

**A COMPARATIVE ANALYSIS OF ISO 9001:2015 INTERNAL AUDIT
PROCESSES AND OUTCOMES AT ST. MARY'S COLLEGE INC.
FOR THE YEARS 2023 AND 2024**

Charisa Dumlao, Zenaida Ylarde, Lina Mercado

Abstract

St. Mary's College Inc. maintains ISO 9001:2015 QMS certification and, as part of this commitment, conducts annual internal audits of its processes. This research compared the processes and outcomes of the institution's two most recent internal audits, conducted in September 2023 and September 2024. It analyzed differences in audit objectives, scope, team composition, criteria, and procedures between the two years. The study also identified evolving patterns in audit findings across various organizational departments and examined the differences in how auditors and auditees evaluated the internal audit processes. This study employed a comparative document analysis of the two most recent internal audit reports from September 2023 and 2024. Data collection involved the systematic review and extraction of relevant information from these reports. The analysis compared data across the two years to identify numerical trends and differences, and applied thematic analysis to uncover recurring themes within the qualitative audit evaluations. The 2023 and 2024 internal audits demonstrated stable quality management practices, maintaining consistent objectives, scope, team composition, criteria, and processes. Overall, both audits reflected a slight decrease in positive observations and identified opportunities for improvement, with no reported non-conformities. However, departmental comparisons revealed varying trends across units. In terms of evaluations, auditees reported a slight decline in perceived audit effectiveness, despite continued recognition of auditor professionalism and the organized nature of the audit process. Similarly, auditors noted minor declines in the conduct of the audit and the handling of findings. Nevertheless, both audits consistently highlighted the smooth execution of the process and the professionalism of the audit team. St. Mary's College Inc. demonstrates a well-balanced approach to ISO 9001:2015 compliance, as reflected in the consistent audit objectives, scope, team composition, criteria, and processes—indicating a responsive and evolving quality management system. Despite the overall positive assessment, varying trends in cluster audit findings highlight the need for targeted interventions to ensure consistent quality across departments. Additionally, a minor discrepancy between auditee and auditor evaluations of perceived effectiveness suggests a potential gap that warrants further investigation. Ongoing refinement and strategic action remain essential to sustaining a reliable and effective quality management system.

Keywords: quality management system, internal audit, comparative analysis