F2 LOGISTICS LET'S MOVE. NOW.	Quality Assurance Quality Plan	Document Number: QP-SS-11.01
	Department: Quality Assurance **Effective Date:** January 22, 2021	**Revision No** 3

QUALITY PLAN - QAD						
Key Support Service Process Name (2Ps/ Guideline Title)	**Item to be Controlled**	**Dimension (Timeliness, Quality, Cost)**	**Standard**	**Person Responsible**	**Control Methodology**	**Procedure Code or Other Type of Docs**
Documentation Procedure	Documents such as Job Description, Quality Plan, Policies and Procedures, Records Retention Schedule, and KPI	Timeliness, Completeness and Accuracy	The effective date shall be two (2) weeks upon receipt of document and or control form (If revision 1 and up) Once the routed document is approved beyond the indicated effective date, the Quality Assurance (QA) Analyst shall use the uploading date as the effective date Revision Zero (0) shall only be used for the following: - Newly drafted documents - Two or more documents integrated as one - One document disintegrated into two or more document All new and revised documents shall go through review or email approval process prior posting on Intranet Stamp "Controlled Document" on all pages of approved quality documents and attached email approval, if necessary. For Warehouse: All quality documents such as Policies and Procedures/ Standard Operating Procedures/ Operating Guidelines, Key Performance Indicators, Process Risk Assessment Matrix, Job Descriptions, and Records Retention Schedule is kept by respective site (Hard copy with sign of the authorized signatories) and Quality Assurance department (soft copy) only. Any reproduction of the warehouse quality documents shall go through approval of Document and Data Controller, Quality Assurance Manager, Quality Council Area Head and Quality Team leader.	QA In- charge & Authorized Signatories	Reviewing and Checking of proper format and content to ensure that once a document was prepared for routing and approval is correct prior uploading the document on Intranet. All documents shall go through approval prior effectivity date Continuously remind all concerned personnel in the documentation procedure	Document Control Log 2P-SS-11.01 Email Cascade Email Request
Internal Quality Audit	Audit Result/ Audit Report	Integrity, Accuracy and Timeliness	Only certified Internal Quality Auditors shall conduct the audit All findings shall be closed within one (1) month 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 for the following: Mnl: Seek approval of the QA Manager/AVP-IA/QA/VP & COO/EVP & COO/ SVP-OCFO-OCRO or President on the new timeline (beyond 30 days) Branches: Seek approval of the Quality Team Leader & Quality Council Area Head on the new timeline (beyond 30 days)	IQA Lead Auditor and IQA Team Member	Conducting General Meeting/Virtual Meeting prior Audit to IQA Team Coordinates and Assist the Auditee to close the finding within the given timeline	Audit Report/ Audit Result/ NCAR Forms 2P-SS-11.02

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Records Management	Records	Timeliness and Accuracy	Records shall be controlled to ensure: a.) It is available and suitable for use, where and when it is needed; b.) It is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity). Records shall be stored in an area that preserves them including their legibility Users shall follow the following Records Retention Schedule (RRS) Codes Users shall maintain approved Record Disposal Form for all record disposed (Delete/Shred)	Record Owner and QA In-charge	Checking and Validation of Records Retention Schedule Ensures that all department has RRS Conduct of RRS Audit Annually	2P-SS-11.03
Management Review	Conduct of Management Review	Timeliness and Accuracy	Conduct of Management Review shall be atleast twice a year	Quality Assurance Head/ Manager	Planning and scheduling activities for the year and inform involve personnel ahead of time for their confirmation	Email/Viber/Calendar of Activities
	Minutes of Meeting (MOM)	Timeliness and Accuracy	Minutes of Meeting (MOM) shall be sent to concerned personnel and shall provide updates on status of open items prior next management review.	Quality Assurance In-charge	Sending MOM after management review and send reminders/follow up for the deliverables	Email/MOM
Usage of Certification Marks	Accreditation Marks	Accuracy and Quality	Materials Management Department (MMD) shall not reproduce collaterals/ promotional materials that bears accreditation marks without approval of Quality Assurance Department and Certifying Body The Accreditation Mark shall be printed in accordance to the schemes indicated to the guidelines of certifying body and no other combination of colors is permitted under accreditation body rulings	Quality Assurance & Concerned Personnel	Approval of Quality Assurance Manager, AVP-Internal Audit/Quality Assurance and Certifying Body for all Collaterals/ Promotional materials with accreditation marks/ Logo	Email/MOM 2P-SS-11.04

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