

Audit report

Center for International Trade
Expositions and Missions

SOCOTEC Certification UK

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Audit report

Client		Audit team	
Name of organisation: Center for International Trade Expositions and Missions		Name:	Role:
Address: Golden Shell Pavilion, ITC Compound, Sen. Gil Puyat Ave cor Roxas Blvd., Pasay City, 1300 Philippines		Kim Winston Pajares Joel Ravanilla	Lead Auditor Auditor
Client representative (name and role):			

Audit		
Standard(s)	In case of multi standards, indicate whether the audit is:	Type of audit:
1.ISO 9001:2015 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 Compound, Sen. Gil Puyat Ave cor Roxas Blvd., Pasay City, 1300 Philippines	Type of site Government Office	11 Dec 2019

Recommended scope: 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:
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- 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)

Lead auditor signature



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.)

see QMS stage 1 site circumstances

2. Significant changes since last audit:

Company name

Code

Top management

Main site or other site address

Staff

Policy

Scope of certification

Function process

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

3. Deviations of audit plan and reasons:

Yes

No

If yes provide details:

N/A

4. Audit findings:

Summary of conformity:

Upon the most recent visit in the 2nd Surveillance audit, the organization has still been found to implement their quality management system controls and provide updates to contextualize their issues. They have provided updates to their risks and opportunities per area documented in their Risk and Opportunity Assessment forms connected to relevant issues and identify the controls thereof and these were trailed during the audit. The direction of the strategic plan is now to go digital and sustainable. Challenges faced in the past year such as new top management directives, implementation of ARTA requirements, having to push for more profitability as well as other internal and external issues were covered as part of the discussion during the context audit. Good implementation of the processes is still is apparent as the presented records and observed actions look effective in achieving set goals in the form of sampled accomplishment reports with Action Plans within the strategic plan documents. Any unmet targets for quality were observed to have action plans to bridge the gaps identified, as well as recovery plans determined for non-performing units. Major documentary requirements such as internal audit and management review were done, as well as sustained implementation of document control and regulatory compliance. Overall, the management system still is seen to be in place to support the organization and should still be sustainable to keep improving in the future.

Positive findings:

- The integrated processing forms are commendable in terms of efficiency in usage of paper area
- MANILA FAME Full Extent Report shows increased includeing exhibitions, trade buyers, domestic sales, and tickets sales.
- Benchmarking for sustainability to enhance competency of Operations Group Department
- Initiatives for digitalization and environmental sustainability for the trade exhibitions are commendable and show good leadership and vision
- The allocation of resources for training is also commendable
- In-house software database for document control is a commendable platform
- The auditees were able to answer with confidence and knowledge on the audited processes

Opportunities for improvement:

- The organization may wish to revisit some wordings on IPCRs to more clearly define accomplishments and targets
- Document controller may wish to increase level of strictness on little details upon submission of DRARs
- The internal audit team may wish to enhance audit notes to increase evaluation on efficiency on top of effectiveness

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

Number of major non conformities	0
Number of minor non conformities	0
Number of observations	3

5. Use of certification documents and marks

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

Yes No If yes, specify:

There is no usage of SOCOTEC certification or accreditation marks yet. The AJA and Accreditation body marks can be seen as properly utilized in the posted certificate and schedule in the premises as well as on 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:

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:

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.