**ROOT CAUSE ANALYSIS USING THE FIVE (5) Whys Tool**

Statement of the Problem : As a result of audit on QM System of PSTC Laguna

conducted on December 15, 2020, the following

(NCAR) Non- Conformity was issued by auditors;

NCAR No. NC-20201216-181919-0

FM-TO-F7 Monitoring Sheet for Impact Assessment Survey was not used as a tool to monitor the impact assessment survey, this was against PM-TO 09-01-01 that states that all IAQ's before dissemination and the retrieved IAQ before sending to the Regional Coordinator are logged in FM-TO-F7.

1. Why was the impact assessment survey (FM-TO-F7) not being used to monitor

trainings conducted?

Ans. 1.1 RO Staff in charged for Impact Survey Monitoring has been reminding PSTC Staff when report is due for submission, the PSTC Staff has relied too much (or been confident) on RO’s prompting when impact survey is due for submission.

Ans. 1.2 There were very few trainings that were conducted for two days and

more, it was believed that only those trainings that were conducted

for two days and more needs impact survey. It was only lately when

we learned that GMP/Food Safety related trainings needs impact

survey.

Ans 1.3 Generally, staff were not aware of the existence of this tool

(FM-TO-F7)

1. Why were that staff not aware of this tool ?

Ans 2.1 Newly hired staff although have undergone ISO awareness training

Can not fully assimilate all standards. It was only acknowledge when

attention are called like when there is already an NCAR.

1. Why did the PSTC Staff relied too much on promptings of RO Staff?

Ans. 1 Because, the system already gave us the comfort zone (our reliance on

a habit that was not appropriate.)

1. Why was the tasks over looked ?

Ans. 4. 1 The tasks was overlooked because priority were given to major tasks

such as project development, addressing urgent concerns, beating

deadlines, entertaining clients (both walk in and via email messages

and phone calls) and because PSTC Laguna is under staffed.

We have the least number of personnel (Permanent and COS)assigned

to do varied assignment on top of regular functions and duties.