	<h1 style="text-align: center;">Internal Quality Audit</h1> <h2 style="text-align: center;">Policies and Procedures</h2>		<b>Document Number:</b>  2P-SS-11.02
	<b>Department:</b> Quality Assurance	<b>Effective Date:</b> January 22, 2021	<b>Revision No</b> 2

## Scope

This document covers the policies and procedures in planning, conduct of audit, wash-up and follow- up until resolution of findings.

## Ownership

The Quality Assurance (QA) Manager/ QA Supervisor is responsible for ensuring that this document is cascaded to all concerned personnel and that it reflects actual practice.


## Policies

1. Only certified Internal Quality Auditors shall conduct the audit.
2. Lead Auditor/ QA in charge shall have audit plan and audit objective to be presented to the top management and or as needed/ required by the management.
3. Internal Quality Audit shall be done once a year both for F2 Logistics & F2 Global Logistics.
4. Internal Auditors shall have general meeting or virtual meeting, if necessary, prior the live audit conducted by Lead auditor/ QA in charge.
5. All Audit Reports shall be acknowledged through email or signed by the auditee's department head.
6. A finding may only be closed if the correction/containment and corrective actions taken are implemented and are verified as effective.

**DDC: This Document is already Approved and Posted on Intranet.**

*Please refer to printed files for signatures of approvers.*

**Any printed and saved copy of this document is considered uncontrolled**


	<h1 style="text-align: center;">Internal Quality Audit</h1> <h2 style="text-align: center;">Policies and Procedures</h2>		<b>Document Number:</b>  2P-SS-11.02
	<b>Department:</b> Quality Assurance	<b>Effective Date:</b> January 22, 2021	<b>Revision No</b> 2

7. Internal Auditor(s) shall be the one who will issue the NCAR to auditee (if non-conformance arises) and will monitor/ follow up and verify the effectiveness of action taken.
8. Issuance of NCAR shall be done within two (2) days after the audit. Each non conformity will have a one (1) NCAR form.
9. All findings shall be closed within one (1) month for Non- conformance and two (2) weeks for Observation/ Potential NC/ Recommendation (If acceptable) unless an asset is required to be purchased as part of action(s) to be implemented, in which the auditee may be allowed to close the finding beyond 1 month. Longer timelines shall be approved by the QA Manager, AVP- Internal Audit/ VP & COO/ EVP & COO/ SVP / OCFO-OCRO or President / CEO.

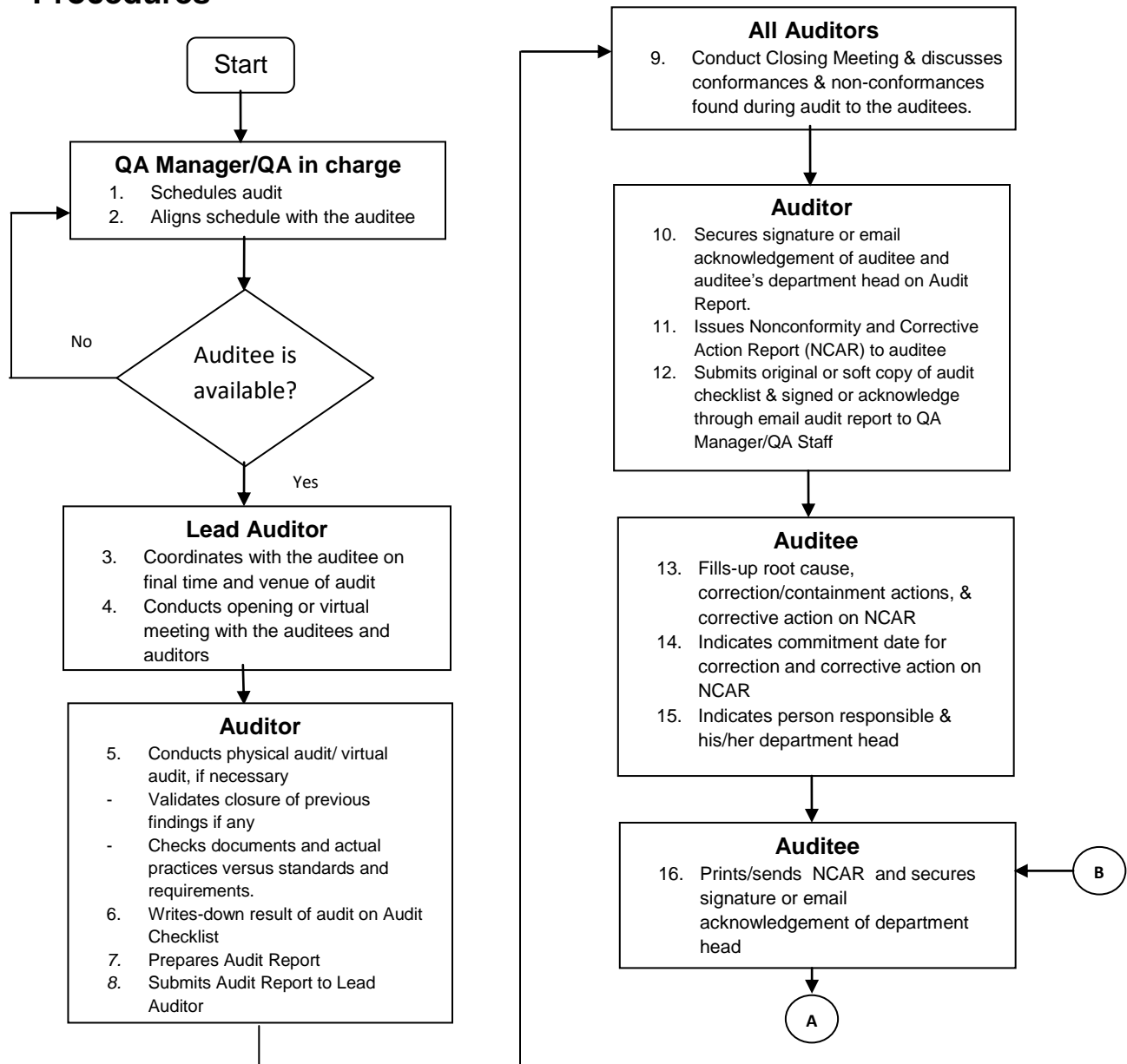
**DDC: This Document is already Approved and Posted on Intranet.**

*Please refer to printed files for signatures of approvers.*

**Any printed and saved copy of this document is considered uncontrolled**

	<h1 style="text-align: center;">Internal Quality Audit</h1> <h2 style="text-align: center;">Policies and Procedures</h2>		<b>Document Number:</b>  2P-SS-11.02
	<b>Department:</b> Quality Assurance	<b>Effective Date:</b> January 22, 2021	<b>Revision No</b> 2


### Procedures

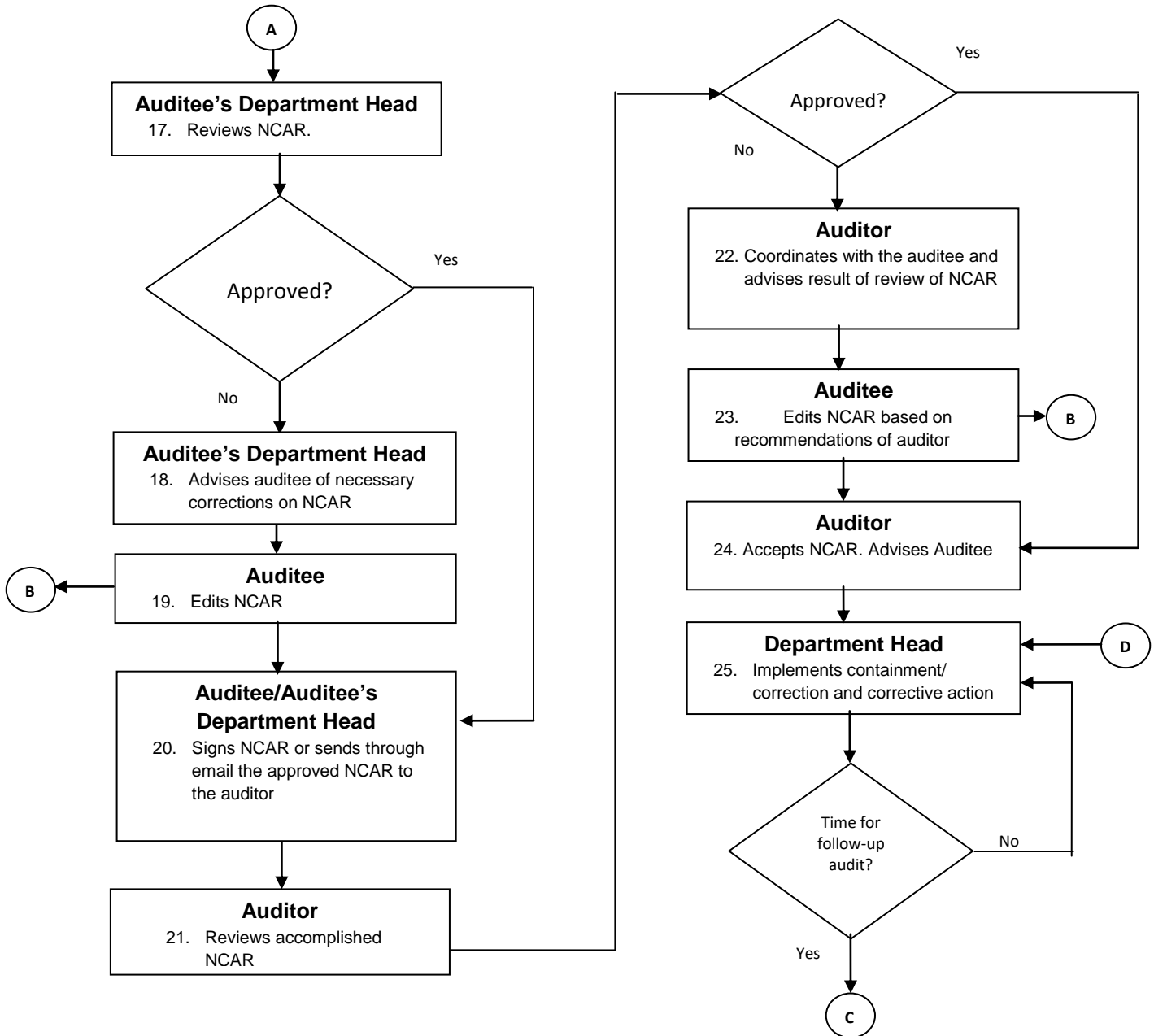


**DDC: This Document is already Approved and Posted on Intranet.**

*Please refer to printed files for signatures of approvers.*

**Any printed and saved copy of this document is considered uncontrolled**


	<h1 style="text-align: center;">Internal Quality Audit</h1> <h2 style="text-align: center;">Policies and Procedures</h2>		<b>Document Number:</b>  2P-SS-11.02
	<b>Department:</b> Quality Assurance	<b>Effective Date:</b> January 22, 2021	<b>Revision No</b> 2

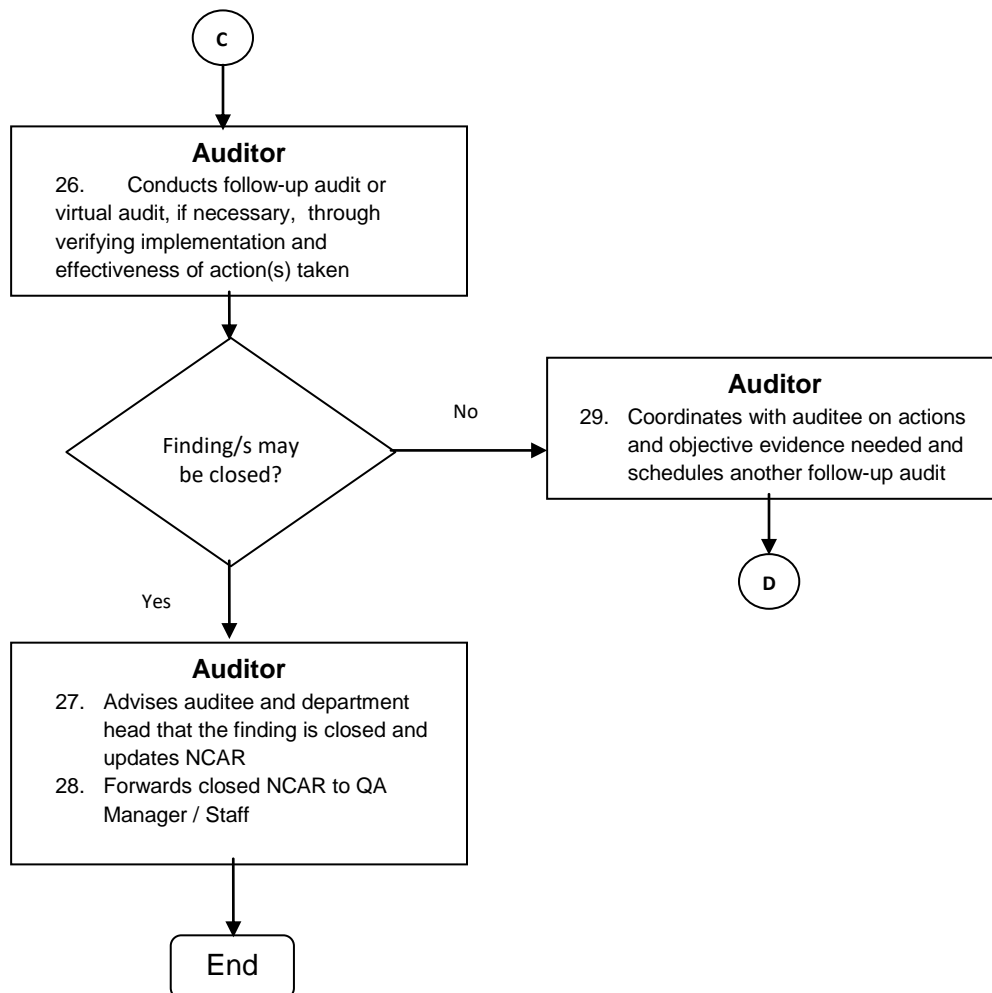


**DDC: This Document is already Approved and Posted on Intranet.**

*Please refer to printed files for signatures of approvers.*

**Any printed and saved copy of this document is considered uncontrolled**

	<h1 style="text-align: center;">Internal Quality Audit</h1> <h2 style="text-align: center;">Policies and Procedures</h2>		<b>Document Number:</b>  2P-SS-11.02
	<b>Department:</b> Quality Assurance	<b>Effective Date:</b> January 22, 2021	<b>Revision No</b> 2



**DDC: This Document is already Approved and Posted on Intranet.**

*Please refer to printed files for signatures of approvers.*

**Any printed and saved copy of this document is considered uncontrolled**