



Cagayan Economic
Zone Authority

MANAGEMENT REVIEW AGENDA AND MINUTES

MINUTES OF THE MEETING

CEZA Management Review (MR) Committee Meeting

December 27, 2017; 9:00 AM Board Room, 7th Floor, Weststar Building, Pasig City

ATTENDANCE:

LEONARDO CRUZ , Chairman/CEO QMS
DHART CARPIO , Management Review Head (MRH)

Members:

TERESITA BORROMELO
EDDIE VALDEZ

ISO Core Team / Heads of Functional Teams:

TITO PERLAS
GRACE REYES
NOVELYN CRUZ
GRACE RUIZ
IBARRA EBREO
POLO RODRIGUEZ
RODRIGO PABLO
JULIAN GONZALES
CARLOS SALES
MICHELLE AGABIN
JOMAR AGABIN
MA. JESUSA ZINGAPAN
LOISAN MAGBORANG
RALPH ILOY
MACARIO AYUMAN
FREDERICK MADRIAGA
CHARLOTTE COLLADO
LORLYN DOMINGO
MARY JANE COMETA
ROCHELE PAGULAYAN
MARK ANTHONY MANALIGOD
PHILIP ACHANZAR
MARY KRIS BIGAY - PR REPRESENTATIVE
JERICK REYMAR ALDEN - NEO AMCA ISO CONSULTANT



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AGENDA	HIGHLIGHTS	ACTIONS/DECISION AGREEMENTS	RESPONSIBLE STAFF/UNITS
Call to Order	The QMS called the meeting to order at 9:00 AM.	NA	NA
	<p>Relative to the Cagayan Economic Zone Authority's (CEZA's) goal to be an International Organization for Standardization (ISO) certified, Mr. Cruz emphasized the following, viz:</p> <ul style="list-style-type: none"> • The importance of completing the submission of all Objectives, Targets, Plan and Key Performances (OTPK) and Risk Register of all CEZA offices; • The completion of CEZA Business Plan; • The importance of checking compliances of CEZA department to ISO 9001:2015; • Assessing the implementation of established QMS of CEZA; • Identifying areas of improvement: <ol style="list-style-type: none"> 1. Applicability of Clause 8.3 in the operations of CEZA which will be done after Stage 2 Audit; 		



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	<p>2. Scope in the quality manual which will also be done after stage 2 Audit; and</p> <p>3. Establishment of business process map to reflect CEZA's current operations which will likewise be done after stage 2 audit.</p>		
	Validating the readiness of CEZA institution for the stage 1 audit and eventually for the certification Audit by the certifying body		
<p>B. Management Review Inputs:</p> <ul style="list-style-type: none"> • B.1 Status of Action from previous Management Review • B.2 Changes in external /internal issues • B.3 Performance/effectiveness of QMS, including trends in: <ul style="list-style-type: none"> 3.1 Customer satisfaction and feedback from relevant interested parties; 	<p>As per Mr. Cruz, there are no outstanding issues yet because this is the first conducted management review</p> <p>There are no changes yet as to the internal and external issues because they were just recently determined and identified</p> <p>Please refer to the survey conducted by Mr. Polo Rodriguez & Ms. Grace Ruiz</p>	<p>To be determined in the next Management Review</p> <p>To be determined in the next Management Review</p> <p>To be determined in the next Management Review</p>	



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3.2 Status of Quality Objectives	Please refer to the consolidated OTPK.	To be determined in the next Management Review
3.3 Process Performance and conformity of product and services	Please refer to B.3.2	
3.4 Non-conformities and corrective action	There are seven non-conformity findings by the Internal Quality Audit (IQA) However, they were already closed. Please refer to Non-Conformity (NC) Status.	
3.5 Monitoring and measurement results	There are no equipment that require monitoring and calibration	
3.6 Audit Results	Internal Audit 1 st Summary graded 77% - resulted to Satisfactory (Summary Audit Table findings)	
3.7 Performance of external providers	No external services had been contacted since start of Quality Management System to present.	To be determined in the next Management Review
• B.4. Adequacy of Resources	CEZA, to improve its services for customer satisfaction, needs to address the following, viz: <ul style="list-style-type: none"> • Manpower complement; • Budget provisioning; and • Infrastructures. 	To be determined in the next Management Review
• B.5. Effectiveness of the actions taken to address Risks and Opportunities	Risks Identified had not occurred, therefore, effectiveness of action cannot yet be determined.	To be determined in the next Management Review
• B.6. Opportunities for Improvements	In order to meet customer requirements and customer satisfaction, Improvement	To be determined in the next Management Review



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	<p>should be continually implemented through the following category, viz:</p> <ul style="list-style-type: none"> • Manpower recruitment and services; • Manpower benefits and regularization after approval of the reorganizational plan by the Department of Budget and Management; • Manpower Training and Development; • Budget allocation for modern and additional office equipment; and • Budget provision for infrastructures. 	<p>To be determined in the next Management Review</p>	
<p>C. Management Review Outputs</p> <ul style="list-style-type: none"> ➤ C.1. Improvement of Effectiveness of the Management Quality System and its processes 	<ul style="list-style-type: none"> ➤ Additional manpower to be filled up in the position for effective Management system; ➤ Upon the approval by the Department of Budget and management of reorganization plan, manpower should be incentivized for improvement; ➤ Training and Development for manpower should be a continuous process for effective quality management; 		



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<p>➤ C.2. Any need for changes to the QMS</p> <p>➤ C.3. Resources Need</p>	<p>➤ Modern office equipment should be funded to adapt the upswing of business processes; and</p> <p>➤ Improvement of facilities for fast, quality and effective management.</p> <p>We do not see any need for changes to QMS at the moment because we only just started its implementation</p> <p>CEZA needs for additional Budget, infrastructures, and Manpower complement to satisfy customer requirements.</p>	<p>To be determined in the next Management Review</p> <p>To be determined in the next Management Review</p>	
	<p>Meeting Adjourn at 2:00 pm.</p>		

Prepared by:


Teresita Borromeo

Noted by:


MR. DHART CARPIO
Management Review Head

Approved by:


MR. LEONARDO CRUZ
Chairman/CEO (QMS)