



Center for Quality and Competitiveness
2015 PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code	QCMCA
Project Title	Development of Quality Management System Certifiable to ISO 9001:2008 for the Provision of Entry and Exit Formalities of the Bureau of Immigration (BI)
Project Start	January 2013
Project End	August 2016
Project Price	Php 1,048,320
Client Organization	Bureau of Immigration (BI) and Department of Budget and Management (DBM)

II. Project Team

Project Manager	Angela C. Vargas
Team Members	Ronald Armin F. Ocampo Maria Flor M. Riego Leanne Kym Jame Lozanes
Supervising Fellow	Evangeline M. Macariola
Consultants/ Resource Persons	Not Applicable

III. Project Details

Project Description

As a key player in the tourism industry value chain, the Bureau of Immigration has been selected as one of the nine (9) priority agencies. As part of its functions, the Bureau regulates the entry (arrival), stay (sojourn), and exit (departure) of foreign nationals in the country. To realize this mandate, the Bureau aims to contribute to economic growth and prosperity for the promotion of tourism, trade and investment in the country through implementation of effective immigration systems and processes of visa and permit issuances. Thus, to align the Bureau of Immigration's endeavor to enhance quality in the delivery of its outputs and services with that of the GGAC Plan, the Development Academy of the Philippines (DAP) has proposed a project entitled, Development of a Quality Management System Certifiable to ISO 9001:2008 for the Provision of Entry and Exit Formalities of the Bureau of Immigration (BI). ISO 9001:2008 shall transform the Immigration's current management system to a certified quality management system.

Project Objective

The project aims to establish and implement a quality management system that is certifiable to ISO 9001:2008 in Bureau of Immigration, covering the Provision of Entry and Exit Formalities process.

Specifically, the project shall:

1. Enhance understanding and appreciation of BI employees on the principles and requirements of ISO 9001 quality management system;
2. Develop skills and capabilities of key officers and staff of BI in preparing for and sustaining the ISO 9001 certification;
3. Establish the QMS in line with the requirements of ISO 9001:2008 and obtain certification of BI QMS; and,
4. Establish the mechanisms to maintain and sustain the BI QMS.



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Focus Area	Productivity-Driven Economic Development
Project Type	Consultancy
Project Beneficiary	Tourism
Regional Coverage	NCR

IV. Project Accomplishments

Activities Implemented

1. Orientation on BI-QMS Implementation-The DAP project team conducted a 1-day orientation on the importance and principles of ISO 9001:2008, overview of the project, and the BI-QMS implementation on November 23, 2015.
2. Technical Guidance on QMS Implementation-The DAP project team provided 2 sessions of technical guidance on the QMS implementation through consultation/workshop sessions to address further concerns and difficulties in implementing the established QMS on December 3 and 17 2015.

Major Outputs

1. Twenty nine (29) for batch 1 and Thirty two (32) for batch 2, officers, QMS core team, and process owners were oriented on ISO 9001:2008 QMS.
2. Reviewed the existing QMS documents and provide guidance for further enhancement and revision prior to continuing the implementation.

Project Impact

QMS documentation has been improved to better suit the nature of operations of BI.

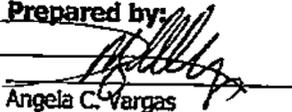
Lessons Learned

The changes in leadership of BI had a big effect on the completion of the project. With the BI-QMS team posted to other offices, the reconstituted team needs to demonstrate commitment towards achieving the target ISO 9001:2008 QMS certification. Identifying an overall responsible person in the establishment of the QMS is key to ensuring that necessary activities are conducted and outputs are accomplished.

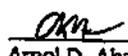
V. Attachments

- Summary of Evaluation for Course and Resource Person (for training program)- Not Applicable
- Certificate of Project Closure (for all completed projects)- Not Applicable

Prepared by:


Angela C. Vargas
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