



Center for Quality and Competitiveness

2015 PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code : QCRAF
Project Title : DEVELOPMENT OF A QUALITY MANAGEMENT SYSTEM, CERTIFIABLE TO ISO 9001:2008 FOR THE PRESIDENTIAL MANAGEMENT STAFF (PMS)
Project Start : 01 July 2014
Project End : 30 December 2015
Project Price : PhP 815,900
Client Organization: Presidential Management Staff (PMS)

II. Project Team

Project Manager: Racquel M. Barbecho
Team Members : Rochelle E. Gayagay
Carol Caudilla
Supervising Fellow: Evangeline M. Macariola
Center Head : Arnel D. Abanto
Consultants/ Resource Persons: Jane C. Javier

III. Project Details

Project Description: The Presidential Management Staff (PMS) is the primary government agency responsible for providing technical assistance and staff support to the President in exercising overall management of the development process (Executive Order No. 130 dated 30 January 1987, as amended). The PMS strives for excellence in supporting the Presidency in achieving a better quality of life for every Filipino. The agency also provides relevant and timely information to the President, and helps build and nurture a bureaucracy marked by good governance and leadership by example.

The need for government agencies to improve quality in their operations and service delivery has never been more urgent in 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, high-quality, effective, efficient, transparent, accountable, economically and physically accessible, and nondiscriminatory delivery of public service is the key element 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). Aligning an organization's planning, service, and support operations to 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



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approaches to improve customer/citizen satisfaction.

To support the PMS vision and mission to serve the people by serving the Presidency, the Academy's Center for Quality and Competitiveness has proposed the project entitled Development of a Quality Management System (QMS) Certifiable to ISO 9001:2008 for the Presidential Management Staff (PMS). ISO 9001 shall provide a globally recognized standard that would transform PMS' 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 Completed Staff Work (CSW) Process of the Presidential Management Staff (PMS).

Specifically, it:

- a. Enhanced understanding and appreciation of the PMS employees of the principles and requirements of ISO 9001:2008 quality management system;
- b. Developed skills and capabilities of key officers and staff of the PMS in preparing for and sustaining the SO 9001 certification;
- c. Established a QMS for the provision of CSW for the Presidency; and,
- d. Developed a mechanism for maintaining and sustaining the established QMS.

Focus Area: Public Sector Productivity
Project Type: Regular
Project Beneficiary: Government Agencies/ Public Sector
Regional Coverage: National Capital Region (NCR)

IV. Project Accomplishments

Key Activities Implemented:

Activity	Details
1. Technical Assistance on QMS Documentation	<ul style="list-style-type: none"> • The PMS Quality Manual was sent to the DAP project team for the continued review while it is on vetting. Comments and inputs were requested to also guide the PMS ExeCom in its vetting. • Revised Quality Objectives of some units were also sent to DAP for additional comments and inputs.
2. Technical Guidance on QMS Implementation	<ul style="list-style-type: none"> • January 6, 2015 – The DAP project team conducted technical guidance session with the Records and Communication Management Service to provide guidance on how they are to implement the procedures. • February 4, 2015 – The Quality Assurance Team and the Training and Education Team were provided with some guidance on how they are to perform tasks assigned to them. They were also given opportunity to raise their issues and



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Activity	Details
	<p>concerns to ensure effective implementation of the QMS.</p> <ul style="list-style-type: none"> February 23, 2015 – Per request of the PMS Management Representative, a meeting with ExeCom was conducted to clarify issues on the scope of the PMS QMS. The ManCom and key officers and staff of the Policy Management Group (PMS) also attended the meeting and made some clarifications on the requirements of ISO 9001 from VP Abanto. July 6 – 7, 2015 – The PMS QMS core team conducted series of cascading sessions where they have discussed the QMS procedures and other information on PMS QMS. The DAP project team was invited to guide them and answer to the employees' technical queries. July 14, 2015 – A half-day session was provided to the Office of the Regional Concerns (ORC) for a one-on-one guidance on their QMS implementation. July 19, 2015 – All support offices were visited for a one-on-one guidance to ensure that the requirements from them were clarified and help them prepare for the internal audit.
<p>3. Technical Guidance on Internal Quality Audit</p>	<ul style="list-style-type: none"> February 20, 2015 – The Internal Audit Team was guided in the planning for their conduct of audit. Outputs include the internal audit program, plan and audit checklists. Most of the audit checklists were sent through email and online review was provided for them. September 21, 2015 – The Training Course on Internal Quality Audit was conducted on December 2014. The conduct of the mock audit was delayed to ensure that it will help them to prepare for the actual conduct of audit. A refresher on the internal audit requirements and principles was provided to the team during the mock audit. September 22, 2015 – Technical guidance was also provided for the Internal Audit Team during the entry conference and conduct of first day of audit. The auditors were given feedback and recommendations on how they can better perform the audit. Per the MR's request, the DAP project team also prepared and submitted list of audit questions to ExeCom. September 29, 2015 – The DAP project team attended the audit of ExeCom to provide guidance to both the auditors and ExeCom. Technical guidance on report writing was also provided to the auditors but most of the reports were also submitted online for DAP's review. No report was issued without the review of the DAP project team.



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Activity	Details
4. Training Course on Basic Productivity and Quality (P&Q) Improvement Approaches	<ul style="list-style-type: none"> October 7 & 9, 2015 – A 2-day course on Root Cause Analysis was conducted. This was a continuation of the Training Course on Basic P&Q Improvement Approaches, wherein the 5S Good Housekeeping was conducted in December 2014.
5. Technical Guidance on Management Review	<ul style="list-style-type: none"> July 15, 2015 – VP Abanto provided a short lecture to ExeCom regarding the conduct of Management Review. October 19, 2015 – The DAP project team attended the conduct of first Management Review and provided inputs as to the completeness of the agenda and the appropriateness of the discussions and outputs. November 12, 2015 – A second Management Review was conducted with the presence of VP Abanto.
6. Final Gap Assessment	<ul style="list-style-type: none"> October 20 – 21, 2015 – The DAP hired an external consultant to conduct the Final Gap Assessment for 2 days. The PMS QMS was assessed as to its adequacy and effectiveness as well as its readiness to Certification Audit. The consultant concluded that the PMS QMS was "certifiable."
7. Technical Assistance on Preparation for Certification Audit	<ul style="list-style-type: none"> The DAP project team consistently answered queries of the PMS regarding their preparations for the certification audit. A checklist of items to prepare was also prepared which helped the PMS to prioritize the things that they need to prepare.

Major Outputs

- QMS core team members coached and mentored on the implementation of the PMS QMS
- 20 QMS core team members trained on Root Cause Analysis
- PMS quality manual approved and cascaded
- PMS 8 mandatory procedures approved and cascaded
- PMS quality procedures cascaded to employees
- Internal audit conducted completely
- Two (2) Management reviews conducted
- PMS QMS assessed as "certifiable" by the second party auditor
- PMS QMS certified to ISO 9001:2008 on December 7, 2015

Project Impact

- PMS management system improved/ enhanced as its relevant work processes were documented and new system controls were established, e.g. Quality Assurance Team, Docs and Records Control, among others
- Enhanced quality and continual improvement consciousness among officers and employees of PMS
- PMS QMS certified to International standard, ISO 9001:2008



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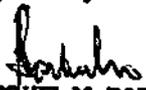
Lessons Learned

- Patience and consistent guidance to a client with unrelenting and meticulous questions is necessary to ensure that they are accordingly guided in their decision making related to the QMS or the project.
- DAP management intervention helps in managing clients such as PMS.
- Maintaining a good working relationship with the client helps in giving them assurance that they are prioritized despite the difficulty in scheduling due to multi-project involvement of the PM/RP.

V. Attachments

- Summary of Evaluation for Course and Resource Person
 - Training Course on Basic Productivity and Quality (P&Q) Improvement Approaches: Module on Root Cause Analysis
- Certificate of Project Closure

Prepared by:


RACQUEL M. BARBECHO
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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