

Audit Report (SURVEILLANCE AUDIT)

Organisation Department of Foreign Affairs
Audits (ZA): SE930306



Master Data of Organisation

Name of Organisation	Department of Foreign Affairs	
Name of corporate group (in case of group certification)	N/A	
Street	Roxas Boulevard	
Postcode / Town / Country	2330, Pasay City, Philippines	
Contact	J. Eduardo Malaya c/o QMS Unit	
E-Mail	qms.unit@dfa.gov.ph	
Phone/Fax	(02) 834 - 4000	
Language	English / Filipino	
Scope Description	Provision of Regular Passport and Authentication Services, Diplomatic and Official Passport Service, Visa Application and Assistance to Nationals (Migrant Workers) Walk-In Client	
	<input type="checkbox"/> more description regarding scope in annex	
Industry / Scope (EA, TA, ...)	36	

Audit profile

Standards under contract / Audit type	ISO 9001:2015 1 st Surveillance Audit – remote audit	: ---
<input type="checkbox"/> Wechsel auf ISO 45001:2018	---	: ---
System documentation: Revision / Issue	QM-DESPC, 01-01, Rev. 1, 04.03.2019	
Surveillance mode	Yearly surveillance	
Audit team leader / responsible	Maria Luisa Sitchon	
Audit team	Edmund Angelo Larroza	
	Evelyn Gentile	
	Ivan Felix I. Herrera	
	Romarico Santos	
Technical expert	NA	
Trainee	NA	
Multisite-organisation	All sites are listed in: <input checked="" type="checkbox"/> Audit Reference Data Sheet <input type="checkbox"/> separate Listing <input checked="" type="checkbox"/> Audit program/ATEA <input type="checkbox"/> Multisite-certification (Sample)	
Shift operation	No shift operation	

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Audited Standards

ISO 9001 : 2015	1st Surveillance Audit
Non-applicability of chapters: 8.3	
Audit team leader: Maria Luisa Sitchon	Audit number(ZA): SE930306
Certificate number: PHP QMS 20 93 0031	Valid until: 27.02.2023

Audit-Details

Sites	<p>Main Site: 2330 Roxas Boulevard, Pasay City, Metro Manila, Philippines</p> <p>Site 1: DFA-Office of Consular Affairs Bradco Avenue corner Macapagal Boulevard, Aseana Business Park, Brgy. Tambo, Parañaque City, Metro Manila 1714, Philippines</p> <p>Site 2: DFA CO NCR West 5th Floor SM City Manila, Natividad Almeda-Lopez Street corner A. Villegas and San Marcelino Street, Ermita, Manila, Philippines</p> <p>Site 3: DFA CO NCR East 7th flr, SM Megamall Building C, EDSA cor Doña Julia Vargas Ave., Ortigas Center, Mandaluyong City, Philippines</p> <p>Site 4: DFA CO NCR Northeast Level 2, Ali Mall Government Center, Araneta Center, Cubao, Quezon City</p>
Audit date	10.12.2020
Audit duration	5.00 person days remote audit

Details for Stage 1 - Audit

Stage 1 - Audit	not necessary.	
Duration Stage 1 - Audit	ISO 9001 : 2015	0,00 person-day (s)
		0,00 total
Date Stage 1 - Audit	n/a	

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Distribution/Confidentiality/Rights of ownership/Limitations/Responsibilities

This report is sent to the certification body or bodies, the members of the audit team and the audit representative of the organisation. All documents (such as this report) regarding the certification procedure are treated confidentially by the audit team and the certification body. This audit report remains the property of the certification body.

An audit is a procedure based on the principle of random sampling and cannot cover each detail of the management system. Therefore nonconformities of weaknesses may still exist which were not expressly mentioned by the auditors in the final meeting or in the audit report.

The responsibility for continuous effective operation of the management system always rests solely with the audited and certified organisation.

Salvo clause:

The audit report will be left to the organisation at the end of the audit - subject to approval by the certification body. The independent release process may cause modifications or additions. In these cases a modified revision will be sent to the audited organisation.

Annex/Enclosures

Annex/
corresponding audit documentation

- Questionnaire(s) / Checklist(s)
 Additional annexes, number

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Summary of results

ISO 9001:2015			--			--			--		
Clause	Audited	Result*	Clause	Audited	Result*	Clause	Audited	Result*	Clause	Audited	Result*
4.1	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
4.2	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
4.3	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
4.4	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
5.1	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
5.2	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
5.3	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
6.1	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
6.2	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
6.3	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
7.1	<input checked="" type="checkbox"/>	2		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
7.2	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
7.3	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
7.4	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
7.5	<input checked="" type="checkbox"/>	2		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
8.1	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
8.2	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
8.3	<input type="checkbox"/>	-		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
8.4	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
8.5	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
8.6	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
8.7	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
9.1	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
9.2	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
9.3	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
10.1	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
10.2	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
10.3	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
	<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
	<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
	<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
	<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
Additional requirements in accordance to ISO 17021:2015									Audited	Result	
a) internal audits and management review									<input checked="" type="checkbox"/>	1	
b) review of actions taken on nonconformities identified in previous audit									<input checked="" type="checkbox"/>	1	
c) responsiveness to complaints									<input checked="" type="checkbox"/>	1	
d) effectiveness of the management system with regard to fulfilment of objectives									<input checked="" type="checkbox"/>	1	
e) progress of planned activities aimed at continual improvement									<input checked="" type="checkbox"/>	1	
f) the client's management system ability and its performance regarding meeting of applicable requirements									<input checked="" type="checkbox"/>	1	
g) operational control of the client's processes									<input checked="" type="checkbox"/>	1	
h) review of any changes including system documentation									<input checked="" type="checkbox"/>	2	
i) use of marks and/or any other reference to certification									<input checked="" type="checkbox"/>	1	
audited: <input checked="" type="checkbox"/> = audited sections of the standard;											
Result: 1 = fulfilled; 2 = basically fulfilled / potential for improvement; 3 = not fulfilled / nonconformity ; - = not applicable / excluded.											
Details are listed in the section "Detailed results". Fields with a coloured background are obligatory elements in every audit.											

Obligatory elements from A00VA02

a) Are temporary sites (i.e installation sites, project locations etc.) available?	yes <input type="checkbox"/>	no <input checked="" type="checkbox"/>
b) Which one are visited?	n/a	

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Organisations profile

Organization Profile	<p>R.A. 8042</p> <p>The Department of Foreign Affairs (DFA) is the executive department of the Philippine government tasked to contribute to the enhancement of national security and the protection of the territorial integrity and national sovereignty, to participate in the national endeavor of sustaining development and enhancing the Philippines' competitive edge, to protect the rights and promote the welfare of Filipinos overseas and to mobilize them as partners in national development, to project a positive image of the Philippines, and to increase international understanding of Philippine culture for mutually-beneficial relations with other countries.</p> <p>Total No. of Employees : 903 including 473 employees at main site</p> <p>Shift operation: Single shift operation</p>
Brief Explanation On Core Processes	Consular Services and Assistance-to-Nationals
Product Types / Services & Application Requirements	Provision of Regular Passport and Authentication Services, Diplomatic and Official Passport Service, Visa Application and Assistance to Nationals (Migrant Workers) Walk-In Client
Any special application of the product / services	No special application of product / service.
Regulatory Requirements / Licencing Requirements	The Migrant Workers and Overseas Filipinos Act of 1995 (R.A. 8042) Foreign Service Act of 1991 (R.A. 7157)
QMS: QA/QC control	Document Review; Client Verification
Major customer	General Public
Legal Or Mutual Relationship With The Central Office (Multisite)	Yes. The operation site has mutual relationship with the central office.
Year's Been Certified	Since 2016
Site 1	DFA-Office of Consular Affairs
Location	Bradco Avenue corner Macapagal Boulevard, Aseana Business Park, Brgy. Tambo, Parañaque City, Metro Manila 1714, Philippines
Processes	Authentication Service, Passport Service, Courtesy Lane, Consular, Records Division, DOPS - Diplomatic & Official Passport Section, VISA, COCD, ASU
No. of Employees / Shifting	352 / Single shift operation
Site 2	DFA CO NCR West
Location	5th Floor SM City Manila, Natividad Almeda-Lopez Street corner A. Villegas and San Marcelino Street, Ermita, Manila, Philippines
Processes	Authentication Service and Passport Service

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No. of Employees / Shifting	25 / Single shift operation
Site 3	DFA CO NCR East
Location	7th flr, SM Megamall Building C, EDSA cor Doña Julia Vargas Ave., Ortigas Center, Mandaluyong City, Philippines
Processes	Authentication Service and Passport Service
No. of Employees / Shifting	21 / Single shift operation
Site 4	DFA CO NCR Northeast
Location	Level 2, Ali Mall Government Center, Araneta Center, Cubao, Quezon City
Processes	Authentication Service and Passport Service
No. of Employees / Shifting	32 / Single Shift operation

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Summary / explanations of results

Organisational or functional units or processes audited:

Main Site / Core Process:

Top Management Process, Internal Audit / IAS - Internal Audit Service, Assistance to Nationals-Walk-in Clients for UMWA

Main Site / Support Process:

Office of Assets Management and Support Services (OAMSS / Records and Archives Division, Communications Technology Division, Engineering and Maintenance, Property and Support Services Division, Office of Financial Management Services (OFMS), Human Resources Management Office (HRMO), Document Control/Records

Site 1 / Core Process:

Consular Services (Authentication Service, Passport Service, Courtesy Lane, Consular Records Division, DOPS - Diplomatic & Official Passport Section, Visa)

Site 1 / Support Process:

Consular Offices Coordinating Division (COCD)

Site 2 / Core Process:

Consular Services (Authentication Service, Passport Service)

Site 3 / Core Process:

Consular Services (Authentication Service, Passport Service)

Site 4 / Core Process:

Consular Services (Authentication Service, Passport Service)

Aspect of the company and/or audit to be highlighted:

Plan to have scope expansion (3 local Consular Offices and 8 foreign service posts) by Q1 2021.

Summary of the findings in this visit:

NC A	0
NC B	0
PI	2
GP	5
CM	5

Several potential for improvements were discussed with the organization and accepted. Action will be checked on the next audit.

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Last year's Non Conformity Verification for Effectiveness:

1 Minor NC raised was found corrected and already closed during this audit.

Reason selecting the site audited to be detailed (if any):

Site 1 (Paranaque City), Site 2 (Ermita Manila), Site3 (SM Megamall), and Site 4 (Ali Mall QC) were also audited remotely to verify the effectiveness of the controls implemented.

Expert feedback (if using expert):

Technical expert was not utilized during this audit.

Remote Audit (if using remote audit):

The 100% remote audit via Google Meet was effective as all the infrastructure requirements were met with secure internet connection. Mandatory requirements like conduct of management review and internal audits are conducted accordingly. All auditees were knowledgeable of the processes and documented information was readily available and presented thru screen sharing and sending via email.

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Conclusion

Taking into account the size and structure of the organisation, the products/services supplied and the process used, the organisation has basically demonstrated that it operates its management system in order to ensure fulfilment of its own requirements, the requirements of its customers and the relevant legal requirements.

This includes in particular:

- The policies from 2020, objectives and their implementation in the organisation
- The processes which exist in the management system and their interaction
- The management system documentation
- The recording system
- The resource management
- The measuring and analysis (management review from 10.11.2020, audit planning from 14.09.2020 – 02.10.2020, audit report(s) from 02.10.2020 and examples for indicators)
- The continual improvement process

also the implementation and the effectiveness of the management system and the processes for providing services/production/product realisation were assessed by the audit team by means of on-site inspection and examination of documents on a random sample basis.

Nonconformities, observations and the potential for improvement are described in the "Detailed Results" section.

Notes for the detailed results

The evaluation of the audit results basically follows the scheme shown below:

Stage	Classification	Meaning
NC A	Major Nonconformity (Nonconformity A)	Nonconformities could be classified as major in the following circumstances: <ul style="list-style-type: none">• if there is a significant doubt that effective process control is in place, or that products or services will meet specified requirements;• a number of minor nonconformities associated with the same requirement or issue could demonstrate a systemic failure and thus constitute a major nonconformity.
NC B	Minor Nonconformity (Nonconformity B)	Nonconformities could be classified as minor, if these do not affect the capability of the management system to achieve the intended results.
PI	Potential for improvement	Items which would allow optimisation of the management system in relation to the requirements of the relevant standard. It is recommended that the company implements these items.
GP	Positive aspects/ Good Practice	Positive aspects of the management system worthy of special mention (see also point 4.3 if applicable).
CM	Comments	Special situation and information to be traced in next audit.

Follow-up action(*):

NC A: Action plan with follow-up Audit or action plan and submission of documents.

NC B: Action plan and if necessary submission of documents.

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Detailed results

No.	Major Nonconformity (Nonconformity A)	Area / Process	Standard:clause	Set date
	None			

No.	Minor Nonconformity (Nonconformity B)	Area / Process	Standard:clause	Set date
	None			

No.	PI	Area / Process	Standard:clause
1	The status of service reports is reflected accordingly in the system. Consider the timely updating of status for accomplished activities for better monitoring. Likewise, consider to record the justification on delays of updating/activity on the service report for better documentation.	Main Site: OAMSS - Information and Communications Technology Division	7.1.3
2	Consider to update the Guidelines on Documented Information, Department Circular No. 35-2017 to align the documented process with the actual practice. E.g. Process on stamping of obsolete documents	Main Site: Document Control	7.5.3

No.	GP	Area / Process	Standard:clause
1	The conduct of RIQA (Remote Internal Quality Audit), the preparations made to ensure proper implementation are commendable. e.g - checking of capability of doing remote audit using remote IQA questionnaire for IQA team - checking of resources (computer terminal system, phone, google suite services, stable internet, etc.) - doing technical trials and mock audit	Main Site: Internal audit	9.2.2
2	Assigning of IT auditor to check and monitor the security of HRIS is commendable.	Main Site: OAMSS / HRMO	10.3
3	The initiative to standardize the Monitoring System is commendable.	Main Site: OUMWA	8.5.2
4	The initiative to generate a draft questionnaire for suspected foreign nationals attempting to secure Phiippine passport, to aide in the identification of such, is a good practice.	Site 3: DFA CO NCR-East	10.3
5	The organization is commended on paperless	Main Site / Site 1:	5.1

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No.	GP	Area / Process	Standard:clause
	transaction. E.g. Courtesy lane online application, Client Feedback system, etc.	Management	

No.	CM	Area / Process	Standard:clause
1	The full implementation of Online Boarding Orientation process will be verified on the next audit, (to be launched 1 st quarter of 2021). The pending HRMO trainings will be checked on the next audit (postponed due to pandemic).	Main Site: HRMO / Recruitment / Training	7.1.2 / 7.2
2	The status of open RFAs including the verification of effectiveness of corrective action will be checked on the next audit.	Main Site: Internal Audit	10.2
3	Revised DO15.2018 Internal Audit Procedure including the frequency of audit and inclusion of RIQA process will be checked on the next audit. Also, the recommended number of auditors to do internal audit will be checked next audit.	Main Site: Internal Audit	9.2.2
4	The status of preventive maintenance recovery activities will be verified on the next audit.	Main Site: OAMSS - Information and Communications Technology Division	7.1.3
5	The accomplished annual inventory results for 2020 will be verified on the next audit.	Main Site: OAMSS - Property and Support Services Division	8.5.4

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Management of non-conformities

- Nonconformities were not found - the procedure can continue.
 Nonconformities were found.

Follow-up action:

NC A: Action plan with follow-up Audit or action plan and the submission of documents

Action plan and follow-up audit

A scheduled plan of actions with the serial number of the findings, root cause analysis, corrections (to eliminate the non-conformity) and corrective actions (to eliminate the cause of the non-conformity) have to be submitted to the auditors for reviewing (Deadline: Within 6 weeks after the last audit day). Based upon the action plan the on-site review and evaluation of the introduction, implementation and effectiveness of implemented guided corrections and corrective actions take place (Deadline: Within 3 months after the last audit day).

or

Action plan and the submission of documents

A scheduled plan of actions with the serial number of the findings, root cause analysis, corrections (to eliminate the non-conformity) and corrective actions (to eliminate the cause of the non-conformity) have to be submitted to the auditors for reviewing (Deadline: Within 6 weeks after the last audit day). Based upon the action plan the evaluation of the effectiveness and the implementation of corrections and corrective actions take place (Deadline: Within 3 months after the last audit day).

NC B: Action plan and if necessary the submission of documents

Action plan

A scheduled plan of actions with the serial number of the findings, root cause analysis, corrections (to eliminate the non-conformity) and corrective actions (to eliminate the cause of the non-conformity) have to be submitted to the auditors for reviewing (Deadline: Within 6 weeks after the last audit day).

Submission of documents (if necessary)

Based upon the action plan the on-site review and evaluation of the introduction, implementation and effectiveness of implemented guided corrections and corrective actions take place (Deadline: Within 3 months after the last audit day).

Note: The audit team leader directs the non-conformities as needed to the responsible auditor for processing.

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Results

Results	ISO 9001:2015	--	--	--
Fulfilled	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Open nonconformities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not fulfilled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Follow up actions				
None	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Action plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Document review	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Follow up audit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Next audit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recommendations				
Grant/Extension*/Renewing*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance*	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suspension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Refusing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Withdrawal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

***) Grant / Extension / Renewing / Maintenance in the case of open nonconformities assumes that the nonconformities will be cleared as agreed.**

Explanation of the terms:

Renewing: New issue of the certificate for the re-certification.

Restoring: End of the temporary invalidity of certificate after the suspension or after delayed re-certification.


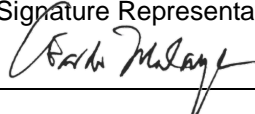
Comments for next audit

In the next audit, the final evidence of effectiveness, corrections and corrective actions will be assessed for the possible nonconformities from this audit.

The comments and potentials for improvement will be taken up again.

For the next audit it is preliminarily agreed: December 10, 2021

Signatures

Date: 10.12.2020 Name: Maria Luisa Sitchon	Signature Audit team leader 
Date: 10.12.2020 Name: Usec. J. Eduardo Malaya / QMR	Signature Representative of organisation 

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