



**UNITED COCONUT PLANTERS LIFE ASSURANCE CORPORATION**

# **INTERNAL QUALITY AUDIT PLAN**

**ISO 9001:2015**

**Audit Date:** July 28 to August 01, 2025



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**2025 IQA AUDIT PLAN**

Organization	United Coconut Life Assurance Corporation
Department	Various departments
Days of Audit	7
Actual Date of Audit	July 28 to August 01, 2025
Lead Auditor	Romylen B. Anduyon
Team Members	IQA Team
Standard	ISO 9001:2015
Audit Language	English and Filipino
Audit Scope	The audit shall cover the requirement and conditions stated in the quality manual and ISO 9001:2015 standards. The period covered is from <b>July 2024 - June 2025</b>

**Audit Processes**

1. Random sampling shall be used in getting objective evidence that the quality management system, using the standards of ISO 9001:2015, is being implemented and maintained.
2. The approach shall be process-based in which transactions may be audited not only in the originating department that processed them but also in the support department that finally released the finished product to the customers.
3. Internal Quality Auditors were and shall be given courses to qualify them to conduct and evaluate the internal quality systems audit.
4. Management Team/Department/Unit Heads must be present during the audit period. Should he/she be not available due to unavoidable circumstances or official activities, an OIC must be designated to represent him/her.
5. The corrections and corrective actions must be implemented at least one (1) year from the date of the reply or closing meeting. Follow-up/s must be documented in the Corrective Action Report (CAR) to ensure that the corrective actions are effective.
6. The Internal Quality Auditors shall conduct post audit activities to validate the implementation of the corrections actions. If applicable, the unit heads shall apply the PDCA process to determine the action that is more appropriate and effective should there be succeeding actions needed.



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SCHEDULE	AUDITOR	DIVISION	RESOURCES
July 02, 03, & 04, 2025	ALL	INTERNAL QUALITY AUDIT TRAINING	Face-to-Face
July 28 – August 1, 2025	<b>TEAM 1</b> Romylen Anduyon – TL Jenifer Tamesis Chirstine Nichole Morales Reyshiel Mae Toledo Kaya Xenia Henson	<b>A. OPERATIONS DIVISION</b>	Online Video Conferencing, Face-to-Face, and Email
		1. Field Operations 2. Underwriting 3. Claims 4. Policy Administration 5. System & Project Management 6. Customer Experience	
		<b>B. INVESTMENTS</b>	
		1. Portfolio Management 2. Loans 3. Mass Marketing 4. Real Estate <ul style="list-style-type: none"> <li>a. Property Management</li> <li>b. La Loma Columbarry</li> </ul> 5. Fund Administration	
		<b>C. COMMERCIAL BUSINESS &amp; SALES</b>	
		1. Bancassurance 2. MallAssurance 3. Sales Support <ul style="list-style-type: none"> <li>a. Sales Events, Compliance, &amp; Control</li> <li>b. Sales Reports &amp; Communications</li> </ul>	



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SCHEDULE	AUDITOR	DIVISION	RESOURCES
<p align="center">July 28 – August 1, 2025</p>	<p><b>TEAM 2</b></p> <p>Patt Laurence Delizo – TL Diana Pulmares Soleil Siasoco Maris Ellen Bolaños Maria Theresa Barcenas Ria Janabeth Del Rosario</p>	<p><b>A. RISK MANAGEMENT &amp; COMPLIANCE</b></p>	<p align="center">Online Video Conferencing, Face-to-Face, and Email</p>
		<p><b>B. HUMAN RESOURCE MANAGEMENT</b></p> <ol style="list-style-type: none"> <li>1. Talent Acquisition, Development, &amp; Engagement</li> <li>2. Compensation &amp; Benefits</li> <li>3. Facilities Management/Procurement Committee</li> </ol>	
		<p><b>C. INFORMATION TECHNOLOGY</b></p> <ol style="list-style-type: none"> <li>1. Systems Development</li> <li>2. Project Management</li> <li>3. Data Governance</li> <li>4. Information Security</li> <li>5. Technical Support</li> <li>6. Service Management</li> </ol>	
		<p><b>D. BRANDING AND CORPORATE COMMUNICATIONS</b></p>	
		<ol style="list-style-type: none"> <li>1. Marketing &amp; Research</li> <li>2. Sales Training</li> <li>3. Engagement &amp; Productions</li> <li>4. Digital Sales, Innovation &amp; Growth</li> <li>5. Agency Channel</li> </ol>	
		<p><b>E. LEGAL</b></p>	



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<p align="center">July 28 – August 1, 2025</p>	<p><b>TEAM 3</b> Atty. Jeff Gabriel Cruz – TL Michaela Sophia Joya Karmela Dionglay Sharlene Razo Mylene Amil Darwin Garilao</p>	<p><b>A. OFFICE OF THE PRESIDENT</b></p>	<p align="center">Online Video Conferencing, Face-to-Face, and Email</p>
<p><b>B. CORPORATE FINANCE &amp; STRATEGY</b></p>	<ol style="list-style-type: none"> <li>1. Corporate Strategy</li> <li>2. Cash Management</li> <li>3. Sales &amp; Investments Monitoring and Collection</li> <li>4. Central Procurement Office</li> </ol>		
<p><b>C. ACCOUNTING</b></p>	<ol style="list-style-type: none"> <li>1. Financial Reporting</li> <li>2. Financial Accounting</li> <li>3. Management Accounting</li> <li>4. Cost Accounting</li> <li>5. Premium Accounting</li> </ol>		
<p><b>D. ACTUARIAL</b></p>	<p><b>E. GROUP SALES &amp; MARKETING</b></p>		
<ol style="list-style-type: none"> <li>6. Business Development</li> <li>7. Group Term Life</li> <li>8. Group Credit Life</li> <li>9. Migrants Insurance</li> </ol>	<p><b>F. INTERNAL AUDIT</b></p>		



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July 28 – August 1, 2025	<b>TEAM 4</b> Arvin Cabarrubias – TL Ralph Justine Artigas John Conrad De Guzman Argel James Gubalane Lyngie Hermosa Larra Amadeo	<b>A. HEALTHCARE</b> 1. Accounting 2. Billing & Collection 3. Sales & Marketing 4. Medical Services 5. Customer Care 6. Training & Communications 7. Administration 8. Technical Services & Compliance	Online Video Conferencing, Face-to-Face, and Email
		<b>B. BROKERS RELATIONS OFFICE</b>	
August 15, 2025	IQA Team w/ Consultant	Meeting on Audit Findings	
August 22, 2025	IQA Team	Submission of Report to Auditees	
August 26-28, 2025	Auditees	Submission of Root Cause Analysis & Corrective Action Report	
September 8, 2025	IQA Team	Submission of Audit Report to the President / Management Committee (MANCOM) for information and required executive actions.	