



Republic of the Philippines  
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MEMORANDUM No. 10-039-2023

**TO : VPAA, VPAF, VPREIRGAS, QA Director, QA Campus Heads, Internal Auditors, Unit Heads /Process Owners, Secretariat**

**FROM : Office of the SUC President III**

**SUBJECT : CONDUCT OF SERIES OF ACTIVITIES OF QUALITY ASSURANCE OFFICE FOR CONTINUAL IMPROVEMENT**

**DATE : OCTOBER 24, 2023**

In the exigency of service, the Quality Assurance Office outlines series of activities aimed at ensuring the continual improvement of our university and enhancing the quality of education we provide to our valued clientele. Each of these activities has a specific purpose that contributes to our overall goal of maintaining high standards and achieving ISO certification and accreditation. Schedule of activities are listed below:

DATE	ACTIVITY	PERSONS RESPONSIBLE/PARTICIPANTS	OBJECTIVES/PURPOSE
November 13, 2023	Retooling of Internal Auditors of the university	QA Director & QA Heads (F2F)  Tandag Process Owners (F2F)  Other campuses Process Owners (Virtual)	The retooling activity for our internal auditors in ISO is designed to update and enhance their knowledge and skills related to ISO standards and procedures. This will enable them to conduct effective internal audit that identify areas for improvement, compliance gaps, and opportunities for optimization within our quality management system.
November 15-16, 2023	Internal Quality Audit	Internal Auditors Systemwide  Process Owners from Tandag	The internal quality audit is a critical step towards achieving ISO certification. This activity involves a systematic and independent examination of our university's processes and procedures to ensure they comply with ISO standards. The audit aims to identify non-conformities, provide recommendations for corrective actions, and validate the effectiveness of implemented quality management practices. <b>Internal Auditors are required to submit the Audit Report and CAF.</b>
November 27-29, 2023	Enhancing Institutional Performance: A Best Practice	3 VPs,  QA Director	Benchmarking against other universities allows us to gain valuable insights into best practices related to institutional performance, particularly in the context of ISO certification and accreditation. This

	Analysis for Institutional Accreditation and ISO Continual Improvement Initiatives	QA Heads of 7 campuses  QA Staff of Tandag Campus	activity aims to identify successful strategies, innovative approaches, and key performance indicators that have contributed to the success of other institutions. By incorporating these practices, we can further enhance the quality of education we offer.
December 14-15, 2023	Quality Assurance Year-end Assessment	3 VPs,  QA Director  QA Heads of 7 campuses  QA Staff of Tandag Campus	The year-end assessment serves as a comprehensive review of our quality assurance processes, initiatives, and outcomes over the past year. It provides an opportunity to evaluate the effectiveness of implemented measures, identify areas for improvement, and celebrate achievements. This assessment will inform our planning for the upcoming year, ensuring that we continue on a path of continuous improvement.

By conducting these activities, you are hereby directed to commit in order to maintain and improve the services offered by the university to its clientele. Each activity serves a specific purpose in our journey towards ISO certification and accreditation, and contributes to the overall enhancement of our institutional performance.

Transportation, meals and snacks and other expenses incurred during this activity shall be charged to the campus funds subject to the usual accounting and auditing rules and regulations.

For widest dissemination and strict compliance.

This serves as travel order.

  
 NEMESIO G. LOAYON, PhD  
 SUC University President III