochure), Exhibition Design (Banner, backdrops), Web Marketing Design (Social Media Post) Logistics Service Trade Fair National Congress December 6 – 9, 2018Web Marketing Division (Update on website contents) for GAD Corner at CITEM Website.

Section 8.2.3.2 – Changes to requirements for Products and Services **Section 8.5.6 – Control of Changes** Does the organization ensure that any changes to requirements for products and services that are made are recorded in relevant documentation and that relevant persons are made aware of such changes? If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☒ Yes ☐ No

Section 8.3 – Design and development – (if Applicable) Does the organization ensure that any design or development of product or service is performed in accordance with an established process that is both appropriate and that covers all of the requirements of sections 8.3.2 to 8.3.6 of the Standard? If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☐ Yes ☐ No ☐ N/A

The auditor is to provide details of examples of the contracts etc. that demonstrate the identification of requirements and the review of capability prior to commitment to supply

Contract Reference	Outline of Design or Development Involved
N/a	

Section 8.4.1 – Control of externally provided processes, products and services Has the organization determined the controls to be applied to externally provided processes, products and services and are these controls effectively implemented? If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☒ Yes ☐ No ☐ N/A
Section 8.4.2 – Type and Extent of Control Has the organization – as appropriate to its context – ensured that the type and extent of control to be applied to externally provided processes? Products and services take into account the potential impact of those on its own ability to consistently meet customer and applicable legal and regulatory requirements? If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☒ Yes ☐ No ☐ N/A
Section 8.4.2 – Type and Extent of Control Has the organization – as appropriate to its context – determined the verification activities necessary to ensure that externally provided processes, products and services meet requirements? Ensuring the type and extent of control to be applied to externally provided processes is adequate and appropriate. If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☒ Yes ☐ No ☐ N/A

The auditor is to provide details of 3 examples of the verification activities to be applied

Externally provided Process/Product/Service	Verification Required
• Production Outfit for the provision of sound system, lightings, host, etc. during LSPH event on Dec. 6, 2018 (ARTISESPACE, INC.) with PR # 2018-0945 via small-value procurement	• Eligibility documents such as PhilGEPS registration • Documents seen were Notice of Award, Canvass sheet, Terms of Reference, among others. • With evaluation criteria prior awarding • Certificate of Acceptance
• K-9 services for Manila FAME event on Oct. 19-21, 2018	• Canvass sheet, evaluations not evident
• Security personnel for Manila FAME event on Oct. 19-21, 2018	• Performance Bond
• Security personnel deployed to CITEM	• Performance Bond, Performance Survey (yearly)

Section 8.5.1 – Control of production and service provision Has the organization ensured that production and/or service provision is carried out under controlled conditions by methods that are appropriate to its products and services and that are effective in ensuring conformance of those products and/or services? If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☒ Yes ☐ No
Section 8.5.2 – Identification and traceability Has the organization ensured that suitable methods are used to identify the status and traceability of outputs and maintain records of such traceability where this is a customer or legal or regulatory requirements and is this implemented effectively? If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☐ Yes ☐ No
Section 8.5.3 – Customer or External provider property – (if applicable) Has the organization ensured that property belonging to customers or external providers is identified and protected and if applicable that any damage or loss to such property is reported and records of such are maintained? If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☒ Yes ☐ No ☐ N/A
Section 8.5.4 – Preservation Has the organization ensured that outputs during production and/or service provision are preserved to the extent necessary to ensure conformity to requirements? If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☒ Yes ☐ No
Section 8.5.5 – Post-delivery activities – (if applicable) Has the organization ensured that any post-delivery activities required by customers or legal and regulatory requirements are performed effectively? If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☒ Yes ☐ No ☐ N/A
Section 8.6 – Release of products and services Has the organization implemented planned arrangements at appropriate stages to verify that product and service requirements have been met and that release of products and services shall not proceed until these planned arrangements have been completed unless otherwise approved by the relevant authority and/or customer? If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☒ Yes ☐ No
Section 8.7.1 – Control of nonconforming outputs Has the organization ensured that identified nonconforming outputs shall be controlled to prevent their unintended use or release and that such non-conformance situations shall be documented with actions taken recorded? If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☒ Yes ☐ No
Please provide details of objective evidence which the auditor reviewed during the audit:	

Section 8.5.1 – Control of production and service provision
Consumer Business Department – Sampling Division (Home Lifestyle Division, Fashion Lifestyle Division)

MANILA FAME 2018 : Contract for participation for Foreign Exhibitors Company Name: Amdiskastarajackwoles
- Creation of Project brief for inputs
- Accomplishment of Service Request (e.g. MF-2018-40) for Visual Design Division / Monitoring Form (from CCSD) for the initial plan, layout, review and approval of the design concept including PPMP
- Creation of Contract (as per entity / service provider needed) e.g. Contract for participation (Company: Amdiskastarajackwoles)
- Actual construction of the design
- Actual show / exhibit
- Project manager reporting including assessment of deliverable achievement

Overseas Trade Show Participation (exhibition abroad by a third party)
Application Contract Form for Overseas Projects
Participation to AMBIENTE 2019 Frankfurt Germany, Products: Lamps and Lampshades

Communications & Services Department (Communication Management Division, Visual Design Division, Exhibit Design Division, Web Marketing Division)

CCIE 2018 (CHINA PROJECT) News and Media Relations Service: Press Release Served October 25, 2018; Visual Design Division (Brochure), Exhibition Design (Banner, backdrops), Web Marketing Design (Social Media Post) Logistics Service Trade Fair National; Congress December 6 – 9, 2018Web Marketing Division (Update on website contents) for GAD Corner at CITEM Website.

Legal
- Activities seen is the review of contracts for the agency with logbook of incoming-outgoing documents. References to legal requirements are being reviewed.

8.5.2 – Identification and traceability

- This applies to participants to the event.

8.5.4- Preservation

- In general, information is managed by maintaining integrity and accuracy as services are delivered.
- Also noted the resources used in exhibits are maintained in the warehouse, properly stored items and materials and records are retained for the inventory of items. The environment was seen appropriate so that physical properties are preserved and not damaged.

8.5.5.- Post-delivery activities

- In general, a customer satisfaction survey is performed to determine perception on delivered services. See section 9.

8.6- Release of Products and Services
General acceptability of delivered services during events are gauged during survey both for buyers and sellers. See section 9 for the results.

8.7.1- Control of nonconforming outputs

Organization identifies non-conforming output by gathering customer feedback right after activities are conducted. Results of customer feedback gathering is reported in a post-activity report and analyzed for further action. Particular areas being surveyed are the relevance of the exhibits to the buyers' needs, the venue, among others. "Learnings" in the events are considered for the succeeding activities as improvements.

Is the management system for above element is effective, appropriate, capable to maintain throughout the registration cycle and in compliance with current management systems	Yes	✓	No	

REPORT SECTION 9– Performance Evaluation and Improvement

Section 9.1.1 – Monitoring, measurement, analysis and evaluation

Has the organization determined what needs to be monitored and measured together with the frequency and methods to be used in all areas/activities and indicators relevant to the required levels of conformance and performance?

☒ Yes
☐ No

If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report

REPORT SECTION 9A (QMS ONLY) [Please delete this section if not Applicable]

Section 9.1.1 – Monitoring, measurement, analysis and evaluation

Are the methods used to monitor quality characteristics appropriate and suitable in relation to the products and/or services provided?

☒ Yes
☐ No

If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report

The auditor is to provide details of minimum 3 **examples** of the monitoring and measurement methods used

Product or Service Characteristic	Monitoring and Measurement Method	Frequency
Summary of Request Form – International Projects	Project Name/Title, Project Date, Date Requested, Service Request No.	Monthly, On demand
Summary of Service Request Form	Project Name/Title, Project Date, Date Requested, Service Request No	Monthly, On demand
Contract Review	Actual review of contract, transmittal monitoring, approval of parties and notarization	Every contract
Project Brief Submission	Actual report generation, monitoring of deadline and submission	Every project
Daily Sales Reporting	Actual sales report submission from exhibitors	Daily

Section 9.1.2 – Customer Satisfaction

Are the methods used to monitor customer perception of the degree to which their needs and expectations have been fulfilled appropriate and implemented effectively?

☒ Yes
☐ No

If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report

Section 9.1.3 – Analysis and Evaluation Does the organization analyze and evaluate appropriate data and information from monitoring and measurement on all items required by the Standard and is this analysis and evaluation used as the basis for identification of need for improvement? If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☒ Yes ☐ No

Please provide details of the objective evidence/audit trail which the auditor sampled during the audit.

Section 9.1.2 – Customer Satisfaction

- Taipei International Food Show (June 27-30, 2018) with satisfactory rating from 7 Philippine exhibitors.
- FAME Trade Fair (April 19-21, 2018) with satisfied to very satisfied ratings from 46 trade buyers; satisfied raring from 34 exhibitors
- Winter Fancy Food Show (Jan. 21-23, 2018) with satisfied raring from 19 Phil. exhibitors
- Ambiente 2018 (Feb. 9-13, 2018) with satisfied rating from 13 Phil. exhibitors
- FOODEX Japan (Mar. 6-9, 2018) with satisfied rating from 13 Phil. exhibitors

Note: survey is performed and results analyzed per event

Section 9.1.3 – Analysis and Evaluation

The gathered data of the customer feedback are analysed and evaluated as discussed also in the Management Review Meeting. Other data that is analysed and evaluated are the established Quality objectives/OPCR/IPCR and targets as per target completion and monitoring and reviewed and discussed in the Management review.

Is the management system for above element is effective, appropriate, capable to maintain throughout the registration cycle and in compliance with current management systems	Yes	✓	No	

REPORT SECTION 9C INTERNAL AUDIT

Section 9.2– Internal Audit Does the organization plan implement and maintain an internal audit program of the Management System's conformance to its own requirements and the requirements of the relevant ISO Standard and of its effectiveness? If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☒ Yes ☐ No

The auditor is to provide details of the Internal Audit program implementation and effectiveness

Annual Plan was noted for 2018 duly approved by the Executive Director. There were a total of 18 auditors, 10 of which were assigned to audit this cycle. Audit records such as itinerary, audit notes and reports were seen for the ff areas: Project Planning and Development, Internal Audit, Top Mgt., Project Implementation and Strategic Planning. Only two observations were identified and reported.

Required Frequency of Internal Audit	Dates of last 2 Internal Audits Reported (if applicable)	Number of Non-conformances Reported	Non-conformances Closed (Yes/No)
Once a year	Oct. 24-26 and Nov. 8, 2018	0	N/a

Section 9.2– Internal Audit Does the organization plan the frequency or extent of Internal Audit on the importance of the processes concerned and any changes and the results of previous audits? If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☒ Yes ☐ No
Section 9.3– Management Review Does the organization define the planned intervals at which Management Review shall be conducted and have these Management Reviews been implemented in accordance with this? If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☒ Yes ☐ No
Section 9.3– Management Review Does the organization's defined coverage of Management Review inputs satisfy the requirements of the Standard in a manner that is appropriate to the organization's own circumstances and approaches? If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☒ Yes ☐ No
Section 9.3– Management Review Does the organization's outputs from Management Review meetings include decisions on each area required by the Standard and are these decisions appropriate to the inputs and information reviewed by the Management Review meeting itself? If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☒ Yes ☐ No
Section 9.3– Management Review Have Top Management actively participated in the Management Review meetings and is this participation supported by demonstrated leadership towards change and improvement decided on during the Management Review? If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☒ Yes ☐ No
Section 9.3 – Management Review **Section 10.3– Continual Improvement** Does the Management Review minute identify decisions of the Top Management on continual improvement opportunities and have such decisions been initiated/actioned to achieve this improvement? If "No" the auditor is to provide a detailed Non-Conformance statement in later sections of this report	☒ Yes ☐ No

The auditor is to provide details of the Management Review decisions on the key opportunities for continual improvement and to provide information on how/when these opportunities are to be actioned.

***Date of last Management Review*:**
Operational Planning Workshop (Dec. 19-20, 2018) where OPCRs/balanced scorecard, SWOT issues, customer satisfaction and other review inputs were discussed.

Opportunities for Continual Improvement	*Actions and timescales identified*

• New programs/projects based on priority sectors - Fabric	• 2018
• Partnership with provincial government – Cebu, Pampanga, Tarlac, Ilocos	• 2018
• Maintained IFEX – Food trade show – revenue generation -	• 2018

Is the management system for above element is effective, appropriate, capable to maintain throughout the registration cycle and in compliance with current management systems	Yes	✓	No	

Report Section 10– Audit Findings

Audit Findings can be classified as:

- Corrective Action Requests – issued where a clear non-conformance with specified requirements has been identified during audit.

  These are mandatory for investigation and action by the company
- Observations – Reported to the company where it is thought that there is a clear opportunity for improvement in current practices. These are not mandatory for action by the company.

Corrective Action Requests and Observations are issued as separate documents and all Corrective Action Requests shall be attached to this report.

SECTION 11 - CORRECTIVE ACTION REQUEST

Corrective Action Requests should not be seen as critical comments, but should be seen as areas where weaknesses in present approaches and practices do exist. Where the company is able, in the opinion of the audit team, to benefit from improvement actions to address the issues reported.

The details shown on the AJA Registrars CAR Form identify the following:

- The standard with which the Corrective Action Request is associated
- The clause reference with which the Corrective Action Request is associated
- The classification of the Corrective Action Request
- The precise details of the evidence evaluated which demonstrates that a Corrective Action is requested
- The requirements of the audit team to close out the Corrective Action Request

Corrective Action Request Classifications

CARs are classified as either **Major** or **Minor.**

A **Major** CAR is raised when the identified non-conformance represents either:

1) Consistent failure to address a fundamental requirement of the Standard or
2) Consistent failure to implement a documented requirement of the Management System - either in 1 area, or by identification of a number of individual non-conformances in the same activity over several areas
3) An isolated non-conformance that directly impacts the Product/Service as required by a customer or external specification or that allows lack of control of an aspect which is deemed immediately hazardous and Dangerous
4) Failure to identify/acknowledge and act up on a non-compliance with legislation or regulatory requirements

A **Minor** CAR is raised in all other circumstances where a non-conformance is identified.

CORRECTIVE ACTION REQUEST RESPONSE & CLOSE OUT REQUIREMENTS

Any CAR (whether Major or Minor) must be responded to by the company within 30 days of being issued (or in the case of Re-Audits, before the expiry date of the current certificate). The response must detail the following, in the relevant sections of the CAR Form, including any necessary supporting attachments

1) The Root Cause decided upon by the company.
   - A brief expression of fact, that attempts to neither explain the situation away nor rationalise the condition and that identifies the causational factor giving rise to the non-conformance reported
2) Proposed correcting actions.
   - What the company intend to do to correct the problem and eliminate any continuance of the non-conformance as well as including any investigation of other instances of the non-conformance that may have occurred, and eliminate any continuation

3) Proposed Corrective Actions.
   - What the company intend to do to address the root cause that they have identified to prevent any future occurrence
   - The dates when such correcting and corrective actions have or will be implemented

Wherever possible these responses must be supported by objective evidence that the described corrections and corrective actions have been taken (revised documentation, records of implementation, for example). On receipt of these responses the Lead Auditor will, within a maximum of a further 30 days from date of receipt, review for adequacy against the reported non-conformance and, as appropriate either:

1. Close out the Corrective Action Request on the basis of the response, if supported by documentary evidence
2. Accept the response as adequate to the Corrective Action Request and release the issue for further audit of effective implementation at time of next Surveillance.
3. Accept the response as adequate to Corrective Action Request but identify the need for a "special visit" to review implementation of described actions for effectiveness and then, if appropriate, close out the Corrective Action Request.
4. Accept the responses as adequate to the reported non conformance and downgrade the Major to a Minor to release certification recommendation on the basis that the activity described in the response is scheduled to be auditable at time of surveillance. (Evidence of implementation must have been provided)

Reject the response as inadequate to the Corrective Action Request and request more information.

APPEALS AND COMPLAINTS INFORMATION:

Should you feel that the findings of the Audit Team on the Registration or Surveillance Audit were inappropriate and you wish to challenge these findings, or you are dissatisfied with the conduct of the Audit Team or its professionalism, you have the right of Complaint or Appeal. If you disagree with the findings of the Audit Team in the first instance, you should make an informal Appeal to the Team Leader, and question the findings at the Closing Meeting, who may consider your comments justified and make an adjustment to the findings. Should you not receive satisfaction from the Team Leader and wish to lodge a formal Appeal, the following procedure should be followed. Alternatively, should you wish to make a Complaint about the conduct of the Audit Team, but do not wish to do so through the Team Leader, then you should contact the Local Office Certification Manager directly, who will issue you with a Complaints Form.

APPEAL

Contact the Local AJA Registrars Office Certification Manager within seven days of the Audit, and advise that you intend to Appeal against the findings of the Audit Team. Alternatively you may contact the Group Certification Manager at AJA Registrars Head Office. Tel +44 (0)1275 849188 or Fax number +44 (0)1275 849198.

An Appeal Form will be sent to you. Complete and return the Appeal Form to the Certification Manager. The Appeal Form must be submitted within 30 days of receipt from AJA Registrars.

An initial review and investigation shall be carried out by the Local AJA Registrars Office Certification Manager, who will contact you to discuss the Appeal lodged. Should the Certification Manager agree that you have been unfairly treated, they will overturn the findings of the Audit Team and advise in writing. If the Certification Manager concurs with the Audit Team then the Appeal Form will be passed to the Group Certification Manager for review. Should the Group Certification Manager consider you have been unfairly treated, they will overturn the findings of the Audit Team. However, should the Group Certification Manager Concur with the Audit Team, the Appeal will be passed to the Managing Director, where the same procedure will apply. If rejected, then it will be lodged with the Independent Appeals Panel. You will be advised in writing that the Appeal is to go forward to the Independent Appeals Panel and will be advised of the details of the panel members.

Should you feel that the makeup of the panel constitutes a conflict of interest, and object to any of the Panel members, then you have the right to dispute the formation of the panel and must submit your objections in writing within 15 days of notification by AJA Registrars that your Appeal will be reviewed by the Independent Appeals Panel. Your objection must show clearly the reasons for the objection, which will be considered by the Chairperson of the Panel who will, if they feel your objection is justified, remove the offending member and appoint an alternative.
You will then be advised in writing of the results of the deliberations of the panel. In addition, all Appeals submitted to AJA Registrars will also be reviewed as part of the Surveillance Audit process by the Accreditation Body under which your Audit was carried out, to ensure fairness and impartiality of the Appeal process.

Submission, investigation and decision on appeals shall not result in any discriminatory actions against the appellant.

COMPLAINTS

Unlike Appeals, there are no time limitations for making a Complaint. However, should there be a considerable time lapse between the perceived offence and the Complaint being submitted, it will make impartial investigation more difficult. Complaints will be reviewed and investigated by the Local AJA Registrars Office Certification Manager with whom you applied for registration. They will be responsible for dealing with the Complaint and coming to a conclusion, which will be provided to you in writing. Should you be dissatisfied with the response then you may contact the Group Certification Manager at AJA Registrars Head Office to discuss the Complaint further. Tel +44 (0)1275 849188 or Fax number +44 (0)1275 849198.

Regardless of the conclusions, all Complaints received, regardless of the location, are forwarded to the AJA Registrars Head Office for information, and in addition are reviewed by the Managing Director. They are also collated and submitted to both the Independent Council of AJA Registrars and the Accreditation Body, who will ensure that your Complaint has been dealt with fairly and without bias

Section 12 - 3 year planning Matrix

STANDARD REQUIREMENTS (SELECT ONE OPTION FROM BELOW)		Dept Function	Main Re-audit	YEARLY :		6 MONTHLY AND YEARLY:			6 MONTHLY:				
ISO 9001:2015	✓												
ISO 14001:2015													
ISO 9001:2015 & ISO 14001:2015				1	2	1	2	3	1	2	3	4	5
4	**Context of the organization**												
4.1	Understanding the organization and its context	1-12	X	X	P								
4.2	Understanding the needs and expectations of interested parties	1-12	X	X	P								
4.3	Determining the scope of management system	1,2	X	X	P								
4.4	Management system and its processes	1	X	X	P								
5	**Leadership**												
5.1	Leadership and commitment	1	X	X	P								
5.2	Policy	1-12	X	X	P								
5.3	Organizational roles, responsibilities and authorities	1,2,4	X	X	P								
6	**Planning**												
6.1	Actions to address risks and opportunities	1-12	X	X	P								
6.2	Objectives and planning to achieve them	1-12	X	X	P								
6.3	Planning of changes	1-12	X	X	P								
7	**Support**												
7.1	Resources	1,5,6	X	X									
7.2	Competence	1-12	X		P								
7.3	Awareness	1-12	X	X	P								
7.4	Communication	1-12	X	X	P								
7.5	Documented information	3	X	X	P								
8	**Operation**												
8.1	Operational planning and control	9-12	X	X	P								
8.2	Requirements for products and services	9-12	X	X	P								
8.3	Design and development of products and services	9-12	X		P								
8.4	Control of externally provided of processes, products and services	7	X	X	P								
8.5	Production and service provision	9-12	X	X	P								
8.6	Release of products and services	9-12	X	X	P								
8.7	Control of nonconforming outputs	9-12	X	X	P								
9	**Performance evaluation**												
9.1	Monitoring, measurement, analysis and evaluation	3-12	X	X	P								
9.2	Internal audit	3	X	X	P								
9.3	Management review	1	X	X	P								
10	**Improvement**												
10.1	General	1-12	X	X	P								
10.2	Nonconformity and corrective action	3,9-12	X	X	P								
10.3	Continual improvement	1-12	X	X	P								

During the stage 1/2 or re audit indicate the clauses to be audited over the three year period by use of the letter P. After each audit indicate the actual clauses audited by use of the letter X X = Actual Activity Audited P = Planned C = Outstanding CAR

Area/Function/Department Designation	1	2	3	4	5	6	7	8	9	10	11	12
Indicate to the right the **specific area(s), Function(s) or Department(s)** which have responsibility for each of the clauses of the standard. This needs to be specific to the client. On the audit plan above, indicate against each clause of the standard the numerical designation allocated to each Area, Function or Department for that clause where it indicates "Department"	Top Management/ Corporate Planning	Documented Information	Internal Audit	HR/Training	Finance – Budget and Cash/Accounting	General Services Division –Property and Facility Maintenance	Procurement	Legal	System Management & Development Div. - [illegible]	Consumer Business Department	Service Business Department	Communications & Services Department – Design and [illegible]

Report Section 12A – Three Year Site Visit Plan (Additional Sites Only)

P = Planned; X = Completed; C = Outstanding CAR

Please indicate what functional areas will be audited at each visit at each of the sites. In addition please indicate what elements of the company's Scope of Registration are applicable at each site.

Below – Sites and functional area planning	**Areas/Functions/Departments to be audited**											
Please indicate what functional areas will be audited at each visit at each of the additional sites. In addition please indicate what elements of the company's Scope of Registration are applicable at each site. Note: At the Stage 1, please indicate what areas are planned to be visited during the whole of the 3-year registration period. For a re audit visit, indicate what areas are due to be visited during the subsequent surveillance visits during the period of registration. Use X to indicate the activities audited. Use P to indicate activities it is planned to audit. If the audit programme consists of 5 surveillance visits instead of the 2 surveillance visits indicated, add additional surveillance visits as appropriate.											

Enter Site 2 Company name and Address													
Visit type	**Date(s)**	**Completed by (Auditor)**											
Stage 2/Re-Audit													
1st Surveillance													
2nd Surveillance													
3rd Surveillance													
4th Surveillance													
5th Surveillance													
Elements of the Scope relevant at this site													

Enter Site 3 Company name and Address													
Visit type	**Date(s)**	**Completed by (Auditor)**											
Stage 2/Re-Audit													
1st Surveillance													
2nd Surveillance													
3rd Surveillance													
4th Surveillance													
5th Surveillance													

Report Section 12B – Three Year Site Visit Plan (Additional Sites Only)

Type of audit	**Activity to be audited**	**Date planned (month/year)**	**Date completed (actual)**	**Site location**	**Complete by (auditor)**

Section 12C – Site(s) layout

During the visit, request a site plan(s) and attach it to the report. If the client cannot provide one, please provide a simple sketch of each site layout showing the rough location of each facility at each site. If the company is located in one building, only a simple description of this is facility is required (E.G. Operating on two floors of a 10 storey office block).

Note to Auditor

If the site layout has not changed since time of the previous audit visit then "No change from previous audit visit" should be entered into the Site layout section below.

Notes:

The AJA Registrars Terms and Conditions require that you notify the local AJA Registrars office or your allocated auditor of any major or significant changes to the, management system, ownership, employee numbers, products and process including new products and processes or imposition of customer enforced sanctions. In addition all regulatory non-compliances or incidents that require notification to regulatory authorities.

The report and related documentation is intended for its clients only. AJA Registrars does not accept or assume any responsibility or liability for, or in connection with, any other purpose for which it is used. Or to any other person to whom the report is given, shown or into whose possession it may come. No other person or organization shall be entitled to rely upon the report.