



CENTER FOR QUALITY AND COMPETITIVENESS

(Center)

[2015] PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code	QCRFH
Project Title	Development of a Quality Management System (QMS) Certifiable to ISO 9001:2008 for the Don Jose S. Monfort Medical Center Extension Hospital (DJSMMCEH)
Project Start	August 18, 2014
Project End	November 15, 2015
Project Price	PhP 822,800.00
Client Organization	Don Jose S. Monfort Medical Center Extension Hospital (DJSMMCEH)

II. Project Team

Project Manager	Ritchell T. Furigay
Team Members	Racquel M. Barbecho Ronald Armin F. Ocampo Lewina SJ. Tibe Carolyn N. Caudilla
Supervising Fellow	Evangeline M. Macariola
Consultants/ Resource Persons	Antonio P. Santos

III. Project Details

Project Description

The need for government agencies to improve quality in their operations and service delivery has never been more urgent in the light of the Administration's thrust to adopt transformational leadership. The approved 2011-2016 Philippine Development Plan (PDP) cites enhancing and standardizing the quality of public service delivery to become consistent with the requirements of the International Organization for Standardization (ISO).

Under Chapter 7, ensuring high quality, effective, efficient, transparent, accountable, economically and physically accessible, and non-discriminatory delivery of public service are the key elements of the strategic framework to create an enabling environment for citizens and the private sector to reach their full potential.

The PDP 2011-2016 strengthens compliance to Executive Order (EO) No. 605, Institutionalizing the Structure, Mechanisms, and Standards to Implement the Government Quality Management Program (GQMP), which was issued to effect improvement in public sector performance by ensuring the consistency of products and services through quality processes. Effective management and good governance are essential elements of quality that can be achieved through an effective Quality Management System (QMS).

In this regard, the DJSMMCEH wants to follow suit and comply with the mandate to pursue its commitment to be more responsive and efficient in the delivery of its services. Aligning the Don Jose S. Monfort Medical Center Extension Hospital (DJSMMCEH) planning, service, and support operations to



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ISO 9001 International Standards is one reliable approach in establishing QMS. This methodology provides a clear perspective of the quality system requirements and the areas of control to assure the consistency in the quality of services and continuous process improvement that will generate approaches to improve customer/citizen satisfaction. Thus, the Academy's Center for Quality and Competitiveness has proposed the project: Development of a Quality Management System (QMS) Certifiable to ISO 9001:2008 for the Don Jose S. Monfort Medical Center Extension Hospital (DJSMMCEH). The ISO 9001 shall provide a globally recognized standard that would transform DJSMMCEH's current management system to a certified quality management system.

Project Objective

The project aimed to provide the necessary interventions to facilitate the establishment of ISO 9001:2008 Quality Management System for the Don Jose S. Monfort Medical Center Extension Hospital (DJSMMCEH).

Specifically, it:

- a. Enhanced understanding and appreciation of the DJSMMCEH employees on the principles and requirements of ISO 9001:2008 quality management system;
- b. Developed the capabilities of key officers and staff of the DJSMMCEH in preparing for and sustaining the ISO 9001 certification; and,
- c. Prepared the documentation and implementation requirements for the certification of the DJSMMCEH -QMS and for maintaining and sustaining the established QMS.

Focus Area	Productivity for Economic Development
Project Type	Training and Consultancy
Project Beneficiary	Health
Regional Coverage	Region 6

IV. Project Accomplishments

Key Activities Implemented

No.	Activity	Date of Implementation	No. of Pax trained/assisted
1.	Technical Guidance on QMS Documentation	07 – 09 January	26 pax
2.	Technical Guidance on QMS Implementation	26 – 27 February	50 pax
3.	Training Course on Internal Quality Audit (IQA)	13 – 16 April	26 pax



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No.	Activity	Date of Implementation	No. of Pax trained/assisted
4.	Technical Guidance on IQA a. Document Preparation b. Report Writing	16 April	22 pax 26 pax
5.	Training Course on Basic Q&P Improvement Approaches	01 – 03 July	25 pax
6.	Technical Guidance on Management Review	02 September	33 pax
7.	Readiness Assessment	03 – 04 September	37 pax
8.	Technical Guidance on Certification Audit	19 October	25 pax

Major Outputs

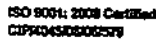
- 1) Provided technical guidance on implementing the QMS documents to DJSMMCEH employees.
- 2) Twenty-six (26) Internal Quality Audit participants were trained and able to understand, interpret, and audit ISO 9001 requirements, as well as, address audit findings.
- 3) Twenty-Five (25) participants developed understanding on the basic P&Q tools and techniques specifically keeping up work environment organized and systematized. A problem-solving technique was employed in addressing non-conformities which complements DJSMMCEH QMS implementation.
- 4) Readiness Assessment Report which includes findings and recommendations of the DAP Project Team to further improve QMS implementation.

Project Impact

- 1) Enhanced appreciation on the importance of adopting QMS in the organization, emphasizing the need to understand and satisfy client expectations.
- 2) Increased awareness on the advantages of having a documented system.
- 3) Participants' familiarized on the requirements for an effective conduct of IQA.
- 4) The audited management and staff of the Hospital understood and prepared for the kind of auditing approach used by the third party auditors.

Lessons Learned

- 1) The Hospital's top management is very visible and keen in attaining an ISO-aligned QMS which helped in facilitating smoothly the client deliverables.



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- 2) Good DAP project team dynamics fostered unity and camaraderie in facing difficulties and challenges in the activities implemented.
- 3) Assigning lead persons with strong-will to implement the program is essential in ensuring that implemented activities are strictly observed and sustained.
- 4) Engaging competent consultants/ resource persons is a factor to ensure that project deliverables and expectations of clients are met and satisfied.
- 5) The completion of project deliverables will depend not only on the DAP Project Team but also the commitment we get from the client agency.

- **Summary of Evaluation for Course and Resource Person (for training program)**
- **Certificate of Project Closure (for all completed projects)**

ARNEL D. ABANTO
Center Head

1. Project details on Section I-III can be generated thru PMIS based on PMs Inputs.
2. Project Managers are required to accomplish Section IV & provide Section V to reflect results of project implementation
3. Project Managers can update/adjust the pre-filled sections (I-III) based on actual data.