

DTI holds National Internal Quality Audit Planning Session 2024



The DTI 2024 National Internal Quality Audit (NIQA) Planning Session was held on 28 February – 1 March 2024 at the 1898 Hotel Colonia En Las Filipinas, Makati City.

The Department of Trade and Industry's 2024 National Internal Quality Audit (NIQA) Planning Session gathered Internal Quality Auditors (IQAs) representing the different bureaus and offices from the Central Office and Regional and Provincial offices in its sustained efforts for the continual improvement of the Department's organizational processes.

Organized by the One DTI Quality Management System (QMS) Secretariat of the Planning and Management Service (PMS), the highly successful three-day event produced key outputs, including the 2024 Audit Program, Audit Plan, Guidelines on Calibration of NIQA Audit Findings, and actions to address pressing 2023 NIQA concerns. The remarkable engagements from the participants resulted in the achievement of its main objectives.

In his opening remarks, **PMS Director Robert Alvin T. Arceo**, who also serves as the Overall Quality Coordinator, acknowledged and congratulated the IQAs for a job well done in 2023 NIQA. He said the Third-Party Auditors' Report for the 2nd Surveillance Audit showed that the Department exhibited a very high level of improvement in QMS implementation since 2021.

He said the integration of the end-to-end process-based IQA in 2023 opened the doors to a more structured and organized auditing process which allowed the management to identify best practices and key areas for improvement.

Likewise, Internal Audit Services (IAS) Director Edgar C. Herrera, who is also the Overall Internal Quality Audit (IQA) Chair, outlined the direction of the planning where he emphasized its main objectives and outputs.

As part of the program, **PMS Project Development Division (PDD) Chief Josephine C. Palima**, who is also the One DTI QMS Secretariat Head provided a refresher on the 2023 NIQA Summary of Findings. This was followed by presentations on the 2023 NIQA Survey Results, which summarized IQA issues and concerns regarding auditor-auditee assignments, schedule, scope, and methodology. The survey results also highlighted the challenges faced by IQAs and process owners, along with their recommendations.

InfoAdvance President and Lead Trainer, Aurelio L. Ebita, as the facilitator, presented the proposed Audit Program, facilitated amendments, and provided guidance on audit planning and the Internal Audit Plan template during discussions.

The participants were given the opportunity to develop an audit plan for their Auditee-Bureau/Office and discuss it afterwards.

In addition, Ms. Palima presented the guidelines for calibrating audit findings, IQA Procedure, and Nonconformity and Corrective Action (NCA) Procedure. The participants were divided into three groups, each representing one of the mentioned procedures. The groups worked together to review and revise their assigned procedure.

Recommendations were raised including the creation of a Technical Working Group (TWG) to streamline the Guidelines on Calibration of Audit as well as the enhancement of PIQAR and the timely submission of audit report from each bureau/regional office.

Held on 28 February to 1 March 2024 at 1898 Hotel Colonia En Las Filipinas in Makati City, the NIQA 2024 culminated with a group presentation for the finalization of Process IQA Report (PIQAR).