



MEMORANDUM:

FOR/TO : All Undersecretaries
All Assistant Secretaries
All Service Directors and Head of Offices
All Division Chiefs
All Staff Bureau Directors
All Regional Executive Directors
All PENR Offices
All CENR Offices

FROM : The Undersecretary
Legal and Administration
Overall Quality Management Representative

SUBJECT : **CONDUCT OF SURVEILLANCE AUDIT OF DENR TO ISO 9001:2015 QUALITY MANAGEMENT SYSTEM CONFORMANCE ON APRIL 17 TO MAY 3, 2023**

DATE : **APR 14 2023**

In the interest of the service and in line with the requirements of ISO 9001:2015 Quality Management System, a surveillance audit will be conducted to check the Department's conformance to ISO 9001:2015 QMS Standards. The surveillance audit shall be conducted on April 17-May 3, 2023 covering the following offices:

1. Central Office
2. Staff Bureaus
 - i. Biodiversity Management Bureau
 - ii. Ecosystems Research and Development Bureau
 - iii. Forest Management Bureau
 - iv. Land Management Bureau
3. Regional Offices, PENROs and CENROs
 - i. Region 3 Regional Office
 - a. PENRO Bulacan
 - b. PENRO Tarlac
 - c. CENRO Guiguinto
 - d. CENRO Camiling
 - ii. Region 12 Regional Office
 - a. PENRO South Cotabato
 - b. CENRO General Santos City
 - c. CENRO Suralla (Banga)

- iii. Region 13 Regional Office
 - a. PENRO Agusan del Norte
 - b. PENRO Surigao del Sur
 - c. CENRO Tubay

For further inquiries please contact the QMS Secretariat through VOIP No. 1046 or email at gmssecretariat@denr.gov.ph.

Attached is the Surveillance Audit plan for your guidance.


ATTY. ERNESTO D. ADOBO JR., CESO I

Encls. a/s
Cc.: Office of the Secretary

AUDIT PLAN

Audit Type: <input type="checkbox"/> Stage 1, <input type="checkbox"/> Stage 2, <input checked="" type="checkbox"/> Surveillance, <input type="checkbox"/> Re-assessment, <input type="checkbox"/> Special or other (<i>please specify:</i>)	Certification standard(s): ISO9001:2015
Client ID Number: PHI-20898-2-QM	Date(s) of Audit: April 17 - May 3, 2023
Name of Organization: DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	
Location(s): <ol style="list-style-type: none"> 1. Department of Environment and Natural Resources Central Office - Visayas Avenue, Diliman, Quezon City 2. DENR - CENRO Gen. Santos City - Buayan, General Santos City 3. DENR - CENRO Suralla (Banga) - Brgy. San Vicente, Banga, South Cotabato 4. DENR - CENRO Tubay - National Highway, Doña Rosario, Tubay, Agusan del Norte 5. DENR - CENRO Camiling - Romulo Highway, Camiling, Tarlac 6. DENR - CENRO Guiguinto - Brgy. Sta. Cruz, Guiguinto, Bulacan 7. DENR - PENRO South Cotabato - Block 1 Martinez Subdivision, Koronadal City, South Cotabato 8. DENR - PENRO Surigao del Sur - Capitol Road, Brgy. Telaje, Tandag City, Surigao del Sur 9. DENR - PENRO Agusan del Norte - Government Center, Brgy. Tiniwisan, Butuan City 10. DENR - PENRO Tarlac - MacArthur Highway, Paraiso, Tarlac 11. DENR - PENRO Bulacan - Citta di Oro Subdivision, Brgy. Sta. Rita, Guiguinto, Bulacan 12. Department of Environment and Natural Resources Regional Office III - Diosdado Macapagal Government Center Brgy. Maimpis, City of San Fernando Pampanga 13. Department of Environment and Natural Resources Regional Office XII - Aurora St. City of Koronadal, South Cotabato 14. Department of Environment and Natural Resources Regional Office XIII - Purok 3 Ambangan, Brgy. Ambago, Butuan City 15. Department of Environment and Natural Resources Biodiversity Management Bureau - Ninoy Aquino Parks and Wildlife Center, Quezon City 16. Department of Environment and Natural Resources - Forest Management Bureau - Visayas Avenue, Diliman, Quezon City 17. Department of Environment and Natural Resources - Ecosystems Research and Development Bureau - UPLB Campus College, Laguna 18. Department of Environment and Natural Resources - Land Management Bureau - 880 F.R. Estuar Building, Quezon Ave. Brgy. Paligsahan, Quezon City 	
Certification Scope: Public Administration covering the Conservation, Management, Development and Proper Use of the Country's Environment and Natural Resources	
Audit objective: Surveillance: maintain confidence that the certified management system continues to fulfill requirements between re-certification audits.	
Audit Criteria: <ul style="list-style-type: none"> • Certification standard(s) and other normative references (if any) • The organisation's management system processes and documentation 	
Lead Auditor: Maria Fatima Mercurio Support Auditor(s): Laureen Grace Calmerin, Robert Jarquio, Melvin Grueso, Eugene Herradura, Jose Emmanuel Thomas Diel, Arcel Andres, Mark Anthony Ilagan, Marisse Cruz, Billy Joel Sadangsal Technical Expert(s):	



<p>Observers:</p> <p>Others (<i>please specify</i>) :</p>

Date	Timing		Audited area	Scheme & clause	Auditees	Auditor(s) initials
	Starts	Ends				
Day 1: April 17, 2023 Lunchbreak: 1200-1300 Auditor's Meeting: 0845-0900 and 1300-1315 Sites: Site 5: DENR - CENRO Camiling - Romulo Highway, Camiling, Tarlac Site 8: DENR - PENRO Surigao del Sur - Capitol Road, Brgy. Telaje, Tandag City, Surigao del Sur						
April 17, 2023	0900	0915	Opening Meeting	-	All	Site 5: Billy Site 8: Mark
	0915	1000	Top Management Context	QMS Sections 4, 5 & 6	Top Managemen t	All
	1000 1315	1200 1700	Processes, including customer feedback and 8888 and hotline action center (if any): Site 5: a. LMS b. FMS Site 8: a. Conservation and Development b. License, Patents and Deeds	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	Unit/Section Head and/or Relevant Staff	Site 5: a. JET b. Billy Site 8: a. Arcel b. Mark
	1700	1800	Wrap up meeting (if needed)			
Day 2: April 18, 2023 Lunchbreak: 1200-1300 Auditor's Meeting: 0845-0900 and 1300-1315 Sites: Site 10: DENR - PENRO Tarlac - MacArthur Highway, Paraiso, Tarlac Site 9: DENR - PENRO Agusan del Norte - Government Center, Brgy. Tiniwisan, Butuan City						
April 18, 2023	0900	0915	Opening Meeting	-	All	Site 10: JET Site 9: Arcel
	0915	1000	Top Management Context	QMS Sections 4, 5 & 6	Top Managemen t	All
	1000 1315	1200 1700	Processes, incl. customer feedback & 8888 and hotline action center (if any): Site 10: a. License, Patents and Deeds b. Law Enforcement Site 9: a. Law Enforcement b. Conservation and Development	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	Unit/Section Head and/or Relevant Staff	Site 10: a. JET b. Billy Site 9: a. Arcel b. Mark
	1700	1800	Wrap up meeting (if needed)			
Day 3: April 19, 2023 Lunchbreak: 1200-1300 Auditor's Meeting: 0845-0900 and 1300-1315 Sites: Site 11: DENR - PENRO Bulacan - Citta di Oro Subdivision, Brgy. Sta. Rita, Guiguinto, Bulacan Site 4: DENR - CENRO Tubay - National Highway, Doña Rosario, Tubay, Agusan del Norte						
April 19, 2023	0900	0915	Opening Meeting	-	All	Site 11: Billy Site 4: Mark
	0915	1000	Top Management Context	QMS Sections 4, 5 & 6	Top Managemen t	All

	1000 1315	1200 1700	Processes, incl. customer feedback & 8888 and hotline action center (if any): Site 11: a. Conservation and Development b. License, Patents and Deeds Site 4: a. FMS b. Technical Services	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	Unit/Section Head and/or Relevant Staff	Site 11: a. JET b. Billy Site 4: a. Arcel b. Mark
	1700	1800	Wrap up meeting (if needed)			

Day 4: April 20, 2023
Lunchbreak: 1200-1300
Auditor's Meeting: 0845-0900 and 1300-1315
Sites:
Site 6: DENR - CENRO Guiguinto - Brgy. Sta. Cruz, Guiguinto, Bulacan
Site 14: Department of Environment and Natural Resources Regional Office XIII - Purok 3 Ambangan, Brgy. Ambago, Butuan City

April 20, 2023	0900	0915	Opening Meeting	-	All	Site 6: JET Site 14: Arcel
	0915	1000	Top Management Context	QMS Sections 4, 5 & 6	Top Management	All
	1000 1315	1200 1700	Processes, incl. customer feedback & 8888 and hotline action center (if any): Site 6: a. LMS b. Technical Services Site 14: a. Surveys and Mapping Division b. Conservation and Development Division	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	Unit/Section Head and/or Relevant Staff	Site 6: a. JET b. Billy Site 14: Arcel Mark
	1700	1800	Wrap up meeting (if needed)			

Day 5: April 21, 2023
Lunchbreak: 1200-1300
Auditor's Meeting: 0845-0900 and 1300-1315
Site 14: Department of Environment and Natural Resources Regional Office XIII - Purok 3 Ambangan, Brgy. Ambago, Butuan City

April 21, 2023	0900	1700	Processes, incl. customer feedback & 8888 and hotline action center (if any): a. Planning and Management Division b. Legal Division	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	Unit/Section Head and/or Relevant Staff	a. b. Arcel Mark
	1700	1800	Wrap up meeting (if needed)			

Day 5: April 21, 2023
Lunchbreak: 1200-1300
Auditor's Meeting: 0845-0900 and 1300-1315
Site 11: Department of Environment and Natural Resources Regional Office III - Diosdado Macapagal Government Center Brgy. Maimpis, City of San Fernando Pampanga

April 21, 2023	0900	0915	Opening Meeting	-	All	Eugene
	0915	1000	Top Management Context	QMS Sections 4, 5 & 6	Top Management	All
	0900	1700	Processes, incl. customer feedback & 8888 and hotline action center (if any): a. Enforcement Division	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,	Unit/Section Head and/or Relevant Staff	a. JET b. Billy c. Eugene d. Bob

			b. Conservation and Development Division c. License, Patents and Deeds Division d. Surveys and Mapping Division	10.2, 10.3		
	1700	1800	Wrap up meeting (if needed)			
Day 6: April 24, 2023 Lunchbreak: 1200-1300 Auditor's Meeting: 0845-0900 and 1300-1315 Site 2: DENR - CENRO Gen. Santos City - Buayan, General Santos City						
April 24, 2023	0900	0915	Opening Meeting	-	All	Fatima
	0915	1000	Top Management Context	QMS Sections 4, 5 & 6	Top Management	All
	1000	1700	Processes, incl. customer feedback & 8888 and hotline action center (if any): a. LMS b. Technical Services	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	Unit/Section Head and/or Relevant Staff	a. b. Fatima Marisse
	1700	1800	Wrap up meeting (if needed)			
Day 6: April 25, 2023 Lunchbreak: 1200-1300 Auditor's Meeting: 0845-0900 and 1300-1315 Site 3: DENR - CENRO Suralla (Banga) - Brgy. San Vicente, Banga, South Cotabato						
April 25, 2023	0900	0915	Opening Meeting	-	All	Marisse
	0915	1000	Top Management Context	QMS Sections 4, 5 & 6	Top Management	All
	1000	1700	Processes, incl. customer feedback & 8888 and hotline action center (if any): a. Technical Services b. FMS	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	Unit/Section Head and/or Relevant Staff	a. b. Fatima Marisse
	1700	1800	Wrap up meeting (if needed)			
Day 7: April 26, 2023 Lunchbreak: 1200-1300 Auditor's Meeting: 0845-0900 and 1300-1315 Site 7: DENR - PENRO South Cotabato - Block 1 Martinez Subdivision, Koronadal City, South Cotabato						
April 26, 2023	0900	0915	Opening Meeting	-	All	Fatima
	0915	1000	Top Management Context	QMS Sections 4, 5 & 6	Top Management	All
	1000	1700	Processes, incl. customer feedback & 8888 and hotline action center (if any): a. Law Enforcement b. Conservation and Development	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	Unit/Section Head and/or Relevant Staff	a. b. Fatima Marisse
	1700	1800	Wrap up meeting (if needed)			
Day 8: April 27, 2023 Lunchbreak: 1200-1300 Auditor's Meeting: 0845-0900 and 1300-1315 Site 13: Department of Environment and Natural Resources Regional Office XII - Aurora St. City of Koronadal, South Cotabato						
April 27, 2023	0900	0915	Opening Meeting	-	All	Marisse
	0915	1000	Top Management Context	QMS Sections 4, 5 & 6	Top Management	All
	1000	1700	Processes, incl. customer feedback & 8888 and hotline	QMS 6.1, 6.2, 6.3, 7.1, 7.2,	Unit/Section Head and/or	a. Fatima b. Marisse



			action center (if any): a. Planning and Management Division b. Legal Division	7.3, 7.4, 8.1, 8.2, 8.5, 8.6, 8.7, 9.1, 10.1, 10.2, 10.3	Relevant Staff	
	1700	1800	Wrap up meeting (if needed)			
Day 9: April 28, 2023 Lunchbreak: 1200-1300 Auditor's Meeting: 0845-0900 and 1300-1315 Site 13: Department of Environment and Natural Resources Regional Office XII - Aurora St. City of Koronadal, South Cotabato						
April 28, 2023	0900	1600	Processes, incl. customer feedback & 8888 and hotline action center (if any): a. License, Patents and Deeds Division b. Enforcement Division	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	Unit/Section Head and/or Relevant Staff	a. b. Fatima Marisse
	1600	1700	Wrap up meeting (if needed)			
Day 10: May 2, 2023 Lunchbreak: 1200-1300 Auditor's Meeting: 0845-0900 and 1300-1315 Sites: Site 15: Department of Environment and Natural Resources Biodiversity Management Bureau - Ninoy Aquino Parks and Wildlife Center, Quezon City Site 16: Department of Environment and Natural Resources - Forest Management Bureau - Visayas Avenue, Diliman, Quezon City Site 17: Department of Environment and Natural Resources - Ecosystems Research and Development Bureau - UPLB Campus College, Laguna Site 18: Department of Environment and Natural Resources - Land Management Bureau - 880 F.R. Estuar Building, Quezon Ave. Brgy. Paligsahan, Quezon City						
May 2, 2023	0900	0915	Opening Meeting	-	All	Site 15: Billy Site 16: Marisse Site 17: Laureen Site 18: Arcel
	0915	1000	Top Management Context	QMS Sections 4, 5 & 6	Top Management	All
	1000	1700	Processes, incl. customer feedback & 8888 and hotline action center (if any) – sampling of sections in division/s: Site 15: a. National Parks Division b. Wildlife Resources Division c. Coastal and Marine Division d. Caves, Wetlands and Other Ecosystem Division Site 16: a. Forest Policy, Planning and Knowledge Management Division b. Forest Resources Conservation Division Site 17: a. Coastal Zone and Freshwater Ecosystems	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	Unit/Section Head and/or Relevant Staff	Site 15: a&b: Billy c&d: Fatima Site 16: a: Marisse b: Mark Site 17: a&b: Laureen c&d: JET Site 18: a: Arcel b: Mike

			Research Division b. Technology Transfer Division c. Urban Ecosystem Research Division d. Laboratory and Experimental Services Division Site 18: a. Geodetic Surveys Division b. Land Management Division			
1700	1800	Wrap up meeting (if needed)				

Day 11: May 3, 2023
Lunchbreak: 1200-1300
Auditor's Meeting: 0845-0900 and 1300-1315
Sites:
Site 1: Department of Environment and Natural Resources Central Office - Visayas Avenue, Diliman, Quezon City

May 3, 2023	0900	0915	Opening Meeting	-	All	Fatima
	0915	1000	Top Management Context	QMS Sections 4, 5 & 6	Top Management	All
	1000	1600	Strategic Communications and Initiatives Service - sampling amongst the following Divisions (2 Divisions): <ul style="list-style-type: none"> Strategic Alliance and Environmental Partnership Public Information Division Development Communication Division 	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	Unit/Section Head and/or Relevant Staff	Laureen
	1000	1600	Policy and Planning and International Affairs <ul style="list-style-type: none"> Policy and Planning Service Foreign Assisted and Special Project Service 	QMS 6.1, 6.2, 6.3, 7.1, 7.3, 7.4, 8.5, 9.1, 10.1, 10.2, 10.3	Unit/Section Head and/or Relevant Staff	Billy
	1000	1600	Undersecretary and/or Assistant Secretary for Field Operations <ul style="list-style-type: none"> Stakeholders Management and Conflict Resolution Division Undersecretary and/or Assistant Secretary <ul style="list-style-type: none"> Director, Climate Change Service 	QMS 6.1, 6.2, 6.3, 7.1, 7.3, 7.4, 8.5, 9.1, 10.1, 10.2, 10.3	Unit/Section Head and/or Relevant Staff	Melvin
	1000	1200	Maintenance /General Services Division	QMS 6.1, 6.2, 6.3, 7.1, 7.3, 7.4, 8.5, 9.1, 10.1, 10.2, 10.3	Unit/Section Head and/or Relevant Staff	Mark
	1315	1430	Finance Management – Accounting (COA Compliances, e.g. AOMs) Budget (obligation and disbursement rates) – trailing of	QMS 6.1, 6.2, 6.3, 7.1, 7.3, 7.4, 9.1, 10.1, 10.2, 10.3	Unit/Section Head and/or Relevant Staff	Mark

		samples			
1430	1600	Document Control	QMS 7.5, certification mark	Document Control Team	Mark
1000	1100	ISO Team / Customer Satisfaction / Complaints	QMS 9.1, 10.1, 10.2, 10.3	Unit/Section Head and/or Relevant Staff	Fatima
1100 1315	1200 1430	HR / Training	QMS 6.1, 6.2, 6.3, 7.2, 7.3, 7.4, 9.1, 10.1, 10.2, 10.3	Unit/Section Head and/or Relevant Staff	Fatima
1430	1600	Internal Audit	QMS 9.2, 10.2, 10.3	Internal Audit Team	Fatima
1600	1630	Management Review	QMS 9.3, 10.3	Top Managemen t	All
1630	1700	Audit Debrief / Auditors' Meeting	-	-	All
1700	1800	Closing Meeting	-	All	All