



**Center for Quality and Competitiveness**  
**2015 PROJECT ACCOMPLISHMENT REPORT**

**I. Project Information**

Project Code	QBRLC
Project Title	Development of Quality Management System Certifiable to ISO9001:2008 for the Philippine Public Safety College (PPSC)
Project Start	15 March 2015
Project End	31 October 2015
Project Price	PhP1,305,920.00
Client Organization	Philippine Public Safety College

**II. Project Team**

Project Manager	Homer H. Alcon
Team Members	Arnel D. Abanto, Ma. Theresa A. Agustin, Ma Elizabeth Estanislao, Earl P. Tongol, Raymond P. Arguelles, Nory Grace Evangelio, Ceazar Valerei Navarro, Mary Jill Myria Ong Gue
Supervising Fellow	Ma. Theresa A. Agustin
Consultants/ Resource Persons	N.A.

**III. Project Details**

Project Description	Capability Building and Technical Guidance for the PPSC Personnel and Core Team in the Development and Installation of a Quality Management System Certifiable to ISO 9001:2008.
Project Objective	To facilitate the development of a QMS certifiable to ISO 9001:2008 for the PPSC and Constitutive Units: Main Office, Philippine National Police Academy (PNPA), National Police College (NPC), National Police Training Institute (NPTI) and the National Fire Training Institute (NFTI)
Focus Area	Quality and Productivity
Project Type	Regular
Regional Coverage	National Capital Region, Region IVA

**IV. Project Accomplishments**

Key Activities Implemented	<ol style="list-style-type: none"><li>1. Pre-Implementation<ol style="list-style-type: none"><li>a. Project negotiation and contracting</li><li>b. Project conceptualization and development</li><li>c. Project mobilization</li></ol></li><li>2. Implementation<ol style="list-style-type: none"><li>a. Specialized courses on ISO 9001:2008<ol style="list-style-type: none"><li>i. Requirements and Documentation Course,</li><li>ii. Internal Quality Audit,</li></ol></li><li>b. Technical Guidance:<ol style="list-style-type: none"><li>i. QMS documentation</li><li>ii. Implementation of established QMS according to the written Quality Manual</li><li>iii. Internal Quality Audit</li><li>iv. 3rd Party Certification</li></ol></li></ol></li></ol>
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**Major Outputs**

1. Conducted the following
  - a. Specialized Courses on ISO 9001:2008
    - i. Requirements and Documentation, 2 batches, (20 pax/batch)
    - ii. Internal Quality Audit, 2 batches (20 pax/batch)
    - iii. Training Course on Basic Quality and Productivity Approaches, 2 batches (20 pax/batch)
2. Course design, program and materials for the specialized courses
3. Technical Guidance on
  - a. Documentation: Draft Quality Manual & Procedures
  - b. QMS implementation
  - c. Internal Quality Audit: Audit Reports, RFAs
  - d. 3<sup>rd</sup> Party certification audit
4. The PPSC was recommended for certification on December 15, 2015 by the BRS Certifiers.

**Project Impact**

- Enhancement of PPSC operations affecting stakeholders
- Improved course design with the established procedure and participation of constitutive units.
- Improvement of organizational culture: More participative management from the previous military set up. The participation resulted to more useful inputs of the constitutive units.

**Lessons Learned**

- The QMS documentation template was applicable with little modification for the PPSC. However, the course design process was unique to the organization. Much attention to this process was given.
- Editing the QMS documentation required immediate attention by the process owners and the process seemed endless, causing much stress for the document controllers. A deadline cut-off (No additional editing after a certain date and time) for the edited versions must be strictly implemented by the document controllers.
- The process of counseling is very important in keeping the students motivated to persevere until the end of the rigorous training. However, the records need to be confidential. For small organizations such as the PNPA, extra care must be taken in order to preserve confidentiality.



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- The personal familiarity between the DAP President and the PPSC President made the communication difficult. There were some instances where verbal agreements between the presidents were done by the PPSC without the project manager being aware. In future engagements with such organizations, the project manager should validate the verbal agreements and prepare necessary documentation with the executive staff.
- The presence of ex-DAP employees raise the expectation of the client.

**V. Attachments**

Attestation

Prepared by:

  
HOMER N. ALCON  
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