



CENTER FOR QUALITY AND COMPETITIVENESS

(Center)

[2015] PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code	QCRCU
Project Title	Development of a Quality Management System (QMS) Certifiable to ISO 9001:2008 for the Provision of CSW of Office of the Regional Governor - ARMM
Project Start	December 1, 2014
Project End	January 31, 2016
Project Price	PhP 1,189,600
Client Organization	Office of the Regional Governor -- ARMM

II. Project Team

Project Manager	Ritchell T. Furigay
Team Members	Racquel M. Barbecho Ronald Armin F. Ocampo Carolyn N. Caudilla
Supervising Fellow	Evangeline M. Macariola
Consultants/ Resource Persons	Antonio P. Santos

III. Project Details

Project Description

The need for government agencies to improve quality in their operations and service delivery has never been more urgent in the 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, ensuring high quality, effective, efficient, transparent, accountable, economically and physically accessible, and non-discriminatory delivery of public service are the key elements 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 approaches to improve customer/citizen satisfaction.



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The Autonomous Region in Muslim Mindanao – Office of the Regional Governor for ARMM-ORG, consistent with the constitutional policy on regional and local autonomy and decentralization, would like to efficiently and effectively exercise its power and function necessary for the proper governance and development of all its constituents within the autonomous region.

To support ARMM-ORG's continuing quest for self-determination for a peaceful and progressive society, the Development Academy of the Philippines (DAP) has proposed the project **"Development of a Quality Management System (QMS) Certifiable to ISO 9001:2008 for the Provision of Completed Staff Work of the Autonomous Region in Muslim Mindanao-Office of the Regional Governor (ARMM-ORG)."**

Project Objective

The project aims to enhance ARMM-ORG's Completed Staff Work (CSW) process through the establishment of a Quality Management System (QMS) certifiable to ISO 9001:2008.

Specifically, it shall:

- Enhance understanding and appreciation of the ARMM-ORG officers and staff on the principles and requirements of ISO 9001:2008 Quality Management System;
- Develop the capabilities of key officers and staff of the ARMM-ORG in preparing for and sustaining the ISO 9001 certification; and,
- Prepare the documentation and implementation requirements for the certification and for maintaining and sustaining the established QMS of the ARMM-ORG.

Focus Area Productivity for Economic Development
Project Type Training and Consultancy
Project Beneficiary General Administration
Regional Coverage ARMM

IV. Project Accomplishments

Key Activities Implemented

No.	Activity	Date of Implementation	No. of Pax
1.	Orientation on ISO 9001:2008 QMS for Management	February 24	14 pax
2.	Orientation on ISO 9001:2008 QMS for General Employees	February 25	30 pax
3.	Initial Gap Assessment	February 25 – 27	23 pax



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No.	Activity	Date of Implementation	No. of Pax
4.	Training Course on ISO 9001:2008 QMS Requirements and Documentation	April 20 – 23	20 pax
5.	Technical Guidance on QMS Documentation	April 23 – 24 11 – 13 May 19 – 21 May	20 pax 19 pax 30 pax
6.	Technical Guidance on QMS Implementation a. Cascading session b. Implementation Check	June 9 – 11 June 22 – 23	256 pax
7.	ISO 9001 Quality Planning	June 24	24 pax
8.	Training Course on Internal Quality Audit (IQA)	July 1 – 3 and July 8	29 pax
9.	Technical Guidance on IQA a. Document Preparation b. Report Writing	July 9 – 10 July 22	27 pax
10.	Training Course on Root Cause Analysis	July 23 – 24	39 pax
11.	Technical Guidance on Management Review	December 3	30 pax
12.	Readiness Assessment	December 14 – 15	21 pax

Major Outputs

- 1) The ORG management, key officers, and staff made aware of project requirements and their roles and responsibilities in the successful implementation of ISO-QMS.
- 2) Gap and Readiness Assessments findings and recommendations.
- 3) Twenty (20) participants were trained on the requirements of ISO 9001:2008 requirements and on QMS documentation.
- 4) Provided technical guidance on documenting and implementing the QMS documents such as the Quality Policy, Quality Manual, Six (6) Mandatory Documented Procedures to ORG.
- 5) Trained twenty-nine (29) participants to enable ^{them} to interpret, and audit ISO 9001 requirements, as well as, address audit findings.
- 6) Thirty-nine (39) participants were able to determine and document nonconformities as well as to provide necessary correction, corrective, and preventive actions.



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- 7) Provided technical guidance session on the first Management Review. Feedback and recommendations to enhance the conduct of management review and effectiveness of its QMS.
- 8) Assessment Reports which include findings and recommendations of the DAP Project Team to further improve QMS implementation.

Project Impact

- 1) The establishment of an ISO-QMS can contribute to the improvement in ORG's growth and development endeavors by institutionalizing a globally recognized standard that can support their efforts to improve the quality of service.
- 2) Enhanced appreciation on the importance of adopting QMS in the organization, emphasizing the need to understand and satisfy client expectations.
- 3) Increased awareness on the advantages of having a documented system.
- 4) Participants familiarized on the ISO 9001 requirements for an effective conduct of IQA.
- 5) The audited management and staff of the ORG understood and prepared for the kind of auditing approach used by the third party auditors.
- 6) Recognized the adequacy of the ORG's current QMS documentation and practices against the requirements of ISO 9001:2008.

Lessons Learned

- 1) Good DAP project team dynamics fostered unity and camaraderie in facing difficulties and challenges in the activities implemented.
- 2) Assigning lead persons with strong-will to implement the program is essential in ensuring that implemented activities are strictly observed and sustained.
- 3) The completion of project deliverables will depend not only on the DAP Project Team but also the commitment we get from the client agency.
- 4) The continuous support of top management and high involvement of people in the organization are key factors that contribute to a successful project implementation.
- 5) Efficient secretariat function is critical to successful project implementation. Close monitoring of outputs and coordinating activities proactively led to successful implementation project activities.
- 6) It is better to hold the sessions outside ORG's premises to generate good number of participants to work on drafting the QMS documents and so that the participants can concentrate and focus on the sessions.
- 7) Templates on the QMS forms, quality procedures, and quality manual given by DAP provided a good starting point for the ORG to easily draft their own documentation procedures.
- 8) The DAP Project Team should get to know the profile of the client to easily adapt to its environment and culture.
- 9) Regular team meetings are helpful to give update and strategize for the succeeding sessions of the project.
- 10) Close coordination between DAP and client representatives facilitated smooth implementation of project activities.
- 11) Due to undefined dynamics within the ORG, the DAP Project Team should not get involved and know its limitations to internal issues and concerns raised which can be resolved by them.



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- 12) The DAP management may need to consider giving hazard pay or any other benefits to the DAP Project Team members who are assigned to handle projects located in a strife-torn or embattled area.

V. Attachments

- Summary of Evaluation for Course and Resource Person (for training program)
- Certificate of Project Closure (for all completed projects) – Not applicable

Prepared by:


RITCHELL T. FURIGAY
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.