development academy of the philippines

Center for Quality and Competitiveness
(Center)
2015 PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code	QBIBK
Project Title	Localizing Asian Productivity Organization, Center of Excellence (APO-COE) 2015
Project Start	February 15. 2015
Project End	December 31, 2015
Project Price	PhP700,000 (original) + PhP3,043,600 (additional revenue) PhP3,743,600 (new)
Client Organization	Public Sector Organizations

II. Project Team

Project Manager	Ms. Melani Garcia- Mercader
Team Members	Ms. Nory Grace Evangelio Ms. Maegan S. Saroca Mr. Earl P. Tongol Ms. Mary Jill Myrla Ong Gue Mr. Chenier Nicu Villanueva Ms. Ma. Elizabeth F. Estanislao Mr. Ceazar Valerei Navarro
Supervising Fellow	Ms. Ma. Theresa A. Agustin
Center Head	Mr. Arnel D. Abanto

III. Project Details

Project Description

For the 18th Cycle of the Philippine Quality Award, as the Award Administrator for the Public Sector, the Academy intends to pursue and sustain the gains of the previous year's programs and additional services. The Academy aims to strengthen and enhance efforts to heighten awareness and build individual and organizational capabilities of the public sector organizations through the adoption of the Business Excellence framework to promote a culture of excellence and to create a strong impact in public service delivery.

The project involves trainings, orientations, conduct of self-assessments, meetings and focus group discussions, sharing of best practices, technical guidance and assessment of organizations, to create a strong impact in public service delivery and to recognize exemplars among public sector agencies leveraging on the organizational best practices responding to the BE criteria categories/ framework.

Project Objectives

The project aims to increase the number of public sector organizations adopting the Business Excellence framework. Specifically, the project aims to :

- Continue and strengthen assistance in capability-building on performance excellence to public sector organizations;
- To promote a culture of excellence in public sector organizations;
- To increase the number of public sector organizations adopting the Total Quality Management (TQM)/ Business Excellence framework

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as a practical model to operationalize the Asian Productivity Organization- Center of Excellence (APO-COE) program.

Focus Area	Performance Excellence / Business Excellence
Project Type	ICF with Public Offering
Regional Coverage	National

IV. Project Accomplishments

Key Activities Implemented

Pre-implementation
1. Preparation and finalization of log frame, financial plan, letter of invitations, terms of references, presentations, kits and brochures.
2. Coordination meeting with the project team, management team and resource persons.
3. Preparation of mailing list and sending of LOIs and brochures to participants.
4. Follow-up confirmation of resource persons and participants.
5. Preparation and coordination of logistical requirements like venue, food, equipment, etc.

Implementation
6. Actual conduct of the training courses, orientations, seminars, conferences, meetings, self-assessment.
7. Facilitation during seminar and trainings.
8. Preparation and distribution of certificates.
9. Collection of registration fees, application fees and issuance of receipts.
10. Processing of EDF and administrative support to the PQA Assessment.
11. Documentation of course/conference/ meetings proceedings.

Post- Implementation
12. Consolidation and encoding of resource speaker and course evaluations.
13. Project team debriefing.
14. Liquidation of necessary expenses.
15. Preparation and evaluation for the honoraria of the resource persons.
16. Preparation and finalization of project accomplishment report.

Major Outputs:

- PQA Administration (Conduct of PQA Management Committee Meetings; PQA Calibration (2nd batch); PQA Assessment Batch 1 and 2 with Site Visit and Presentation to the Board of Judges);
- Meeting with Secretary Coloma to discuss the Government Excellence Class (GEC);
- Conduct of the GEC Forum on September 18, 2015 and GEC Meeting on December 9, 2015;
- Conduct of 3 batches of the Certificate Course on Benchmarking in September;
- Conduct of the Government Best Practice Competition;
- Conduct of an In-house Training on Benchmarking.
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Project Impact

- Overwhelming schedule and requirements of the 1ˢᵗ and 2ⁿᵈ batch of the PQA Assessment for 2015.
- Obtained a historical feat in the increased number of PQA Applicants from the public sector.
- Increasing demand for technical intervention on BE for the public sector.
- Increasing demands for the conduct of the Certificate Course on Benchmarking, which was given four (4) times this year (3 batches of Public Offering and 1 in-house). The total participants who attended the benchmarking training is 109 participants.
- Well attended GEC Forum with Secretary Herminio Coloma as the GEC Champion.
- Number of participating government agencies in the GEC, a positive indication of public sector appreciation of the BE framework.
- Twelve (12) GEC Self-Assessment submitted.
- Total of twenty-eight (28) GBPC entries submitted with seventeen (17) entries that qualified for presentation to the panel of judges and eight (8) winners.

Lessons Learned

1. Reiteration of policies and do's and don'ts in the PQA Assessment process;
2. Clarity of roles and expectations in terms of the PQA assessment process;
3. Need to beef-up team members for the PQA and BE program.
4. More opportunities for staff development and enhancement to capacitate the project staff in the implementation of the project;
5. Clarity of the content of communication before sending it to the participants (GEC Pack).
6. Conduct of a pilot-test of the self-assessment instrument is helpful to check content and validity.

V. Attachments

- Attendance sheets (Benchmarking training and GEC Forum)
- Evaluation
- Photos

Prepared by:

MELANI GARCIA-MERCADER
Project Manager

Noted / Approved by:

ARNEL D. ABANTO
Center Head

Notes:

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