



TÜVRheinland®

Precisely Right.

CERTIFICATE 01 100 1900207TRP

1st Follow-up Audit Report as per

STANDARD

TRCert - ISO 9001:2015

for

**NATIONAL WAGES AND PRODUCTIVITY
COMMISSION**

NWPC - 2/F and 3/F Dy International Building, San Marcelino Street
corner Gen. Malvar Street, Malate, Manila 1004 Philippines

Client	Standard(s)	Certification Number(s)	Audit Type
NATIONAL WAGES AND PRODUCTIVITY COMMISSION	ISO 9001: 2015	CN 01 100 1900207TRP	First Surveillance Audit

Contents

1	Audit result	3
2	Scope.....	3
2.1	Description of the organization.....	3
2.2	Scope of certification	4
3	Changes in the management system / Contract review.....	8
4	Audit findings	8
5	Dates.....	11

Client	Standard(s)	Certification Number(s)	Audit Type
NATIONAL WAGES AND PRODUCTIVITY COMMISSION	ISO 9001: 2015	CN 01 100 1900207TRP	First Surveillance Audit

Audit Leader	:	Lionell G. Aala
Audit Team	:	Zenaida Cruz – Remote / Hilario Capili and Jayzer Aquino - Onsite
Client’s representative	:	Dir. Elvira P. Jota
Audit Date	:	June 25, 2020 and August 20, 2020

1 Audit result

Management system effectiveness was verified on site by means of random sampling by an appropriately selected audit team. This applies in particular to the compliance of workflows with standard requirements and the descriptions in management system documentation. The special features of the organization’s business activities, the applicable statutory and regulatory requirements and the requirements set forth in other generally applicable documents were also taken into account. This was done by means of a sampling approach, by conducting interviews and reviewing the appropriate documentation. Audit findings and recommendations regarding opportunities for improvement have been set forth in Sections 4 of this report.

<input type="checkbox"/>	The last audit revealed nonconformities which have been demonstrably corrected. The corrections and corrective actions taken in this respect have been verified.
<input type="checkbox"/>	A stage 1 audit was performed and the organization found ready for certification. Identified weaknesses, if any, have been eliminated and the respective corrective action verified.
<input checked="" type="checkbox"/>	The current audit revealed 0 major nonconformities and 0 minor nonconformities:
<input type="checkbox"/>	The major nonconformities (No. x) with individual standard elements require a re-audit to verify the effectiveness of the corrections and corrective actions (probable date: .ddmmyyyy)
<input checked="" type="checkbox"/>	The organization has established and maintains an effective system to ensure compliance with its policy and objectives. The audit team confirms in line with the audit targets that the organization’s management system complies with, adequately maintains and implements the requirements of the stand-

The audit team therefore recommends:

<input type="checkbox"/>	Award of the new certificates.
<input checked="" type="checkbox"/>	Maintenance of the existing certification.
<input type="checkbox"/>	Inclusion of the changes (see Section 3) in the scope of application of existing certifications
<input type="checkbox"/>	Maintenance or issue of the certificates only after successful completion of a re-audit.

2 Scope

2.1 Description of the organization

The National Wages and Productivity Commission (NWPC) and its sixteen (16) Regional Tripartite Wages and Productivity Boards (RTWPBs) were created in July 1989 with the enactment by the Philippine Congress of Republic Act 6727 or the “Wage Rationalization Act”. The law signaled a policy shift from national to regional minimum wage setting by the RTWPBs.

Client	Standard(s)	Certification Number(s)	Audit Type
NATIONAL WAGES AND PRODUCTIVITY COMMISSION	ISO 9001: 2015	CN 01 100 1900207TRP	First Surveillance Audit

The NWPC is composed of the DOLE Secretary as Ex-Officio Chairperson, NEDA Director General as Ex-officio Vice Chairperson, two representatives each from the workers and employers sectors and the NWPC Executive Director. The RTWPBs are composed of the DOLE Regional Directors as Ex-officio Chairperson, NEDA and DTI Regional Directors as Ex-officio Vice Chairpersons, two representatives each from the workers and employers sectors. The NWPC is attached to the Department of Labor and Employment for policy and program direction.

2.2 Scope of certification

Scope of certification: (per standard):	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing
ISO 9001 standard requirements which are not applicable:	None
Reasons for non-applicability:	N/A

Internal auditing throughout the multi-site organization was verified with a positive result. The management representative has appropriate authority over the sites included in the multi-site organization.

The organization operates in a single shift at flexible time, please refer to schedule below:

- **Monday:** 0700H – 0800H to 1600H – 1700H
- **Tuesday to Friday:** 0700H – 0930H to 1600H – 1830H

The following sites and their scopes are included in the scope of certification:

Site No. (CN ext.)	Sites included in cert. Name/address of site	No. of emp.	Scope and processes	Stand- ard(s)	Au- dited

Client	Standard(s)	Certification Number(s)	Audit Type
NATIONAL WAGES AND PRODUCTIVITY COMMISSION	ISO 9001: 2015	CN 01 100 1900207TRP	First Surveillance Audit

CN 01 100 1900207 TRP	NATIONAL WAGES AND PRODUCTIVITY COMMISSION NWPC – 2/F and 3/F Dy International Building, San Marcelino Street corner Gen. Malvar Street, Malate, Manila 1004 Philippines	Ap-prox. 190	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing	ISO 9001:2015	<input checked="" type="checkbox"/>
CN 01 100 1900207 TRP/ 01	NATIONAL WAGES AND PRODUCTIVITY COMMISSION NWPC – 2/F and 3/F Dy International Building, San Marcelino Street corner Gen. Malvar Street, Malate, Manila 1004 Philippines		Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing	ISO 9001:2015	<input checked="" type="checkbox"/>
CN 01 100 1900207 TRP/ 02	Regional Tripartite Wages and Productivity Board – NCR 2/F Dy International Building, San Marcelino Street corner Gen. Malvar Street, Malate, Manila 1004 Philippines		Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing	ISO 9001:2015	<input checked="" type="checkbox"/>

Client	Standard(s)	Certification Number(s)	Audit Type
NATIONAL WAGES AND PRODUCTIVITY COMMISSION	ISO 9001: 2015	CN 01 100 1900207TRP	First Surveillance Audit

CN 01 100 1900207 TRP/ 03	Regional Tripartite Wages and Productivity Board – III 2 nd Floor Kingspire Business Centre, Km 71 MacArthur Highway, Brgy. San Isidro, City of San Fernando, Pampanga, Philippines	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing	ISO 9001:2015	<input type="checkbox"/>
CN 01 100 1900207 TRP/ 04	Regional Tripartite Wages and Productivity Board – IVA 3/F Milan Prestige Building National Highway Barangay Halang, Calamba, Laguna, 4027 Philippines	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing	ISO 9001:2015	<input checked="" type="checkbox"/>
CN 01 100 1900207 TRP/ 05	Regional Tripartite Wages and Productivity Board – CAR 3rd Floor DOLE Bldg., # 1 Cabinet Hills, Baguio City 2600 Philippines	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing	ISO 9001:2015	<input type="checkbox"/>
CN 01 100 1900207 TRP/ 06	Regional Tripartite Wages and Productivity Board – I Rm 202-203, Juanita Commercial Building, Quezon Avenue, San Fernando City, La Union, 2500 Philippines	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing	ISO 9001:2015	<input type="checkbox"/>
CN 01 100 1900207 TRP/ 07	Regional Tripartite Wages and Productivity Board – II 3/F Andrew's Bldg., Luna corner Blumentrit Street, Tuguegarao City, 3500 Philippines	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing	ISO 9001:2015	<input type="checkbox"/>
CN 01 100 1900207 TRP/ 08	Regional Tripartite Wages and Productivity Board – IVB 2/F Luna Bldg., 3. Gov. Infantado St., Calapan City, Oriental Mindoro, 5200 Philippines	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing	ISO 9001:2015	<input type="checkbox"/>
CN 01 100 1900207 TRP/ 09	Regional Tripartite Wages and Productivity Board – V ANST Bldg., Washignton Drive, Legaspi City, 4500 Philippines	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing	ISO 9001:2015	<input type="checkbox"/>

Client	Standard(s)	Certification Number(s)	Audit Type
NATIONAL WAGES AND PRODUCTIVITY COMMISSION	ISO 9001: 2015	CN 01 100 1900207TRP	First Surveillance Audit

CN 01 100 1900207 TRP/ 10	Regional Tripartite Wages and Productivity Board – VI Rm. 30, 3/F Dona Maria Bldg., La Castilla, cor. EL 98 Sts., Jaro, Iloilo City, 5000 Philippines	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing	ISO 9001:2015	<input checked="" type="checkbox"/>
CN 01 100 1900207 TRP/ 11	Regional Tripartite Wages and Productivity Board – VII 6/F DOLE VII Bldg., Gorordo Avenue, Kamputhaw, Cebu City, 6000 Philippines	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing	ISO 9001:2015	<input type="checkbox"/>
CN 01 100 1900207 TRP/ 12	Regional Tripartite Wages and Productivity Board – VIII DOLE Compound, Trece Martires St., Tacloban City, 6500 Philippines	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing	ISO 9001:2015	<input type="checkbox"/>
CN 01 100 1900207 TRP/ 13	Regional Tripartite Wages and Productivity Board – IX Compartment No. 2-F H.C. Marketing Bldg., Camins Avenue, Zamboanga City, 7000 Philippines	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing	ISO 9001:2015	<input type="checkbox"/>
CN 01 100 1900207 TRP/ 14	Regional Tripartite Wages and Productivity Board – X 2 nd Floor, Trinidad Building, Corrales-Yacapin Streets, Cagayan De Oro City, 9000 Philippines	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing	ISO 9001:2015	<input checked="" type="checkbox"/>
CN 01 100 1900207 TRP/ 15	Regional Tripartite Wages and Productivity Board – XI 2nd Floor R & T Yap Building corner Bangoy and Monte-verde Streets, Davao City, 8000 Philippines	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing	ISO 9001:2015	<input type="checkbox"/>
CN 01 100 1900207 TRP/ 16	Regional Tripartite Wages and Productivity Board – XII # 102 ACEPAL Bldg., Mabini Ext., Koronadal City, 9506 Philippines	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing	ISO 9001:2015	<input checked="" type="checkbox"/>
CN 01 100 1900207 TRP/ 17	Regional Tripartite Wages and Productivity Board – XIII Nimfa Tiu Bldg. J.P. Rosales Ave., Butuan City 8000 Philippines	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing	ISO 9001:2015	<input type="checkbox"/>

Client	Standard(s)	Certification Number(s)	Audit Type
NATIONAL WAGES AND PRODUCTIVITY COMMISSION	ISO 9001: 2015	CN 01 100 1900207TRP	First Surveillance Audit

3 Changes in the management system / Contract review

The following changes have been implemented in the management system and the management system documentation since the last audit. The changes are:

- Shifting training platform into virtual approach using Zoom
- Recalibration of targets

The implementation of these changes in the existing management system and the management system documentation was verified within the framework of the audit.

The description of the scope in the certificate appropriately reflects the scope of the management system.

A corresponding printing request is attached.

The audit plan was not changed during the audit.

4 Audit findings

The audit findings related to the audited standards are listed in the Annexes to this report (see. Annex ISO 9001:2015).

All information gained during the audit will be treated with strict confidentiality by the audit team and the certification body. In view of the sampling approach applied to the audit, weaknesses and nonconformities may still exist which have not been identified during the audit.

No.	Unit/Department Site	Positive findings
1	Awards and Recognition	The following awards and recognition is commendable: <ul style="list-style-type: none"> a. eNGAs/eBudget System Gallentry Award (19 June 2019) b. 2018 Most Outstanding Accounting Office (October 23, 2019) c. COA Unqualified Opinion for 2018 Financial Report (June 28, 2019) NWPC Facebook Account with 1M+ Followers and comparison of DOLE FB Pages.
2	All / Management	The adjustment (e.g. virtual platform, IT Tools provision) made by the organization to its employees and clients is commendable just to continue services.
3	Documented Control	In general, availability of documents or records during audit were observed. This is note-worthy.
ONSITE		

Client	Standard(s)	Certification Number(s)	Audit Type
NATIONAL WAGES AND PRODUCTIVITY COMMISSION	ISO 9001: 2015	CN 01 100 1900207TRP	First Surveillance Audit

4	Technical Assistance	<p>Initiatives of sharing other relevant topics to the MSMEs, such as trainings like enhancing the use of social media and others to further benefit the organization is noteworthy.</p> <p>Value-added services such as utilization of communication platform such as Chatbot for effective inquiry and feedback system is noteworthy as well.</p>
5	Training	Initiative of applying the topics about values and culture of the organization such as conducting the “Workplace Cooperation and Joint Problems Solving” before the start of the training programs is commendable.
6	RTWPRB	The cooperation of the auditees during the audit are evident and overall, as an an agency – the noble cause of committing to the realization of the vision and mission is evident

The following recommendations and opportunities for improvement provided by the audit team are intended to contribute to the continuous improvement of the management system.

	Unit/Department Site	Observations and opportunities for improvement
1	RTWPB – Region VI	May consider collecting significant or generic questions, that can be posted at Facebook page or other platforms where the client may read before the scheduled training or webinar; this may help maximizing time and efficient training session.
2	All	It is not clear until when will the organization resort to virtual training. To ensure clear connectivity, resource availability and prevent from potential issues (e.g. poor internet connection) on trainer side, consider to establish a process of series checking as an additional assurance.
3	RTWPB – Region X	There was a translation of frequently asked questions for Kasambahay Wage Order. In case translation will be applied in the future, consider to document the series of review or approval prior dissemination; thus assuring translation does not miscontrued the original information.
4	RTWPB – Region X / NCR	Due to initial stage of adjustment period, there is no training schedule yet for the entire 2020 since module is dependent with the release from Central Office. This will be checked next visit.

Client	Standard(s)	Certification Number(s)	Audit Type
NATIONAL WAGES AND PRODUCTIVITY COMMISSION	ISO 9001: 2015	CN 01 100 1900207TRP	First Surveillance Audit

5	RTWPB – Region CAR	<p>Consider to include in the Report in Monitoring of Results of Actions Plans the reason for non-adaption/ implementation of plans for effective monitoring and appropriate actions as necessary.</p> <p>May need to provide analysis on the result of Monitoring of Actions Plans (full/partial/not implemented, etc) to see trends, and as input for continual improvement.</p> <p>Need to review risk and opportunities register to include other risks related to COVID-19.</p>
6	Internal Audit	Consider enhancing process of conducting root cause analysis to determine true cause, thus, appropriate corrective action could be established. (e.g. NC-17IVA-TMS)
7	Human Resource	<ul style="list-style-type: none"> - Consider reviewing target and quality objective takes into consideration the SMART approach (e.g. target for 8 hrs training staff per year, etc).

Onsite Audit Results

8	NCR – RTWPB	<p>Consider to secure a duplicate copy of conformed IEC materials prior mass printing of suppliers, as necessary arise.</p> <p>Consider to write down the name of person who address queries and concerns from customers.</p>
9	NCR – RTWPB - Risk and Opportunities	Although the issues, gaps, and challenges are discussed together with the action plans and strategies during this pandemic situation, may need to review and update the Risk and Opportunities register to assure that mitigating action would be implemented on the identified significant risks.
10	Annual Performance Planning	May consider to link the targets and commitment to support the Strategic Action to address the issues / challenges encountered.
11	ICT Corrective Maintenance	<p>May need the following:</p> <ul style="list-style-type: none"> - Maintenance program for the effective control of ICT tools / equipment - Assessment on the performance of ICT tools based on the 2019 corrective action records.
12	HQ - IEC Materials Management	Consider sharing the established categories for the news materials to be submitted for the news bulletin. This can help assure that only relevant activities is included in the bulletin and can also encourage the process owners to initiate a breakthrough programs.
13	Use of TUV R Test Mark	Need to ensure proper use of TUV R Mark such as in the letterhead (form FM-NWPC-GEN-01), i.e. prevent from distorting the said mark.

Audit Report

Client	Standard(s)	Certification Number(s)	Audit Type
NATIONAL WAGES AND PRODUCTIVITY COMMISSION	ISO 9001: 2015	CN 01 100 1900207TRP	First Surveillance Audit

14	Training Materials (Documentation Control / Security)	Consider to enhance the provision about disclaimer on the use of the Training Module / Materials, i.e. provision for the entire program about extent of usage and cannot be use for commercial purposes.
----	---	--

5 Dates

Due Date for the next audit

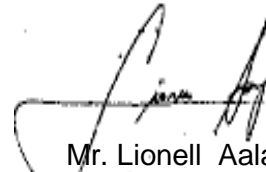
March 5, 2021 (-3 months/ + 0 days)

Agreed date for the next audit

March 2021

June 25, 2020

Date



Mr. Lionell Aala

Audit Leader / Auditor(s)

Client	Standard(s)	Certification Number(s)	Audit Type
NATIONAL WAGES AND PRODUCTIVITY COMMISSION	ISO 9001: 2015	CN 01 100 1900207TRP	First Surveillance Audit

Annex ISO 9001:2015

Item	Audit result
Context of the organization	<p>The organization has determined internal and external issues related to the following subject areas (Note: subject areas can be legal requirements, co-operations, competition, community etc.)</p> <p>External Issues:</p> <ul style="list-style-type: none"> • Declaration of state of public health emergency throughout the country and Luzon-wide enhanced community quarantine • Meeting customer satisfaction despite of current challenges • Change in form of government from Democratic to Federal • Impact of the implementation of the “TRAIN Law” to minimum wage earners • Sociological/Cultural – Changes in lifestyle trends, cultures and preferences of workers and enterprises • High Inflation Rate • Technological – computer based transactions • Legal – Amendment of RA 6971 <p>Internal Issues:</p> <ul style="list-style-type: none"> • Internet inaccessibility • Research and studies to meet different developmental programs • Use of different virtual platforms to reach out different customers or interested parties • Lower budget allocated which may affect operations • Implementation of flexible work arrangement • Sanitation and monitoring process in observance with COVID response • Recalibration of targets • Accessibility with good internet connection • Implementation of activities and meeting target despite of pandemic challenges • Chatbot launching for better customer intervention • Varied employee’s competency level • Incentives program • Culture – mixed demographics • Values – no set of shared values • Manpower Competency <p>The organization has identified interested parties and the requirements of these parties. Examples for such parties are:</p> <ul style="list-style-type: none"> • Customers: MSMEs, Labor, Management, Employers’ Group, workers organizations, board members – minimum wage that would suffice for the needs of workers and their families, a rate which are capacitated to pay their workers, assistance /trainings on how to improve their companies and able to give / receive more than the minimum wage • External Providers - Accurate and updated information / data, assistance in inviting training participants, coast share in related activities • Partner agencies: DOLE, ECC, OSHS, RCMB, PSA, NEDA, DTI, DA, DOT, DOST, LGUs, etc. Suppliers - Compliance to rules and regulations • Regulatory Agencies: COA, BIR, etc. - Requirements are Administrative Reports, Financial Reports and Agency Performance Reports

Client	Standard(s)	Certification Number(s)	Audit Type
NATIONAL WAGES AND PRODUCTIVITY COMMISSION	ISO 9001: 2015	CN 01 100 1900207TRP	First Surveillance Audit

Item	Audit result
	<ul style="list-style-type: none"> • Employees - Continuous trainings, more incentives / motivations, capacity building
Policy / objectives	<p>Top Management has declared its quality policy binding and implemented. The quality policy is appropriate and provides a framework for the respective quality objectives. It commits all employees to pursue continuous quality system improvement. Key quality objectives include:</p> <p>Top Level</p> <ul style="list-style-type: none"> • To achieve 100% agency performance commitments/targets on two-tiered wage system and productivity toolbox based on the approved annual budget; to include the new outcome indicators per GAA • To achieve a rating of 3 or better from 90% of participants of productivity training and learning sessions who accomplished and submitted the evaluation form • To maintain 100% compliance to all applicable legal requirements • To attain a CSM rating of 3 or better from 90% of clients on frontline services (FLS) • To implement at least two process improvements/ innovations per year • To provide at least 8-hours of training per staff based on annual competency-based training plan • To implement 100% of re-entry plans of trained staff who attended training program with 16 or more training hours <p>These were supported by different functional objectives: Sample recalibrated OTP for 2020 is:</p> <ul style="list-style-type: none"> - 8,448 oriented/trained 6,240 oriented (390 per RB) 2,208 trained (138 per RB) - 30% of trained MSMEs with PIP/Action Plan installed/ implemented (41+ per RB) - 800 MSME'e provided with TA on designing PBIS (50 per RB) - 10% of MSME's with PBIS installed (5+ per RB) - 100%, 98% & 41% of wage rates above the 2012, 2015 & 2018 poverty threshold, respectively for Two Tiered Wage System – Tier 1 - 270,000 client reached thru advocacy services - 98% disposition rate <p>The organization monitors and reviews these quality objectives monthly.</p> <p>These are measurable and are controlled, communicated and up-dated regularly.</p>
Process control including outsourced processes	<p>The processes available in the organization have been identified and documented. Process workflows and interactions have been described and appropriately controlled. The processes are evaluated at regular intervals by means of key performance indicators.</p> <p>Key processes within the scope of product realization include:</p> <ul style="list-style-type: none"> • Policy Formulation • Facility Evaluation Order Issuance • Wage Order / Advisory Issuance • Application for Exemption Resolution • Appeals Resolution Management (Wage Order / Exemption)

Client	Standard(s)	Certification Number(s)	Audit Type
NATIONAL WAGES AND PRODUCTIVITY COMMISSION	ISO 9001: 2015	CN 01 100 1900207TRP	First Surveillance Audit

Item	Audit result
	<ul style="list-style-type: none"> • Piece Rate / Production Standard Order Issuance • Training • Information and Advisory <p>The following processes have been outsourced:</p> <ul style="list-style-type: none"> • Security • Janitorial Services • Building Maintenance (c/o Building Owner) • Workforce for some positions <p>These processes are appropriately reviewed and controlled.</p>
Risk-based thinking	<p>The requirements for risk-based thinking are being realized in the organization as follows:</p> <p>Risk-based thinking has been applied for the following processes:</p> <ul style="list-style-type: none"> • Wage Policy and Research Division (WPRD) • Productivity Policy and Research Division (PPRD) • Training and Technical Service Division (TTSD) • Planning and Information Division (PID) • ICT • Training Design and Development • Human Resource • RTWPB Core Operations <p>Examples of risks and opportunities of processes identified are:</p> <ul style="list-style-type: none"> • PDP target may not be achieved • Limited number of MSME's on productivity based pay and productivity training programs • Demand for new/upgraded productivity training programs • A well maintained portal that will serve the client greater opportunity to promote new programs, services, updates on wages, incomes and productivity • Inadequacy of data due to lack of information from other partner agency. • Lack of quorum due to different reasons (e.g. no available board member, unmatch schedule, board member is too old to attend a meeting) • Difficulties in public consultation due to unstable connectivity • Free training and consultation • ATB, national minimum & living wage could result to: (1) higher unemployment and inflation rates, slower GDP growth, erosion of the viability of MSMEs and weakening of the country's competitiveness and (2) Abolition of NWPC and the RTWPBs • Weakens incentive for enterprises to engage in productivity improvement & gainsharing schemes which may result to low labor productivity growth

Client	Standard(s)	Certification Number(s)	Audit Type
NATIONAL WAGES AND PRODUCTIVITY COMMISSION	ISO 9001: 2015	CN 01 100 1900207TRP	First Surveillance Audit

Item	Audit result
	<ul style="list-style-type: none"> • Limited manpower compliment in the RBs amid expanding programs and services • Weak post-training activities (monitoring, evaluation and documentation) • Computer based transaction in terms of security breach, system breakdown, disaster recovery related to power shutdown • Weak buy-in of MSMEs on productivity-based pay and productivity training programs • Limited number of technically competent personnel <p>Examples of measures taken to react on identified risks are:</p> <ul style="list-style-type: none"> • Submission of amendatory bill to Senate and HOR • Prepare and submit and brief technical paper on the wage setting practices of other countries including the possibility of hourly minimum wage setting • Analyze and prepare position paper on bills on minimum wages • Empirical framework developed by PSRTI, reviewed and approved by the commission • Training of RTWPB Secretariat on the use of empirical framework • Enhance template advisory • Continous implementation of Usapang 2P's, use of branding tagline • Convene government sector consultation, as necessary, for the CO and RB;s to be clarified on the inflation outlook for 2019 and supply and price of basic coomodities • Request simulated poverty statistics to partner agencies • Maintain partnership and close coordination with agencies • Include the memo issued to RBs on the implementation of flexible work arrangement to ensure continuous delivery of services • Include safety and sanitation measures undertaken such as temperature check and provision of alcohols and masks to all employees • Include the conduct of weekly virtual meetings by the Management for remote collaboration • Conduct assessment of implementation of MW policy in collaboration with local and international experts from the academe, research institute, ILO (for funding and technical assistance) • Secure legislative support for a bill that mandates adoption of productivity improvement programs and gainsharing schemes, contingent on results of productivity improvement program • Develop a calendar of technical assistance request from RBs; Organized group of MSMEs to be trained to maximize presence of CO trainers • Full implementation of the e-Productivity Toolbox Information System • Installation of Firewall and Cloud

Client	Standard(s)	Certification Number(s)	Audit Type
NATIONAL WAGES AND PRODUCTIVITY COMMISSION	ISO 9001: 2015	CN 01 100 1900207TRP	First Surveillance Audit

Item	Audit result
	<ul style="list-style-type: none"> • Conduct region-wide productivity caravan showcasing good practices of PO winners/finalist; Enhance existing modules by developing customized or knockdown modules focusing on specific productivity deficit/gap • Continuous implementation of existing competency based training plan and recruitment policy <p>Examples of risks and opportunities concerning the context of the organization are:</p> <ul style="list-style-type: none"> • No mandate and current manpower complement is not properly equipped to manage/administer a subsidy program • Low labor productivity growth • ATB, national and minimum living wage could result to higher unemployment and inflation rate, slower GDP growth, erosion of the viability of MSME's and weakening of the country;s competitiveness • Abolition of NWPC and RTWPB's • Pressures to declare supervening condition could result in early and possibly huge MW increases, creating 2nrd round inflationary effects • Increase in the number of petition for issuance of Wage Order raising the minimum Wage due to high inflation with respect to prime goods and services • Organizational restructuring that may result to the abolishment of the agency's (NWPC/RTWPB) mandate • Higher demanding tasks for retained officers and staff due to downsizing of manpower compliment <p>Concerning risk based thinking the following tools are used:</p> <ul style="list-style-type: none"> • PESTLE • Risk and Opportunity Assessment • Risk Matrix
Customer-related and other requirements	<p>The organization analyses and evaluates customer requirements and/or enquiries and any documented, assumed, statutory and regulatory requirements within the scope of a production and feasibility study performed in a team.</p> <p>The organization determines the minimum wages at the regional, provincial and/or industry level based on the NWPC Guidelines on Minimum Wage Fixing and Exemption, Republic Act 6727, Guidelines in the Implementation of Two-Tiered Wage System and other related rules and regulation. The Board Secretaries conduct surveys, research and studies on wages, income and productivity within their respective areas of jurisdiction and analyze data in aid of wage determination and productivity promotion by the regional boards. The Executive Director of the commission supervises and controls the Regional Tripartite Wages and Productivity Boards in the formulation and implementation of the policies, rules, standards, guidelines, programs/projects on wages, incomes and productivity improvement consistent with national development plans.</p> <p>The following process requirements significantly affect product or service quality:</p> <ul style="list-style-type: none"> • DOLE priorities

Client	Standard(s)	Certification Number(s)	Audit Type
NATIONAL WAGES AND PRODUCTIVITY COMMISSION	ISO 9001: 2015	CN 01 100 1900207TRP	First Surveillance Audit

Item	Audit result
	<ul style="list-style-type: none"> • Instructions from the Commission • Requirements of the Regional Board • Client and interested party's needs • Supervening conditions (established by the Board and affirmed by the Commission) • Socioeconomic conditions in the region • DOLE DO No. 126-13 – prescribed procedure for facility evaluation • DOLE DO No. 125-13 – revised guidelines on the conduct of TMS • Citizens Charter • Documentary requirements for application for exemption • NWPC Guidelines • NWPC Resolutions • Ambisyon Natin 2040, – 25 long-term vision for the Philippines which was approved through an Executive Order No. 05. <p>Key regulatory, statutory and customer-related requirements include:</p> <ul style="list-style-type: none"> • RA 6727 – Wage Rationalization Act of 1989 • RA 6971 – Productivity Incentives Act of 1990 • PD 442 (Labor Code of the Philippines, Chapter V, Articles 120-127) • The Constitution of the Republic of the Philippines (Article III, Section 1) • EO 292 (Administrative Code of 1987, Book VII, Chapters 2-4) • RA 9178 (An Act to Promote the Establishment of BMBEs, Providing Incentives and Benefits, Therefore and for Other Purposes) • RA 10361 (An Act Instituting Policies for the Protection and Welfare of Domestic Workers) • ARTA/Citizens Charter • CSC Qualification Standards, Omnibus Rules, and Memorandum Circulars • DBM Circulars and Memorandum • AO 25-2011 – Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, IATF Guidelines on PBB • NAP General Circular and Records Disposition Schedule • RA 9184 – Procurement Law • COA Rules and Regulations • Data Privacy Act
Customer satisfaction and complaints	<p>The organization maintains documented and effective procedures governing the handling of information, data analyses, improvement actions and responses to customer feedback.</p> <p>The organization conducts a customer satisfaction survey for front line services both for Central Office and Regional Offices, learning sessions and trainings. The Summary Report on Client Satisfaction Measurement as of December 2019 shows high satisfaction rating.</p> <ul style="list-style-type: none"> • Frontline Services (Central Office/Regional Boards) – 97% overall rating from 781 respondents out of 802 participants.

Client	Standard(s)	Certification Number(s)	Audit Type
NATIONAL WAGES AND PRODUCTIVITY COMMISSION	ISO 9001: 2015	CN 01 100 1900207TRP	First Surveillance Audit

Item	Audit result
	<ul style="list-style-type: none"> Learning Sessions (Central Office/Regional Boards) – 98% overall rating from 282 respondents out of 288 participants Training (Regional Boards) – 100% overall rating from 948 participants. <p>Note: Scores were based on rated 3 to 5 (satisfactory to excellent) ratings provided.</p> <p>Customer complaints are recorded using Customer Complaint Form and NCCAR form, to which the Audit Program Committee in coordination with Program Manager are in-charge. No complaint received since the last audit. Mostly, the respondents provided positive feedback on the services received from the organization as a whole.</p>
Internal audit and management review	<p>The organization measures Quality Management System implementation, maintenance and effectiveness by means of annually scheduled system full audits. The audit was conducted last Oct. 15 – 25, 2019 with follow-up at Dec. 16 – 20, 2019. The organization reliably carries out these audits. Result of the last audit were as follows:</p> <ul style="list-style-type: none"> Opportunity for Improvement (OFI) – 17 Non-Conformity – 19 <p>The nonconformities identified in these internal audits had been corrected by the time the audit documented. The organization use Nonconformance Corrective Action (NVVAR No. 17-IVA) to document the root cause and actions necessary.</p> <p>Top management reviews the organization’s quality management system at regular intervals and in line with the requirements to ensure its continuous suitability, adequacy and effectiveness. The management review of April 2, 2020 was carried out in accordance with the requirements and was effective. Aside from the annual review, the organization also have a regular weekly and monthly office performance and management meetings discussing operations performance and concerns.</p>
Use of certificate and logo	The logo and the certificate are used in compliance with the requirements. This has been checked by sampling. The sampling included business cards, company brochures or websites or others.

Chapter of standard	4.1	4.2	4.3	4.4	5.1	5.2	5.3	6.1	6.2	6.3		
Rating *	1	1	1	1	1	1	1	1	1	1		
No. of nonconformity	0	0	0	0	0	0	0	0	0	0		
Chapter of standard	7.1	7.2	7.3	7.4	7.5	8.1	8.2	8.3	8.4	8.5	8.6	8.7
Rating *	1	1	1	1	1	1	1	1	1	1	1	1
No. of nonconformity	0	0	0	0	0	0	0	0	0	0	0	0
Chapter of standard	9.1	9.2	9.3	10.1	10.2	10.3						
Rating *	1	1	1	1	1	1						
No. of nonconformity	0	0	0	0	0	0						

- * **Rating:**
- 1 = conforming
 - 2 = not audited in this audit
 - 3 = failed/nonconformity (see nonconformity report)
 - 4 = not applicable