



**Center for Quality and Competitiveness**

(Center)

**2015 PROJECT ACCOMPLISHMENT REPORT**

**I. Project Information**

Project Code : QCPKI  
Project Title : Public Offering on the Development of a Quality Management System  
Certifiable to ISO 9001:2008  
Project Start : January 1, 2015  
Project End : December 31, 2015  
Project Price : PhP 3,696,799.84  
Client Organization : Public Sector

**II. Project Team**

Project Manager : Avemar T. Tan-Pineda  
Team Members : Carolyn N. Caudilla  
Rochelle E. Gayagay  
Samantha Sheanne T. Chico  
Lois April L. Del Rosario  
Lewina S. Tibe  
Ritchell T. Furigay  
Supervising Fellow : Evangeline M. Macariola  
Resource Persons : Ronald Armin F. Ocampo  
Aileen A. Ricohermoso  
Racquel M. Barbecho  
Angela C. Vargas  
Arlene A. Castillo  
Sharona P. Lulu

**III. Project Details**

**Project Description:** Government Institutions are now faced with a significant challenge: to secure and maintain the trust and confidence of the citizenry.. No less than the President of the Republic issued this call — a move that is consistent with the President's platform of good governance and anti-corruption. This strengthens the implementation of Executive Order 605 series of 2007, an earlier directive for all government agencies under the executive branch as well as all GOCCs and GFIs to subscribe to the Quality Management System standards set forth in ISO:9001 and which encourages other government institutions including the legislative, the judiciary and state-run universities to follow suit. In the Philippine Development Plan 2011-2016, the value of enhancing and standardizing the quality of public service delivery to become consistent with the requirements of the International Organization for Standardization (ISO) was likewise emphasized as a strategy to improve the effectiveness of government in fulfilling its mandate towards the end goal of inclusive growth. In particular, it identifies the need to ensure high quality, effective, efficient, transparent, accountable, economically and physically accessible, and non-discriminatory delivery of public service as



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necessary to create an environment where citizens and the private sector can maximize their full potential. Recognizing this, the Inter-Agency Task Force (IATF) on the Harmonization of Government Performance Monitoring Information and Reporting Systems came out with Memorandum Circular 2014-01 dated 21 April 2014 which provides that as a condition to the grant of Performance Based Bonus (PBB) an institution must achieve at least 90% of its targets. For the Support to Operations (STO), "the common target should be the establishment of a Quality Management System aligned with ISO Standards or the continuing certification of one frontline service." Through compliance with ISO 9001:2008 Quality Management System standards, public sector organizations will be able to enhance their efficiency, reliability, responsiveness and transparency and improve its ability to achieve its targets. Understanding the standard and how to achieve certification is therefore an imperative.

**Project Objective:**

The project aimed to provide the necessary knowledge and skills to various GOCCs, NLAs and SUCs to equip them in establishing a Quality Management System that is Certifiable to the ISO 9001:2008 Standard.

**Focus Area:**

Public Sector Productivity

**Project Type:**

Education and Training

**Project Beneficiary:**

Public Sector

**Regional Coverage:**

National Capital Region, Region I, Region 13

**IV. Project Accomplishments**

**Key Activities Implemented:**

Organization	Activity	Details
1. Securities and Exchange Commission	Orientation on ISO 9001:2008 Quality Management System	No. of batches: 1 No. of participants: 50
2. Governance Commission on GOCCs	Training on Internal Quality Audit	No. of batches: 1 No. of participants: 20
3. Philippine Commission on Women	Training Course on ISO 9001:2008 Requirements and Documentation	No. of batches: 1 No. of participants: 20
4. Agusan Del Sur State College of Agriculture and Technology	Orientation on ISO 9001:2008 Quality Management System	No. of batches: 1 No. of participants: 53
5. Department of National Defense-Office of Civil Defense	Orientation on ISO 9001:2008 Quality Management System	No. of batches: 2 No. of participants: 100
6. Local Water Utilities Administration	Orientation on ISO 9001:2008 Quality Management System	No. of batches: 1 No. of participants: 79

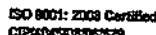


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	Training Course on ISO 9001:2008 Requirements and Documentation	No. of batches: 1 No. of participants: 25
	Workshop on Quality Planning	No. of batches: 1 No. of participants: 25
	Workshop on Quality Manual Documentation	No. of batches: 1 No. of participants: 24
	Workshop on the Six Mandatory Procedures	No. of batches: 1 No. of participants: 23
	Seminar for Process Owners	No. of batches: 1 No. of participants: 23
7. Presidential Commission for the Urban Poor	Orientation on ISO 9001:2008 Quality Management System	No. of batches: 1 No. of participants: 52
8. Office of the Vice President of the Philippines	Training Course on ISO 9001:2008 Requirements and Documentation	No. of batches: 1 No. of participants: 23
9. Komisyon ng Wikang Filipino	Orientation on ISO 9001:2008 Quality Management System	No. of batches: 1 No. of participants: 63
10. National Historical Commission of the Philippines	Orientation on ISO 9001:2008 Quality Management System	No. of batches: 1 No. of participants: 50
11. Philippine Retirement Authority	Orientation on ISO 9001:2008 Quality Management System	No. of batches: 2 No. of participants: 100
12. Mariano Marcos State University	Training Course on ISO 9001:2008 Requirements and Documentation	No. of batches: 1 No. of participants: 24
13. Commission for Filipinos Overseas	Orientation on ISO 9001:2008 Quality Management System	No. of batches: 1 No. of participants: 50
14. Philippine Institute of Development Studies	Training Course on ISO 9001:2008 Requirements and Documentation	No. of batches: 1 No. of participants: 19
15. Metro Manila Development Authority	Orientation on ISO 9001:2008 Quality Management System	No. of batches: 2 No. of participants: 100
16. Bureau of Treasury	Training Course on ISO 9001:2008 Requirements and Documentation	No. of batches: 4 No. of participants: 136
17. Philippine National Railway Authority	Orientation on ISO 9001:2008 Quality Management System	No. of batches: 1 No. of participants: 37
18. Movie Television, Review and Classification Board	Training Course on ISO 9001:2008 Requirements and Documentation	No. of batches: 1 No. of participants: 22
19. North Luzon Railways Corporation	Orientation on ISO 9001:2008 Quality Management System	No. of batches: 1 No. of participants: 50
20. Professional Regulation Commission	Training Course on ISO 9001:2008 Requirements and Documentation	No. of batches: 2 No. of participants: 50



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for our full technical assistance package and has in fact generated several requests for full proposals, the Division must be prepositioned and equipped with a sufficient number of technically qualified resource persons to handle the increased demand for technical assistance relating to ISO 9001. The greatest difficulty encountered in implementing the PO project was the lack of available resource persons and staff especially for out of town activities.

- Initially, during the start of 2015, the regular process of review for letters of conforme, which required a MOA routing form, two reviews from OSVPP and a trip to Legal was subscribed to but it proved to be too tedious as the proposal for the agency concerned took more than one month to process. Eventually, this was shortened and thus, for the remainder of the year, the LOCs and proposals only needed four layers of review: OIC-Director of SQD, Managing Director, the OSVP and Legal before it is eventually signed by the President. Despite the Improvement, majority of our clients still perceive the current turn-around time as too slow as evidenced by repeated follow ups and the late submissions of LOCs (take the case of the BTr wherein the team was forced to proceed with the implementation sans signed LOC since it was only provided to the client the day before the actual event). Due to the slow pace of our processing, the Academy has also lost some clients such as, OWWA.
- This year, the time devoted to preparation was greatly reduced and the PO was less-labor intensive in its implementation. This resulted in significant savings. The reduced preparation time was due to the fact that LOCs and LOIs now have ready templates, materials too, have easily editable versions that the PM is able to customize immediately for the clients.
- The Public Offering as a mode for marketing and installing QMS must be sustained as it generated significant income and was implemented with minimal cost from the Center.

## V. Attachments

- **Summary of Evaluation for Course and Resource Person (for training programs)**

Prepared by

*Avemar T. Tan-Pineda*  
AVEMAR T. TAN-PINEDA

**Noted / Approved by:**

ARNEL D. ABANTO *sm*

### 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