



# Notre Dame University

*for social transformation in Mindanao*

## ENDORSEMENT LETTER FOR

### MR. RONNIE MAPANOO

In our efforts to *continuously improve* our systems and processes to ensure operational efficiency and productivity and meet customer satisfaction, Notre Dame University (NDU) has embarked on ISO 9001:2015 Quality Management System.

On June 27, 2019, NDU was given a certification by PECB as **ISO 9001:2015 compliant** until June 6, 2022. The 3<sup>rd</sup> Party Audit was conducted by one of its auditors in the person of **Mr. Ronnie Mapanoo**.

Mr. Mapanoo conducted both the Stage 1 and Stage 2 Audits for Notre Dame University. During these audits, we were impressed by his ability to check all details of our submitted documented information and found some areas for improvement in preparation for the Stage 2 Audit.

During the Stage 2 Audit, the work was more complex given that we have around five hundred documented information (forms, manuals, and guidelines) and bulk of evidences considering the scope of the Audit which included our Basic Education units to post graduate studies, and all institutional support units. Given this complexity, Mr. Mapanoo was able to execute the audit as planned. His accounts were thorough and comprehensive, and his checking was accurate. He was open to all questions from department/unit heads. He challenged us to be more critical in the work that we do, and perform more based on International Standards. His immense interest in the ISO work that he does, has taught our University personnel what it takes to be ISO 9001:2015 certified.

Overall, his close attention to details has resulted to meticulous and accurate audit and very helpful in many ways. We learned a lot from him given that this is our first time to be subjected to any ISO certification audits.

We look forward to working with him in our next surveillance audits.



  
FR. FRANCIS EFREN C. ZABALA, OMI, D.Min  
President, Notre Dame University

