



**CENTER FOR QUALITY AND COMPETITIVENESS**

(Center)

**[2015 ] PROJECT ACCOMPLISHMENT REPORT**

**I. Project Information**

Project Code	QCREJ
Project Title	Development of a Quality Management System (QMS) Certifiable to ISO 9001:2008 for the National Housing Authority
Project Start	November 30, 2014
Project End	March 30, 2016
Project Price	Php 1,623,624.80
Client Organization	National Housing Authority

**II. Project Team**

Project Manager	Lewina S. Tibe
Team Members	Aileen A. Ricohermoso Ma. Sharona P. Lulu Carolyn N. Caudilla
Supervising Fellow	Evangeline M. Macariola
Consultants/ Resource Persons	N/A

**III. Project Details**

**Project Description**

In its commitment to achieve inclusive growth, the PDP 2011-2016 likewise maps out a strategy for poverty alleviation that encompasses a number of key areas such as housing and urban development. The Plan indicates that there is a huge backlog confronting the housing sector and that mass housing programs have to be accelerated to meet this demand. This directive and the enormity of the target is therefore a major challenge for key shelter agencies, one of which is the National Housing Authority.

Driven by the provisions of PDP 2011-2016 and its mandate, the National Housing Authority envisions that by 2019, it would have "provide[d] 50% of the housing needs for homeless low-income families (based on the 2011 census) primarily those living in waterways, danger areas, and government infrastructure project sites in Metro Manila and all regions nationwide. " In order to realize this vision and in support of its desire to become a world class organization that "provide[s] decent, adequate, and affordable housing to low-income families; and ensures the provision of community facilities, utilities, and access to social services and economic opportunities," while upholding the highest standards of service and corporate governance, the Academy's Center for Quality and Competitiveness has proposed the project: Development of a Quality Management System (QMS) Certifiable to ISO 9001:2008 for the National Housing Authority (NHA).

**Project Objective**

The project aims to provide the necessary interventions to facilitate the establishment of ISO 9001:2008 Quality Management System for the NHA.



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Specifically, it shall:

- a. Enhance the understanding and appreciation of NHA officers and staff on the principles and requirements of ISO 9001:2008 quality management system;
- b. Develop the capabilities of key officers and staff of the NHA in preparing for and sustaining the ISO 9001 certification; and,
- c. Prepare the documentation and implementation requirements for the certification of the NHA-QMS and for maintaining and sustaining the established QMS.

Focus Area	Productivity for Economic Development
Project Type	Training and Consultancy
Project Beneficiary	Local Government
Regional Coverage	National Capital Region

**IV. Project Accomplishments**

**Key Activities Implemented**

1. The Orientation on ISO 9001:2008 for Management was conducted on December 2, 2014. It was attended by twenty (20) participants from top management. It was made clear that their commitment is what matters most in this endeavor.
2. Initial Gap Assessment was conducted on December 12, 2014. There were thirteen (13) heads and representatives of the different departments who were interviewed to know their current quality management practices and shall determine its specific needs with regard to ensuring that requirements of ISO 9001:2008, applicable to each process, are addressed.
3. Orientation on ISO 9001:2008 for General Employees (GEO) was conducted on March 17, 2015. There were three hundred twenty-eight (328) employees who attended the orientation from different departments. Support and commitment from the employees were emphasized to be one of the most important factor needed in the realization of the objectives of the QMS journey of NHA.
4. The Technical Guidance on Documentation was conducted on March 17, 20, April 20, 21, May 4, 5, 15, 26, June 4, 15, 22, 23, 24, 29, July 7, August 18, 24, 2015. Crafting of the Quality Manual and the six (6) Mandatory Procedures was discussed and members of the Core Team aimed at fulfilling what were the expected deliverables from them by the Project Team, particularly the finalized required documentation.
5. The Technical Guidance on Internal Quality Audit was conducted on September 16, November 4, 16, 2015. Members of the Core Team were provided with guidance on their first conduct of the audit and recommended corrective actions to address audit findings.
6. Management Review was conducted on December 9, 2015. Required agenda as inputs to MR was not tackled so that another MR was conducted on January 5, 2016.



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7. Readiness Assessment was conducted on December 14-16, 2015 to check the effectivity of QMS in NHA and to eliminate gaps, if any.

**Major Outputs**

Top management and members of the Core Team were able to appreciate QMS and how it greatly affects their operation. Employees and personnel appreciated that they play a major role in the realization of its goals and objectives. Members of the Core Team were capacitated with the needed background and knowledge in the effective implementation of QMS.

**Project Impact**

The project created sensitivity towards meeting deadlines and how it can affect the status of compliance of the Core Team regarding the required documentation of QMS. It instilled a deeper sense of responsibility among members of the Core Team in the consolidation of outputs.

**Lessons Learned**

Responsibility of each and every one involved in the project matters in the achievement of goals and objectives. Knowing how tedious it maybe to some members of the Core Team who are crafting the needed documentation, it may be helpful to exercise a collaborative effort in coming up with mechanisms to make it a more interesting and challenging task rather than an additional workload.

**V. Attachments**

- Summary of Evaluation for Course and Resource Person (for training program)
- Certificate of Project Closure (for all completed projects)

**Prepared by:**

  
**Lewina S. Tibe**  
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