

6. Office of the City Internal Audit Services Officer

INTERNAL QUALITY AUDIT

ABOUT THE SERVICE:

Internal Quality Audit intends to define the controls needed to provide information on whether City Government of Sorsogon's processes: conform to the City Government of Sorsogon's own requirements for its quality management system, the requirements of ISO 9001:2015, and are effectively implemented and maintained.

CLIENT GROUPS:

Department heads and various unit heads of the LGU

REQUIREMENTS:

Initial Document as stated in the Audit Memorandum

SERVICE SCHEDULES:

Every six months (January and July)

TOTAL PROCESSING TIME:

25 minutes (conduct of actual audit, corrective action formulation and verification of corrective actions not included)

TOTAL FEES/CHARGES:

None

PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the Lead Auditor	Transaction Time	Responsible Person
1. Wait for the Audit Engagement Memorandum to be Issued as per Audit Calendar. Confirm the Schedule or Coordinate with the Lead Auditor for Re-schedule	Signs and distributes the Audit Memorandum to all concerned Functional Areas, Approves the request of client if audit activity is in conflict with the schedule of the client	5 minutes	MARIA VICTORIA P. PALMA Zoning Officer III JOHN ERIC N. SIPOY Internal Audit IV
2. Submit the required documents stated in the Audit Memorandum	Reviews the audit checklist of the Auditors.	10 minutes	MARIA VICTORIA P. PALMA Zoning Officer III JOHN ERIC N. SIPOY Internal Audit IV

3. Assist and cooperate with the Auditors during the confirmed audit engagement Confirm or contest the findings (if applicable)	Monitors the activity of the auditors during the conduct of audit Reviews the audit findings. For confirmed audit findings with NCs detected, issues a request for corrective action		MARIA VICTORIA P. PALMA Zoning Officer III JOHN ERIC N. SIPOY Internal Audit IV
4. Formulate a corrective action (if applicable)			MARIA VICTORIA P. PALMA Zoning Officer III JOHN ERIC N. SIPOY Internal Audit IV
5. Submit the formulated corrective action (if applicable)	Log in the RFA Log Sheet the formulated actions to have a guide for the possible schedule of verification	5 minutes	MARIA VICTORIA P. PALMA Zoning Officer III JOHN ERIC N. SIPOY Internal Audit IV
6. Implement the Corrective Action (if applicable)	Notify the team of the due date of verification of corrections and corrective actions	5 minutes	MARIA VICTORIA P. PALMA Zoning Officer III JOHN ERIC N. SIPOY Internal Audit IV
7. Update the Matrix of Risk based on the NC's detected (if necessary)	Issues the summary of the Audit Activity and submit to the LCE		JOHN ERIC N. SIPOY Internal Audit IV

INVESTIGATIVE AUDIT

ABOUT THE SERVICE:

In addition to the planned audits, investigative or unplanned internal audits may be initiated by the Lead Auditor if deemed necessary. Investigative Internal Audit is initiated and based on the following decisions: unusual increase of quality related problems such as customer complaints, products/services which do not conform to

requirements are identified by the Department Heads and will require deeper analysis, problem, other than the above items, is encountered
Introduction of new products/services, Changes on the quality system, personnel and processes

CLIENT GROUPS:

Department heads and various unit heads of the LGU

REQUIREMENTS:

None (Discretion of the Lead Auditor and/or Request Letter from the concerned office)

SERVICE SCHEDULES:

As Necessary

TOTAL PROCESSING TIME:

28 minutes (conduct of actual audit, corrective action formulation and verification of corrective actions not included)

TOTAL FEES/CHARGES:

N/A

PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the Lead Auditor	Transaction Time	Responsible Person
1. If applicable, submit a request letter to the Lead Auditor for conduct of Audit or wait for the Audit Engagement Memorandum to be Issued	Receives the letter request	5 minutes	JOHN ERIC N. SIPOY Internal Audit IV
	Signs and distributes the Audit Memorandum to the concerned Functional Area	10 minutes	JOHN ERIC N. SIPOY Internal Audit IV
2. Submit the required documents stated in the Audit Memorandum	Prepares the Audit Checklist	3 minutes	JOHN ERIC N. SIPOY Internal Audit IV
3. Assist and Cooperate with the Auditor during the confirmed audit engagement Confirm or contest the findings (if applicable)	Conduct the Audit Activity Informs the Auditee of the Audit Findings	5 minutes	JOHN ERIC N. SIPOY Internal Audit IV
4. Formulate a corrective action (if applicable)	For confirmed audit findings with NCs detected, issues a request for corrective action		JOHN ERIC N. SIPOY Internal Audit IV

5. Submit the formulated corrective action (if applicable)	Log in the RFA Log Sheet the formulated actions to have a guide for the possible schedule of verification	5 minutes	JOHN ERIC N. SIPOY Internal Audit IV
6. Implement the Corrective Action (if applicable)	Verify the corrections and corrective actions done		JOHN ERIC N. SIPOY Internal Audit IV
7. Update the Matrix of Risk based on the NC's detected (if necessary)	Furnish the LCE of the Audit Findings		JOHN ERIC N. SIPOY Internal Audit IV