




Division Memorandum

No. 380 s. 2019

To: Chiefs, SGOD & CID  
Internal Audit Team  
QMS Top Management  
Unit Heads/ Process Owners

From:   
**MARILOU B. DEDUMO, Ph.D., CESO V**  
Schools Division Superintendent

Subject: **INTERNAL QUALITY AUDIT CORRECTIVE ACTION WITH ROOT CAUSE ANALYSIS  
TRAINING COURSE (PHASE II)**

Date: August 27, 2019

1. Total Quality Management System is very vital in every organization for the delivery of quality services and for customer satisfaction which will redound to the achievement of our goals and objectives.
2. Internal audits provides particularly useful information to management to continually improve its management system. The quality of the results depends mainly on the competency of the auditors, thus, the IQA Corrective Action with Root Cause Analysis Training Course will be conducted on September 16-18, 2019 at Tandag, Surigao del Sur.
3. The training course aims to:
  - Perform a Root Causes Analysis and formulate an effective Corrective Actions for the Non-Conformance detected.
  - Perform QMS auditing with the skills and methodology acquired.
  - Demonstrate the process risk and performance-based approach in auditing.
  - Understand how to collect evidences and generate the findings and apply Root Cause Analysis.
  - Use appropriate tools/ techniques for analyzing possible causes, drill down to root causes and develop solutions for a problem.
4. Participants to the said training course are the Top Management, IQA Team, Unit Heads, Process Owners and Chair of QMS Team.
5. No registration fee shall be collected. Lunch and 2 snacks are served chargeable against HRTD Funds. Travelling expenses are chargeable against School MOOE (participants from school) subject to the usual accounting and auditing rules and regulations.
6. Widest dissemination of this memorandum is highly desired.

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