



MEMORANDUM FROM THE SECRETARY

15 MAY 2024

TO : ALL UNDERSECRETARIES
ALL ASSISTANT SECRETARIES
ALL CENTRAL OFFICE DIRECTORS
ALL STAFF BUREAU DIRECTORS
REGIONAL EXECUTIVE DIRECTORS – REGIONS VI, VII AND XI

SUBJECT : PREPARATIONS FOR ISO 9001:2015 2ND SURVEILLANCE AUDIT

In line with the requirements of ISO 9001:2015 and the continual improvement of the Department, the 2nd Surveillance Audit will be conducted by a third-party auditor to verify the continuing conformance of the DENR's Quality Management System (QMS) to ISO standards.

The Surveillance Audit will assess the implementation of QMS covering the period of March 2023 to present Calendar Year. The schedule will be as follows for the concerned offices:

Office	Schedule
1. Staff Bureaus	
- Biodiversity Management Bureau	
- Ecosystems Research and Development Bureau	May 20 – 22, 2024
- Forest Management Bureau	
- Land Management Bureau	
2. Region XI	
- CENRO Baganga	
- CENRO Davao City	May 27 – 31, 2024
- PENRO Davao del Sur	
- PENRO Davao Oriental	
3. Region VI	
- Regional Office	
- PENRO Guimaras	June 3 – 5, 2024
- PENRO Aklan	
- CENRO Boracay	
4. Region VII	
- Regional Office	
- PENRO Bohol	June 6 – 7, 2024
- PENRO Cebu	
- CENRO Tagbilaran	
5. DENR Central Office	June 11, 2024

In view thereof, all officials are hereby directed to ensure preparations and adherence of respective offices with the QMS requirements. Attached is the **Audit Preparation Checklist** for reference.

For strict compliance.

MARIA ANTONIA YULO LOYZAGA

MEMO NO. 2024 - 482



AUDIT PREPARATIONS CHECKLIST

	<p>SET-UP the office</p> <ul style="list-style-type: none"> • Mandates/ functions • Quality Policy Statement • QMS Certification • Organization Structure • Citizens' Charter • Other materials/references for posting
	<p>Provide ARRANGEMENTS for the auditors</p> <ul style="list-style-type: none"> • Venue (conference room/meeting room) • Meals and snacks • Accommodation • Transportation
	<p>Check functionality of DIGITALIZATION</p> <ul style="list-style-type: none"> • Check stability of internet connection • Update website • Ensure functionality and updating of Information Systems • Backup digital/electronic copies of documents • Ensure functionality of server/file storage
	<p>ORIENT employees about</p> <ul style="list-style-type: none"> • QMS: Quality Policy • Respective processes
	<p>Prepare a PRESENTATION</p> <ul style="list-style-type: none"> • About the office • Mandates/ functions • Organization structure • Status of personnel • Office Accomplishment (within the audit coverage) • Showcase of best practices / innovations (with photo-documentation) • Other relevant information e.g. SWOT Analysis
	<p>Complete, update and validate all DOCUMENTED INFORMATION (both printed and digital)</p> <ul style="list-style-type: none"> • QMS Controlled Documents • Risks/ Opportunities Analysis and Actions Planning (ROAPP) • Work and Financial Plan • Performance Records (OPCR/DPCR/IPCR) • Individual Development Plan (IDP) • Office databases, if there are any • All other documents related to your process
	<p>Compile MEANS OF VERIFICATION (both printed and digital)</p> <ul style="list-style-type: none"> • After Activity Reports • Accomplishment Reports • Minutes of Meeting • Issuances • Proof of competency: training certificates, Professional Registration/ licenses, etc. • Records of office services/products • Other MOV related to your process
	<p>Document conduct of MANAGEMENT REVIEW</p>
	<p>Prepare CLIENT FEEDBACK</p> <ul style="list-style-type: none"> • Client Satisfaction Survey Results / Rating • 8888 Results / Rating • Proof of actions/responses to CSS and 8888
	<p>Address INTERNAL AND EXTERNAL AUDIT results</p> <ul style="list-style-type: none"> • Audit Findings Report • Corrective Action Report • Documentation of conduct of Close-out and Verification

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: May 20, 21, 22, 2024 May 27-31, 2024 June 3-7, 2024 June 11, 2024
Name of Organisation: DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	
Location(s): Main Site Address: DENR Compound, Visayas Avenue, Diliman, Quezon City, 1100, Philippines Site 1: Department of Environment and Natural Resources - Biodiversity Management Bureau - Ninoy Aquino Parks and Wildlife Center, Quezon City, Philippines Site 2: Department of Environment and Natural Resources - Ecosystems Research and Development Bureau - UPLB Campus College, Laguna, Philippines Site 3: Department of Environment and Natural Resources - Forest Management Bureau – Visayas Avenue, Diliman Quezon City Site 4: Department of Environment and Natural Resources - Land Management Bureau – 880 F.R. Estuar Building Quezon Ave. Brgy. Paligsahan, Quezon City DENR REGION 6 Site 5: Department of Environment and Natural Resources Regional Office VI - Doña Pepita Aquino Street, Port Area, Iloilo City Site 6: DENR - PENRO Guimaras - San Miguel, Jordan, Guimaras Site 7: DENR - PENRO Aklan - Bliss Site, Kalibo, Aklan, Philippines Site 8: DENR - CENRO Boracay - Boracay Malay, Aklan, Philippines DENR Region 7 Site 9: Department of Environment and Natural Resources Regional Office VII - National Government Center, Sudlon Lahug Cebu City, Philippines Site 10: DENR - CENRO Tagbilaran City - Upper De La Paz, Cortes Bohol, Philippines Site 11: DENR - PENRO Bohol - Upper De La Paz, Cortes Bohol, Philippines Site 12: DENR - PENRO Cebu - Greenplains Subdivision, Banilad Mandaue City, Philippines DENR Region 11 Site 13: Department of Environment and Natural Resources Regional Office XI - G/F Km. 7 Lanang Davao City, Davao del Sur, Philippines	

Site 14: DENR - PENRO Davao Oriental - DENR-PENRO Government Center, Dahican City of Mati, Philippines

Site 15: DENR - CENRO Baganga - Lambajon Baganga Davao Oriental, Philippines

Site 16: DENR - PENRO Davao del Sur - DENR PENRO RXI-4 Mabini, Capital Compound, Digos City Davao del Sur, Philippines

Site 17: DENR - CENRO Davao City (East) - DENR-CENRO RXI-4C, K.m. 7, SPED Road Bangkal, Davao City, Philippines

Certification Scope:

Public Administration covering the Conservation, Management, Development and Proper Use of the Country's Environment and Natural Resources

Audit objectives:

- Surveillance: maintain confidence that the certified management system continues to fulfil requirements between recertification audits.

Audit Criteria:

- Certification standard(s) and other normative references (if any)
- The organisation's management system processes and documentation

Lead Auditor: Joseph Denoga

Support Auditor(s): Jose Thomas Diel, Fatima Mercurio, Billy Joel Sadangsal, Mark Allan Balbarino, Merian Domingo, Anna Theresa Manlangit, Robert "Bob" Jarquio, Marisse Cruz, Olive Eco, Laarni Narido, Melvin Grueso

Technical Expert(s):

Observer:

Others (please specify):

Date	Timing		Audited area	Scheme & clause	Auditees	Auditor(s) initials
	Starts	Ends				
Day 1 – May 20, 2024						
Site 1: Department of Environment and Natural Resources - Biodiversity Management Bureau - Ninoy Aquino Parks and Wildlife Center, Quezon City, Philippines						
Site 4: Department of Environment and Natural Resources - Land Management Bureau – 880 F.R. Estuar Building Quezon Ave. Brgy. Paligsahan, Quezon City						
May 20, 2024	0900	0915	Opening Meeting	-	All	Site 1: Joseph Site 4: Bob
	0915	1000	Top Management Context	QMS Sections 4, 5 & 6	Top Management	All
	1000 1315	1200 1700	Processes, including customer feedback and 8888 and hotline action center (if any): Site 1: a. Biodiversity Policy and Knowledge Management Division - Policy Program Planning and Monitoring Section b. Biodiversity Policy and Knowledge Management Division – Knowledge and Information Management Section Site 4: a. Land Policy and Planning Division – Policy Development Section b. Land Policy and Planning Division – Project Development and Evaluation Section	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 1: a. Merian b. Joseph Site 4: a & b. Bob
	1700	1800	Wrap up meeting (if needed)			
Day 2 – May 21, 2024						
Site 3: Department of Environment and Natural Resources - Forest Management Bureau – Visayas Avenue, Diliman Quezon City						
Site 4: Department of Environment and Natural Resources - Land Management Bureau – 880 F.R. Estuar Building Quezon Ave. Brgy. Paligsahan, Quezon City						
May 21, 2024	0900	0915	Opening Meeting	-	All	Site 3: Joseph Site 4: NO NEED
	0915	1000	Top Management Context	QMS	Top Management	Site 3: All

Date	Timing		Audited area	Scheme & clause	Auditees	Auditor(s) initials
	Starts	Ends				
				Sections 4, 5 & 6		Site 4 – NO NEED
	1000 1315	1200 1700	Processes, including customer feedback and 8888 and hotline action center (if any): Site 3: a. Forest Resources Management Division b. Forest Investment Development Division Site 4: a. Land Policy and Planning Division – Project Development and Evaluation Section (cont'd) b. Land Policy and Planning Division – Information and Communication Technology Section	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 3: a. Joseph b. Merian Site 4: a & b. Bob
	1700	1800	Wrap up meeting (if needed)			
Day 3 – May 22, 2024						
Site 2: Department of Environment and Natural Resources - Ecosystems Research and Development Bureau - UPLB Campus College, Laguna, Philippines						
May 22, 2024	0900	0915	Opening Meeting	-	All	Site 2: Anna
	0915	1000	Top Management Context	QMS Sections 4, 5 & 6	Top Management	All
	1000 1315	1200 1700	Processes, including customer feedback and 8888 and hotline action center (if any): Site 2: a. PICTD b. Forest Ecosystem Research 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 2: a. Merian b. Anna
	1700	1800	Wrap up meeting (if needed)			

Date	Timing		Audited area	Scheme & clause	Auditees	Auditor(s) initials
	Starts	Ends				
Day 4 – May 27, 2024						
Site 15: DENR - CENRO Baganga – Lambajon, Baganga, Davao Oriental, Philippines						
May 27, 2024	0900	0915	Opening Meeting	-	All	Site 15: Laarni
	0915	1000	Top Management Context	QMS Sections 4, 5 & 6	Top Management	All
	1000 1315	1200 1700	Processes, including customer feedback and 8888 and hotline action center (if any): Site 15: a. Regulation and Permitting b. Monitoring and Enforcement c. 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 15: a. Laarni b. Melvin c. Bob
	1700	1800	Wrap up meeting (if needed)			
Day 5 – May 28, 2024						
Site 14: DENR - PENRO Davao Oriental - DENR-PENRO Government Center, Dahican City of Mati, Philippines						
May 28, 2024	0900	0915	Opening Meeting	-	All	Site 14: Laarni
	0915	1000	Top Management Context	QMS Sections 4, 5 & 6	Top Management	All
	1000 1315	1200 1700	Processes, including customer feedback and 8888 and hotline action center (if any): Site 14: a. Law Enforcement b. License, Patents and Deeds c. 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 14: a. Laarni b. Melvin c. Bob
	1700	1800	Wrap up meeting (if needed)			
Day 6 – May 29, 2024						
Site 16: DENR - PENRO Davao del Sur - DENR PENRO RXI-4 Mabini, Capital Compound, Digos City Davao del Sur, Philippines						
	0900	0915	Opening Meeting	-	All	Site 16: Melvin

Date	Timing		Audited area	Scheme & clause	Auditees	Auditor(s) initials
	Starts	Ends				
May 29, 2024	0915	1000	Top Management Context	QMS Sections 4, 5 & 6	Top Management	All
	1000 1315	1200 1700	Processes, including customer feedback and 8888 and hotline action center (if any): Site 16: a. Law Enforcement b. License, Patents and Deeds c. 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 16: a. Laarni b. Melvin c. Bob
	1700	1800	Wrap up meeting (if needed)			

Date	Timing		Audited area	Scheme & clause	Auditees	Auditor(s) initials
	Starts	Ends				
Day 7 and 8 – May 30-31, 2024						
Site 17: DENR - CENRO Davao City (East) - DENR-CENRO RXI-4C, K.m. 7, SPED Road Bangkal, Davao City, Philippines						
Site 13: Department of Environment and Natural Resources Regional Office XI - G/F Km. 7 Lanang Davao City, Davao del Sur, Philippines						
May 30-31, 2024	0900	0915	Opening Meeting	-	All	Site 17: Bob Site 13: Laarni
	0915	1000	Top Management Context	QMS Sections 4, 5 & 6	Top Management	All
	1000 1315	1200 1700	Processes, including customer feedback and 8888 and hotline action center (if any): Site 17: a. Regulation and Permitting b. Monitoring and Enforcement c. Conservation and Development Site 13: a. Enforcement Division b. Conservation and Development Division c. License, patents and Deeds Division d. Surveys and Mapping 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 17: a. Bob Site 13: a. Laarni b. Laarni c. Laarni d. Melvin e. Melvin f. Melvin

Date	Timing		Audited area	Scheme & clause	Auditees	Auditor(s) initials
	Starts	Ends				
			e. Legal Division f. Planning and Management Division			
	1700	1800	Wrap up meeting (if needed)			
Day 9 – June 3, 2024						
Site 8: DENR - CENRO Boracay - Boracay Malay, Aklan, Philippines						
Site 10: DENR - CENRO Tagbilaran City - Upper De La Paz, Cortes Bohol, Philippines						
June 3, 2024	0900	0915	Opening Meeting	-	All	Site 8: Joseph Site 10: Marisse
	0915	1000	Top Management Context	QMS Sections 4, 5 & 6	Top Management	All
	1000 1315	1200 1700	Processes, including customer feedback and 8888 and hotline action center (if any): Site 8 and 10: a. Regulation and Permitting b. Monitoring and Enforcement c. 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 8: a. Joseph b. Olive c. Olive Site 10: a. Marisse b. Allan c. Allan
	1700	1800	Wrap up meeting (if needed)			
Day 10 – June 4, 2024						
Site 7: DENR - PENRO Aklan - Bliss Site, Kalibo, Aklan, Philippines						
Site 11: DENR - PENRO Bohol - Upper De La Paz, Cortes Bohol, Philippines						
June 4, 2024	0900	0915	Opening Meeting	-	All	Site 7: Joseph Site 11: Allan
	0915	1000	Top Management Context	QMS Sections 4, 5 & 6	Top Management	All

Date	Timing		Audited area	Scheme & clause	Auditees	Auditor(s) initials
	Starts	Ends				
	1000 1315	1200 1700	Processes, including customer feedback and 8888 and hotline action center (if any): Site 7 and 11: a. Law Enforcement b. License, Patents and Deeds c. 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 7: a. Olive b. Joseph c. Joseph Site 11: a. Allan b. Marisse c. Marisse
	1700	1800	Wrap up meeting (if needed)			

Date	Timing		Audited area	Scheme & clause	Auditees	Auditor(s) initials
	Starts	Ends				
Day 11 – June 5, 2024						
Site 6: DENR – PENRO Guimaras – San Miguel, Jordan, Guimaras						
Site 12: DENR – PENRO Cebu – Greenplains Subdivision, Banilad Mandaue City, Philippines						
June 5, 2024	0900	0915	Opening Meeting	-	All	Site 6: Olive Site 12: Allan
	0915	1000	Top Management Context	QMS Sections 4, 5 & 6	Top Management	All
	1000 1315	1200 1700	Processes, including customer feedback and 8888 and hotline action center (if any): Site 6 and 12: a. Law Enforcement b. License, Patents and Deeds c. 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 6: a. Joseph b. Olive c. Olive Site 12: a. Allan b. Marisse c. Marisse
	1700	1800	Wrap up meeting (if needed)			
Day 12 – June 6-7, 2024						
Site 5: Department of Environment and Natural Resources Regional Office VI - Doña Pepita Aquino Street, Port Area, Iloilo City						
Site 9: Department of Environment and Natural Resources Regional Office VII - National Government Center, Sudlon Lahug Cebu City, Philippines						

Date	Timing		Audited area	Scheme & clause	Auditees	Auditor(s) initials
	Starts	Ends				
June 6-7, 2024	0900	0915	Opening Meeting	-	All	Site 5: Joseph Site 9: Marisse
	0915	1000	Top Management Context	QMS Sections 4, 5 & 6	Top Management	All
	1000 1315	1200 1700	Processes, including customer feedback and 8888 and hotline action center (if any): Site 5 & 9: a. Enforcement Division b. Conservation and Development Division c. License, patents and Deeds Division d. Surveys and Mapping Division e. Legal Division f. Planning and Management 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 5: a. Joseph b. Joseph c. Joseph d. Olive e. Olive f. Olive Site 9: a. Marisse b. Marisse c. Marisse d. Allan e. Allan f. Allan
	1700	1800	Wrap up meeting (if needed)			
Day 13 – June 11, 2024						
Main Site Address: DENR Compound, Visayas Avenue, Diliman, Quezon City, 1100, Philippines						
June 11, 2024	0900	0915	Opening Meeting	-	All	Joseph
	0915	1000	Top Management Context	QMS Sections 4, 5 & 6	Top Management	All
	1000	1600	Legal Affairs Office • Claims and Conflicts Division • Investigation and Arbitration 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	Bob
	1000	1600	Knowledge and Information System Service • Information System Division • Network Infrastructure Management 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	Jet

Date	Timing		Audited area	Scheme & clause	Auditees	Auditor(s) initials
	Starts	Ends				
	1000	1600	Supervising Undersecretary for Manila Bay Coordinating Office Assistant Secretary for International Affairs	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	1200	BAC	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	Joseph
	1315	1430	Purchasing / Incoming Inspection	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	Joseph
	1430	1600	Documented Information Control	QMS 7.5, certification mark	Document Control Team	Joseph
	1000	1430	Strategic and Operational Planning Policy Issuance and Standards Development	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 Management	All
	1630	1700	Audit Debrief / Auditors' Meeting	-	-	All
	1700	1800	Closing Meeting	-	All	All