

BLR Undergoes Internal Audit in Preparation for QMS Audit CY 2021

The Bureau of Labor Relations (BLR) went through an internal audit in preparation for the Quality Management System (QMS) Audit for CY 2021 on 15 to 19 March 2021.

Atty. Jonathan Uy and Atty. Pedro Mabagos, Jr. of Legal Service, Ms. Rosalie Franco of Internal Audit Service, Ms. Guillerma Garcia of Office of Assistant Secretary Federico Abuan Jr., Ms. Ma. Teresa Cabance of Information and Publication Service, and Ms. Annie Tagongtong of Administrative Service conducted the audit covering the processes for the management of BLR programs and services, disposition of appealed inter-intra union cases and registration of federation/national union and workers association.

The internal audit aims to verify continued compliance with the requirements of ISO 9001:2015 standard and the DOLE's processes and procedures, and to ensure sustainability of its ISO 9001:2015 certification. Furthermore, it aims to evaluate corrections and corrective actions relative to previous internal and external audits, and to identify areas for potential improvement.

Maintaining the ISO certification reflects the Bureau's commitment to satisfy the quality standards set and further demonstrates the continuous effort to strive for excellence in the delivery of programs and services to clients. The intended outcome of ISO 9001:2015 is to enhance customer satisfaction and ensure the conformity of products and services.

The organizational units audited were Union Registration and Workers' Empowerment Division, Policy and Program Development Division, Program Management and Technical Support Services Division, and Appeals and Review Unit-Mediation-Arbitration Unit.

END. (Kim Margarete B. Martinez)