| | AUDIT ITINERARY | | Revision No.: | 00 |
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| | NHA-QP-003-F02 | FORM | Effectivity: | July 16, 2021 |

| DURATION | July 5-8, 2022 | SCOPE | Audit of various management core and support processes in all Groups, Departments and Regional Office of the NHA Main Office and Quezon City District Office |
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**PURPOSE/OBJECTIVES:**

To verify whether NHA Management Core and Support Processes conformed to the planned arrangements/requirements of the ISO 9001:2015 and the same is effectively implemented and maintained.

| AREA/PROCESS/DEPARTMENT TO BE AUDITED | DATE | TIME | REQUIREMENTS | AUDITEE | AUDITORS |
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| **OPENING MEETING** | July 4, 2022 Monday | 9:00 AM - 11:15 AM | | | |
| Top Management (OGM, AGM, Group Managers - MSG, FSG, HSSG) | July 14, 2022 Thursday | 1:00 PM - 3:00 PM | Focus Requirements<br>4.1, 4.2, 4.4, 5.1, 5.2, 6.1, 7.1.1, 9.1.1, 9.3, 10.1, 10.3<br><br>ISO 9001 Requirements<br>5.3, 6.2, 6.3, 7.1.2, 10.2 | GM/ AGM/ Group Managers/ OIC | TEAM 3<br>TEAM LEADER ATTY. GILLIAN J. CAPOQUIAN - FSG - AMD<br>Mary Janine L. Baban - CSSD<br>Geramie R. Barbecho - CIED<br>Maria Gianina S. Dulay - FMD<br>Karen T. Sew - CPD |
| Office of the Corporate Secretary (OCS) | July 6, 2022 Wednesday | 10:00 AM - 12:00 NN | ISO 9001 Requirements<br>4.1, 4.2, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1.1, 7.1.2, 7.1.3, 7.1.4, 7.2, 7.3, 7.4, 9.1.1, 10.1, 10.2, 10.3 | Corporate Secretary and Key Staff | TEAM 4<br>TEAM LEADER ROJEN A. PADASAS - OGM - PPMD<br>Cashmere M. Javier - OGM - PPMD<br>Nicholina C. Lacap - QCDO<br>Ma. Benelda T. Obogne - EMD<br>Ma. Karissa M. Tumolva - POSSD |
| Legal Department (LD) | July 11, 2022 Monday | 1:00 PM - 3:00 PM | ISO 9001 Requirements<br>4.1, 4.2, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1.1, 7.1.2, 7.1.3, 7.1.4, 7.2, 7.3, 7.4, 9.1.1, 10.1, 10.2, 10.3 | Department Manager and Division Managers/ OICs | TEAM 1<br>TEAM LEADER ALBERT PAOLO A. DAYAO - COSDD<br>Donhill V. Alcain - RDSD<br>Krsnadasi C. De Leon - CPD<br>Maria Carla H. Lijauco - HTTRD<br>Joan F. Orillo - RDSD |
| Corporate Plannning Department (CPD) | July 7, 2022 Thursday | 10:00 AM - 12:00 PM | Focus Requirements<br>8.1, 8.2, 8.51., 8.5.2, 8.5.3, 8.5.4, 8.5.5, 8.5.6, 8.6, 8.7, 9.1.1<br><br>ISO 9001 Requirements<br>4.1, 4.2, 4.4, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1.1, 7.1.2, 7.1.3, 7.1.4, 7.1.6, 7.2, 7.3, 7.4, 7.5, 9.1.2, 9.1.3, 10.1, 10.2, 10.3 | Department Manager and Division Managers/ OICs | TEAM 4<br>TEAM LEADER ROJEN A. PADASAS - OGM - PPMD<br>Cashmere M. Javier - OGM - PPMD<br>Nicholina C. Lacap - QCDO<br>Ma. Benelda T. Obogne - EMD<br>Ma. Karissa M. Tumolva - POSSD |
| Corporate Operations and Systems Development Department (COSDD) | July 8, 2022 Friday | 8:00 AM - 10:00 AM | Focus Requirements<br>7.1.3, 7.1.4<br><br>ISO 9001 Requirements<br>4.1, 4.2, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1.1, 7.1.2, 7.2, 7.3, 7.4, 9.1.1, 10.1, 10.2, 10.3 | Department Manager and Division Managers/ OICs | TEAM 4<br>TEAM LEADER ROJEN A. PADASAS - OGM - PPMD<br>Cashmere M. Javier - OGM - PPMD<br>Nicholina C. Lacap - QCDO<br>Ma. Benelda T. Obogne - EMD<br>Ma. Karissa M. Tumolva - POSSD |
| Human Resource Management Department (HRMD) | July 8, 2022 Friday | 1:00 PM - 3:00 PM | Focus Requirements<br>7.1.2, 7.1.6, 7.2, 9.1.2<br><br>ISO 9001 Requirements<br>4.1, 4.2, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1.1, 7.1.3, 7.1.4, 7.3, 7.4, 9.1.1, 9.1.3, 10.1, 10.2, 10.3 | Department Manager and Division Managers/ OICs | TEAM 4<br>TEAM LEADER ROJEN A. PADASAS - OGM - PPMD<br>Cashmere M. Javier - OGM - PPMD<br>Nicholina C. Lacap - QCDO<br>Ma. Benelda T. Obogne - EMD<br>Ma. Karissa M. Tumolva - POSSD |
| General Services Department (GSD) | July 7, 2022 Thursday | 1:00 PM - 3:00 PM | Focus Requirements<br>7.1.3, 7.1.4<br><br>ISO 9001 Requirements<br>4.1, 4.2, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1.1, 7.1.2, 7.2, 7.3, 7.4, 9.1.1, 10.1, 10.2, 10.3 | Department Manager and Division Managers/ OICs | TEAM 2<br>TEAM LEADER RAYMOND EMMANUEL S. ABELLO - CPD<br>Ara Veronika M. De Vera - COSDD<br>Joy C. Monge - FMD<br>Ronald Isaac A. Osial - HTTRD<br>Rochelle P. Sangco - CSSD |
| Procurement:<br>Procurement Planning and Management Division (BAC)<br>General Services Division (GSD) | July 6, 2022 Wednesday | 3:00 PM - 5:00 PM | Focus Requirements<br>8.4, 9.1.3<br><br>ISO 9001 Requirements<br>4.1, 4.2, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1.1, 7.1.2, 7.1.3, 7.1.4, 7.2, 7.3, 7.4, 9.1.1, 10.1, 10.2, 10.3 | Division Managers/ OICs | TEAM 2<br>TEAM LEADER RAYMOND EMMANUEL S. ABELLO - CPD<br>Ara Veronika M. De Vera - COSDD<br>Joy C. Monge - FMD<br>Ronald Isaac A. Osial - HTTRD<br>Rochelle P. Sangco - CSSD |

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| Accounting Department (AD) | July 11, 2022<br>Monday | 3:00 PM -<br>5:00 PM | Financial Management<br>ISO CLAUSES 4.1, 4.2, 5.1, 5.2, 5.3, 6.1, 6.2, 7.1, 7.2, 7.3, 7.4, 7.5, 9.1, 10 | Department Manager and Division Managers/ OICs | TEAM 1<br>TEAM LEADER ALBERT PAOLO A. DAYAO - COSDD<br>Donhill V. Alcain - RDSD<br>Krsnadasi C. De Leon - CPD<br>Maria Carla H. Lijauco - HTTRD<br>Joan F. Orillo - RDSD |
| Financial Management Department (FMD) | July 11, 2022<br>Monday | 10:00 AM -<br>12:00 PM | Focus Requirements<br>7.1.1<br><br>ISO 9001 Requirements<br>4.1, 4.2, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1.2, 7.1.3, 7.1.4, 7.2, 7.3, 7.4, 9.1.1, 10.1, 10.2, 10.3 | Department Manager and Division Managers/ OICs | TEAM 1<br>TEAM LEADER ALBERT PAOLO A. DAYAO - COSDD<br>Donhill V. Alcain - RDSD<br>Krsnadasi C. De Leon - CPD<br>Maria Carla H. Lijauco - HTTRD<br>Joan F. Orillo - RDSD |
| Treasury Department (TD) | July 12, 2022<br>Tuesday | 1:00 PM -<br>3:00 PM | Focus Requirements<br>7.1.1<br><br>ISO 9001 Requirements<br>4.1, 4.2, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1.2, 7.1.3, 7.1.4, 7.2, 7.3, 7.4, 9.1.1, 10.1, 10.2, 10.3 | Department Manager and Division Managers/ OICs | TEAM 1<br>TEAM LEADER ALBERT PAOLO A. DAYAO - COSDD<br>Donhill V. Alcain - RDSD<br>Krsnadasi C. De Leon - CPD<br>Maria Carla H. Lijauco - HTTRD<br>Joan F. Orillo - RDSD |
| Community Support Servies Department (CSSD) | July 8, 2022<br>Friday | 3:00 PM -<br>5:00 PM | Focus Requirements<br>8.1, 8.2, 8.51., 8.5.2, 8.5.3, 8.5.4, 8.5.5, 8.5.6, 8.6, 8.7, 9.1.1<br><br>ISO 9001 Requirements<br>4.1, 4.2, 4.4, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1.1, 7.1.2, 7.1.3, 7.1.4, 7.1.6, 7.2, 7.3, 7.4, 7.5, 9.1.2, 9.1.3, 10.1, 10.2, 10.3 | Department Manager and Division Managers/ OICs | TEAM 5<br>TEAM LEADER MARVIN M. VILLANGCA - Treasury<br>Dwight Jenna L. De Mesa - CIED<br>Gharlie P. Gayanillo - Treasury<br>Gilbert Voltaire A. Lozada - CPD<br>Dave Bryan M. Lumbres - Accounting |
| Resettlement and Development Services Department (RDSD) | July 7, 2022<br>Thursday | 3:00 PM -<br>5:00 PM | Focus Requirements<br>8.1, 8.2, 8.51., 8.5.2, 8.5.3, 8.5.4, 8.5.5, 8.5.6, 8.6, 8.7, 9.1.1<br><br>ISO 9001 Requirements<br>4.1, 4.2, 4.4, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1.1, 7.1.2, 7.1.3, 7.1.4, 7.1.6, 7.2, 7.3, 7.4, 7.5, 9.1.2, 9.1.3, 10.1, 10.2, 10.3 | Department Manager and Division Managers/ OICs | TEAM 2<br>TEAM LEADER RAYMOND EMMANUEL S. ABELLO - CPD<br>Ara Veronika M. De Vera - COSDD<br>Joy C. Monge - FMD<br>Ronald Isaac A. Osial - HTTRD<br>Rochelle P. Sangco - CSSD |
| Estate Management Department (EMD) | July 6, 2022<br>Wednesday | 10:00 AM -<br>12:00 PM | Focus Requirements<br>8.1, 8.2, 8.51., 8.5.2, 8.5.3, 8.5.4, 8.5.5, 8.5.6, 8.6, 8.7, 9.1.1<br><br>ISO 9001 Requirements<br>4.1, 4.2, 4.4, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1.1, 7.1.2, 7.1.3, 7.1.4, 7.1.6, 7.2, 7.3, 7.4, 7.5, 9.1.2, 9.1.3, 10.1, 10.2, 10.3 | Department Manager and Division Managers/ OICs | TEAM 5<br>TEAM LEADER MARVIN M. VILLANGCA - Treasury<br>Dwight Jenna L. De Mesa - CIED<br>Gharlie P. Gayanillo - Treasury<br>Gilbert Voltaire A. Lozada - CPD<br>Dave Bryan M. Lumbres - Accounting |
| Commercial and Industrial Estates Department (CIED) | July 8, 2022<br>Friday | 10:00 AM -<br>12:00 PM | Focus Requirements<br>8.1, 8.2, 8.51., 8.5.2, 8.5.3, 8.5.4, 8.5.5, 8.5.6, 8.6, 8.7, 9.1.1<br><br>ISO 9001 Requirements<br>4.1, 4.2, 4.4, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1.1, 7.1.2, 7.1.3, 7.1.4, 7.1.6, 7.2, 7.3, 7.4, 7.5, 9.1.2, 9.1.3, 10.1, 10.2, 10.3 | Department Manager and Division Managers/ OICs | TEAM 2<br>TEAM LEADER RAYMOND EMMANUEL S. ABELLO - CPD<br>Ara Veronika M. De Vera - COSDD<br>Joy C. Monge - FMD<br>Ronald Isaac A. Osial - HTTRD<br>Rochelle P. Sangco - CSSD |
| Housing Technology and Technical Research Department (HTTRD) | July 7, 2022<br>Thursday | 8:00 AM -<br>10:00 AM | Focus Requirements<br>8.3, 8.1, 8.2, 8.51., 8.5.2, 8.5.3, 8.5.4, 8.5.5, 8.5.6, 8.6, 8.7, 9.1.1<br><br>ISO 9001 Requirements<br>4.1, 4.2, 4.4, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1.1, 7.1.2, 7.1.3, 7.1.4, 7.1.6, 7.2, 7.3, 7.4, 7.5, 9.1.2, 9.1.3, 10.1, 10.2, 10.3 | Department Manager and Division Managers/ OICs | TEAM 5<br>TEAM LEADER MARVIN M. VILLANGCA - Treasury<br>Dwight Jenna L. De Mesa - CIED<br>Gharlie P. Gayanillo - Treasury<br>Gilbert Voltaire A. Lozada - CPD<br>Dave Bryan M. Lumbres - Accounting |
| Project Operations Support Services Department (POSSD) | July 5, 2022<br>Tuesday | 1:00 PM -<br>3:00 PM | Focus Requirements<br>8.1, 8.2, 8.51., 8.5.2, 8.5.3, 8.5.4, 8.5.5, 8.5.6, 8.6, 8.7, 9.1.1<br><br>ISO 9001 Requirements<br>4.1, 4.2, 4.4, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1.1, 7.1.2, 7.1.3, 7.1.4, 7.1.6, 7.2, 7.3, 7.4, 7.5, 9.1.2, 9.1.3, 10.1, 10.2, 10.3 | Department Manager and Division Managers/ OICs | TEAM 5<br>TEAM LEADER MARVIN M. VILLANGCA - Treasury<br>Dwight Jenna L. De Mesa - CIED<br>Gharlie P. Gayanillo - Treasury<br>Gilbert Voltaire A. Lozada - CPD<br>Dave Bryan M. Lumbres - Accounting |
| Quezon City District Office (QCDO) including NCR East Sector | July 6, 2022<br>Wednesday | 1:00 PM -<br>3:00 PM | Focus Requirements<br>8.1, 8.2, 8.51., 8.5.2, 8.5.3, 8.5.4, 8.5.5, 8.5.6, 8.6, 8.7, 9.1.1<br><br>ISO 9001 Requirements<br>4.1, 4.2, 4.4, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1.1, 7.1.2, 7.1.3, 7.1.4, 7.1.6, 7.2, 7.3, 7.4, 7.5, 9.1.2, 9.1.3, 10.1, 10.2, 10.3 | Regional Manager and OIC, QCDO | TEAM 3<br>TEAM LEADER ATTY. GILLIAN J. CAPOQUIAN - FSG - AMD<br>Mary Janine L. Baban - CSSD<br>Geramie R. Barbecho - CIED<br>Maria Gianina S. Dulay - FMD<br>Karen T. Sew - CPD |

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| Information Division | July 7, 2022<br>Thursday | 1:00 PM -<br>3:00 PM | Focus Requirements<br>8.1, 8.2, 8.51., 8.5.2, 8.5.3, 8.5.4, 8.5.5, 8.5.6, 8.6, 8.7, 9.1.1<br><br>ISO 9001 Requirements<br>4.1, 4.2, 4.4, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1.1, 7.1.2, 7.1.3, 7.1.4, 7.1.6, 7.2, 7.3, 7.4, 7.5, 9.1.2, 9.1.3, 10.1, 10.2, 10.3 | Division Managers/ OICs | TEAM 4<br>TEAM LEADER ROJEN A. PADASAS - OGM - PPMD<br>Cashmere M. Javier - OGM - PPMD<br>Nicholina C. Lacap - QCDO<br>Ma. Benelda T. Obogne - EMD<br>Ma. Karissa M. Tumolva - POSSD |
| Document Controller | July 5, 2022<br>Tuesday | 3:00 PM -<br>5:00 PM | Focus Requirements<br>4.3, 4.4, 7.5<br><br>ISO 9001 Requirements<br>4.1, 4.2, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1.1, 7.1.2, 7.1.3, 7.1.4, 7.2, 7.3, 7.4, 9.1.1, 10.1, 10.2, 10.3 | Division Managers/ OICs/ Key Staff | TEAM 3<br>TEAM LEADER ATTY. GILLIAN J. CAPOQUIAN - FSG - AMD<br>Mary Janine L. Baban - CSSD<br>Geramie R. Barbecho - CIED<br>Maria Gianina S. Dulay - FMD<br>Karen T. Sew - CPD |
| Internal Quality Audit (IQA) Team | July 26, 2022<br>Tuesday | 9:00 AM | Focus Requirements<br>9.2, 10.2<br><br>ISO 9001 Requirements<br>4.1, 5.3, 7.1.1, 7.1.2, 7.1.3, 7.1.4, 7.5, 10.1, 10.3 | Team Head/ Assistant Team Head and Team Leaders | MS. NERISSA A. SUBIDO<br>Division Manager<br>MSSD-CIED |

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| Prepared by:<br>Atty. Eleonor A. Balatbat<br>**IQA Team Head**<br><br>**1-Jul-22**<br>Date | Approved by:<br>Atty. Renato S. Bartolo, Jr.<br>**Quality Management Representative**<br><br>Date |