



Center for Quality and Competitiveness  
[2015] PROJECT ACCOMPLISHMENT REPORT

**I. Project Information**

Project Code	QBRGV
Project Title	Development of a Quality Management System Certifiable to ISO 9001:2008 for the Provincial Government of Apayao
Project Start	October 1, 2015
Project End	May 30, 2016
Project Price	PhP 1,064,915.00
Client Organization	Provincial Government of Apayao

**II. Project Team**

Project Manager	Earl P. Tongol
Team Member	Gerlie Lee Ma. Elizabeth Estanislao Homer Alcon Melani Mercader Nory Grace Evangello Chenier Nicu Villanueva Ceazar Valerei Navarro Myrla Ong Gue Maegan Saroca
Supervising Fellow	Ma. Theresa A. Agustin
Consultants/Resource Persons	None

**III. Project Details**

**Project Description**

A Quality Management System (QMS) is a synergy of interacting business processes focused on achieving goals and satisfying customers' needs. Broadly, it consists of the organizational structure, together with the plans, processes, resources and documentation needed to achieve the quality objectives, and to provide continual improvement of the goods and services that are being provided.

The International Organization for Standardization ISO 9001:2008 refers to the QMS standard that sets the minimum requirements and criteria for quality managements systems. It is the only certifiable standard in the ISO 9000 family.

Implementation of ISO 9001:2008 QMS is relevant in ensuring that standards are met and overall performance is improved. The system also fosters organizational development and aids in the realization of the vision of the company.

As the country prepares for ASEAN Integration 2015, the timely adoption of ISO 9001:2008 QMS of the Provincial Government of Apayao is a testament of the organization's commitment to be more competitive and responsive to economic developments in the region.

In conjunction with the Provincial Government's thrust to improve the organization's productivity and effectiveness of current systems and to elicit stronger work commitment of its employees towards efficiency, quality and productivity, the Academy's Center for Quality and Competitiveness proposed for the Development of Quality Management System (QMS) Certifiable to ISO 9001:2008 for the Provincial Government of Apayao (PGA).



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**Project Objective**

In consideration of the organizational needs of the Provincial Government of Apayao (PGA), the project aims to provide appropriate interventions to facilitate the development and installation of a quality management system (QMS) certifiable to ISO 9001:2008.

**Specific Objectives:**

1. Promote understanding and appreciation of ISO 9001:2008 - Quality Management System (ISO-QMS) Program concepts, principles and requirements.
2. Develop a Quality Manual, Quality Procedures and Work Instructions for selected processes
3. Establish mechanisms for maintaining and sustaining the established QMS.

Focus Area	Public Sector Productivity
Project Type	Regular
Project Beneficiary	LGU – Provincial Government of Apayao
Regional Coverage	Cordillera Administrative Region

**IV. Project Accomplishments**

**Key Activities Implemented**

Activity	Date	Details
Orientation on ISO 9001:2008 for Top Management and General Employees	7-8 October 2015	Signing of the QMS Commitment Wall Top Management and General Employees oriented on ISO 9001:2008 QMS
Training Course on ISO 9001:2008 Quality Management System Requirements and Documentation	21-23 October 2015	Twenty (20) participants trained on the requirements of ISO 9001 and in documenting the mandatory QMS documents such as mandatory procedures and quality manual
3-day Technical Guidance on QMS Requirements and Documentation	16-18 November 2015	Drafting of Quality Policy, Quality Manual, Six Mandatory Procedures and Quality Plan
3- day Technical Guidance on QMS Requirements and Documentation	9-11 December 2015	Polishing and finalization of outputs from previous technical assistance



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**Major Outputs**

From October to December 2015, the following were accomplished:

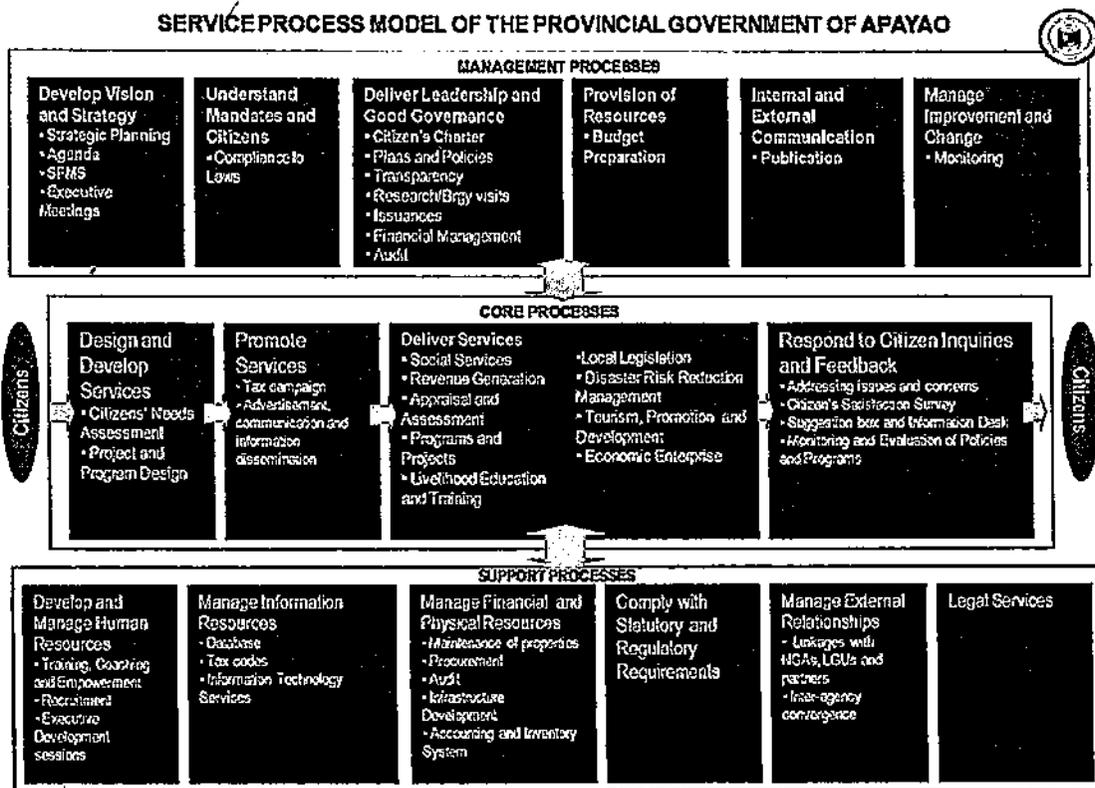
1. Oriented top management on ISO 9001:2008 QMS;
2. Oriented 100% (300 pax) of general employees on ISO 9001:2008 QMS;
3. QMS Core Team (25 pax) trained on ISO 9001:2008 QMS Requirements and Documentaton;
4. The following were drafted and finalized with the guidance of the Project Team:
  - a. Scope of processes to be certified
    - a.1 Office of the Provincial Governor
      - Financial Assistance Process
      - Official Communication Process
    - a.2 Office of the Provincial Administrator
      - Recruitment and Placement Process
      - Learning and Development Process
    - a.3 Sangguniang Panlalawigan / Office of the Vice Governor
      - Agenda Setting Process
      - Provision of Technical Assistance in Drafting Resolutions/Ordinances Process
    - a.4 Provincial Planning and Development Office
      - Plan Formulation Process
      - Provision of Technical Assistance to LGUs
    - a.5 Provincial Budget Management Office
      - Budget Control Process Scope
      - Budget Review Process Scope
    - a.6 Accounting and Internal Audit Services
      - Accounting and Internal Audit Processes
      - Financial Report Preparation Process Scope
    - a.7 Provincial Treasury Office
      - Revenue Collection Process
      - Business Permit Process
    - a.8 Office of the Provincial Assessor
      - Appraisal and Assessment Process Scope
      - Issuance of Assessment Record Process Scope
    - a.9 General Services Office
      - Acceptance and Disposition of Deliveries Process
    - a.10 Provincial Engineer's Office
      - Engineering Design Process
      - Project Implementation Monitoring Process

Each processes were reviewed and the outputs include process model and detailed process scope per process.



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b. Service Process Model of the Provincial Government of Apayao



c. Quality Policy

The Quality Policy of the PGA was also drafted and finalized and is stated as follows:

*The Provincial Government of Apayao, through its dedicated and competent leaders, officials and employees, commit to deliver quality services that are globally-competitive and responsive to the needs of its people through good governance and adherence to the Quality Management System in order to achieve our vision for a self-reliant and progressive Apayao.*

The Quality Policy is to be reviewed by the department heads and will be finalized by the QMS Core Team. After which, it will be approved by the Local Chief Executive (Provincial Governor)

d. Quality Manual



Cover and back pages of the PGA Quality Manual



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e. Six Mandatory Procedures

1. Control of Records
2. Control of Documents
3. Internal Quality Audit
4. Control of Non-conforming Service
5. Corrective Action Procedure
6. Preventive Action Procedure

f. Customer Feedback Form

The QMS Core Team formulated several options for the Customer Feedback Form which they will utilize. A Focused Group Discussion was held in order to finalize the form in consultation with stakeholders.

Below are the sample feedback forms crafted by the team due for approval:

**Provincial Government of Aplayo  
CLIENT'S FEEDBACK FORM**

We, in the PDA, need your comments and suggestions for a more effective and efficient delivery of services to the people.

Name of Office visited: \_\_\_\_\_ Date of visit: \_\_\_\_\_  
 Name of Client (OPTIONAL): \_\_\_\_\_ Time of visit: \_\_\_\_\_  
 Address: \_\_\_\_\_ Reason of visit: \_\_\_\_\_

Please check out (✓) on the appropriate box.

**1. Responsiveness to client's inquiry.**

Knowledgeable  
 Alert  
 Enthusiastic  
 Courteous  
 Others, please specify \_\_\_\_\_

**2. Handling of client complaint.**

Polite  
 Attentive  
 Helpful  
 Others, please specify \_\_\_\_\_

**3. Service delivery.**

Quality:  Excellent  Fair  Poor  
 Good  Poor  
 Satisfactory

Timeliness:  Excellent  Fair  Poor  
 Good  Poor  
 Satisfactory

**4. Comments and Suggestions**

\_\_\_\_\_

**Provincial Government of Aplayo  
CLIENT'S FEEDBACK FORM**

We, in the PDA, need your comments and suggestions for a more effective and efficient delivery of services to the people.

Name of Office visited: \_\_\_\_\_ Date of visit: \_\_\_\_\_  
 Name of Client (OPTIONAL): \_\_\_\_\_ Time of visit: \_\_\_\_\_  
 Address: \_\_\_\_\_ Reason of visit: \_\_\_\_\_

Please check out (✓) on the appropriate box.

**1. SERVICE**

Quality:  Excellent  Satisfactory  
 Good  Poor  
 Timeliness:  Excellent  Satisfactory  
 Good  Poor

**2. MANPOWER**

\_\_\_\_\_

**Provincial Government of Aplayo  
CLIENT'S FEEDBACK FORM**

We, in the PDA, need your comments and suggestions for a more effective and efficient delivery of services to the people.

Name of Office visited: \_\_\_\_\_ Date of visit: \_\_\_\_\_  
 Name of Client (OPTIONAL): \_\_\_\_\_ Time of visit: \_\_\_\_\_  
 Address: \_\_\_\_\_ Reason of visit: \_\_\_\_\_

Please check (✓) on the appropriate box.

	Excellent	Good	Satisfactory	Poor
<b>1. On Services</b>				
a. Services is delivered promptly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The information provided is clear, accurate & adequate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Purpose is perceived and accomplished.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>2. On Employees</b>				
a. Courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>3. On Office premises</b>				
a. Clean and well-organized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Working atmosphere is delectable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>4. Comments and suggestions:</b>	_____			

Overall, I am

Happy  Unhappy

with the service I received.



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- g. During the technical assistance sessions, the following were also done:
- g.1 Review of the citizens' charter
  - g.2 Documents and Records Distribution List
  - g.3 Review of tasks and responsibilities of the Core Team

**Project Impact**

- The QMS core team became more familiarized with the QMS process;
- Accrued PhP 471,520.00;
- PGA prepared for QMS implementation by January 2016;
- Strengthened commitment of the organization to continue ISO journey.

**Lessons Learned**

**As a productivity trainer:**

- Resource speakers should have in-depth knowledge on how local government units in the Philippines work so that more specific examples are given. It would be helpful if the presentation is customized to processes in the local government unit; and,
- Structured Learning Experience (SLE) is important before the orientation and has been proven effective in the case of this project because the participants were able to appreciate the relevance of ISO implementation.

**As a productivity consultant:**

- Management commitment is vital in the success of project implementation; and
- Quality planning is an integral part of the QMS and an additional session and/or more time allotment should be maximized for the crafting of measures and targets.

**As a productivity promoter:**

- The use of audio-video presentation is an effective tool in disseminating the basic information on ISO; and,
- Time management is important especially for a large crowd, such as in the case of PGA wherein around 300 participants were oriented on ISO.

**Opportunities for improvement on the administrative side:**

- During the implementation, there should be a back-up venue for the training in case there are unforeseen events such as typhoons and unavailability of accommodations at the DAP Conference Center;



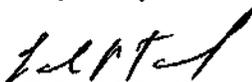
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- Ensure availability of resource persons during dates specified for training and technical assistance through earlier scheduling of appointments;
- Travel time should be a major consideration for clients which are distant from Manila (such as PGA) in order to maximize implementation; and,
- Schedule of activities should be strictly followed and be planned in advance to avoid delay in processing of project documents (i.e. cash advance, travel documentation, etc.).

V. Attachments

- Certificates of Project Deliverable Accepted

Prepared by:

  
EARL P. TONGOL  
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



Development Academy of the Philippines

ISO 9001:2008 Certified  
CIP/2045/08.06.075

### CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 10/23/2015

Center : PDC (CQC) Project Code : QBPRJ  
 Project Title : Development of QMS Certifiable to ISO 9001:2008  
 Client : Provincial Government of Apayao  
 Project Manager : Earl P. Tongol

#### Deliverable Information/ Report

Project Phase : Phase I: Capability Building Component  
 Deliverable : Training Course on ISO 9001:2008 QMS Requirements and Documentation

#### Acceptance Information/Report

Approved  Deferred

Comments :

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Authorized Representative/s

Earl P. Tongol  
 Signature over printed name

Asst. Prov. Accountant / Deputy Q.M.A.  
 Position / Designation





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LIPAN/SOROGATO

### CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date 10/15/2015

Center : PDC (CQC) Project Code : QBPRJ  
Project Title : Development of QMS Certifiable to ISO 9001:2008  
Client : Provincial Government of Apayao  
Project Manager : Earl P. Tongol

#### Deliverable Information/ Report

Project Phase : Phase I: Capability Building Component  
Deliverable : Top Management and General Employees' Orientation

#### Acceptance Information/Report

Approved  Deferred

Comments :

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Authorized Representative/s.

Shepherd S. Aludip  
Signature over printed name

Asst. Prov. Accountant / Deputy QMR  
Position / Designation