



Republic of the Philippines  
Office of the President  
**HOUSING AND LAND USE REGULATORY BOARD**  
Lupong Nangangasiwa sa Pabahay at Gamit ng Lupa

HLURB.IQA.007.00

### RFA MONITORING SHEET

RFA No.	Brief Description	Corrective Action	Responsible Person	Target Date	Status

DC7  
MASTER FILE



<b>REQUEST FOR ACTION</b>	
Source of RFA: INTERNAL	NC Type: <input type="checkbox"/> Major <input type="checkbox"/> Minor
Internal Feedback/Concern <input type="checkbox"/> Process/System Deviation <input type="checkbox"/> Nonconforming Product and Service <input type="checkbox"/> Non-attainment of Targets <input type="checkbox"/> Opportunity for Improvement <input type="checkbox"/> Internal Audit	Interested Parties: <input type="checkbox"/> Customer Complain
	Customer Name: _____
	<input type="checkbox"/> External Audit
	RFA No.:
	Requesting Unit/Group/Div.:
	Responsible Unit/Group/Div.:
	Issue Date:
	Due Date:
	<b>NOTE: Five (5) Working Days from Issue Date</b>
Changes to Management System <input type="checkbox"/> Yes <input type="checkbox"/> No	Update Objective Target and Plan (OTP) <input type="checkbox"/> Yes <input type="checkbox"/> No
Issued by: _____	
Approved by: _____	
For Audit, kindly state affected ISO Standard & Clause:	
<b>DESCRIPTION OF FEEDBACK/PROBLEM:</b>	
<b>CONSEQUENCE OR EFFECT OF THE RECEIVED FEEDBACK/CONCERN</b> (to the next processes or end-user)	
<b>CORRECTION ACTION:</b> (Immediate action to contain the received feedback/concern/problem and minimize the effect, must be identified within 24 hours)	Implementation Date:
	Responsible:
<b>DEFINE ROOTCAUSE</b> (investigate and analyze root cause with Cause & Effect Diagram, Why why analysis etc.)	
<b>CORRECTIVE ACTION:</b> (Eliminate the root cause of the received feedback/concern to avoid recurrence)	Implementation Date:
	Responsible:
	Approved by:
<b>VERIFICATION OF CORRECTIVE ACTION</b> (To be fill-in by the Internal Auditor) <b>NOTE:</b> Verification of Corrective Action for the internal feedback/concern/problem and audit is fourteen (14) working days while for interested party customer feedback and supplier feedback is seven (7) working days from the implementation date.	
<b>Result of 1st Follow-up:</b> <input type="checkbox"/> Implemented <input type="checkbox"/> Partially Implemented <input type="checkbox"/> Not Implemented	Verified by:
<b>Result of 2nd Follow-up:</b> <input type="checkbox"/> Implemented <input type="checkbox"/> Partially Implemented <input type="checkbox"/> Not Implemented (issue another CAR)	Date:
	Verified by:
	Date:
<b>EFFECTIVENESS:</b> (To be fill-in by the Unit/Group/Division Head) <input type="checkbox"/> Effective <input type="checkbox"/> Not Effective	Comments:
	Verified by:
	Date:
<b>EFFECTIVENESS:</b> (To be fill-in by the Internal Auditor) <input type="checkbox"/> Effective (Closed) <input type="checkbox"/> Not Effective (Open - Needs re-investigation and issue another RFA )	Comment:
	Verified by:
	Date:



## Housing and Land Use Regulatory Board

### Control of Non-Conforming Services and Corrective Action Procedures

- 6.11.5 Should the RFA Recipient need additional time to implement the Action Plan; the next follow-up shall be agreed upon by both parties.
- 6.11.6 To prevent unnecessary delays in the implementation of the Action Plans, only two (2) follow-ups shall be allowed. The third (3<sup>rd</sup>) and final follow-up shall be conducted by the Supervising Commissioner or the Chief Executive Officer.
- 6.11.7 Records of review on effectiveness of actions taken are maintained per unit/group/division or Regional Field Office.
- 6.11.8 RFA shall be deemed "Closed" once the Proposed Action Plans/activities are successfully implemented. Closed IQA related RFAs shall be kept by the IQA Team Leader while closed RFAs other than IQA related issuance shall be kept by the RFA Originator.

#### 7.0 ATTACHMENTS:

HLURB.IQA.005.00	Request for Action Form
HLURB.IQA.007.00	RFA Monitoring Sheet