



**Productivity and Development Center**  
**2016 PROJECT ACCOMPLISHMENT REPORT**

**I. Project Information**

Project Code	QDRWA
Project Title	Development of Quality Management System (QMS) Certifiable to ISO 9001:2008 for the National Irrigation Administration (NIA)
Project Start	01 February 2016
Project End	30 November 2016
Project Price	Php 1,222,725.00 (original contracted project price) Php 568,820.00 (additional activities) Php 80,549.00 (excess participants from the trainings) Php 1,872,094.00 (Total Project Price, <i>inclusive of VAT</i> )
Client Organization	National Irrigation Administration (NIA)
Status	Completed

**II. Project Team:**

Project Manager	Jomar A. Pastrana
Team Members	Christian S. Eparwa, Adelina D. Alvarez, John Christian Flaminiano, Melinda F. Escopete, Natasha Michelle V. Abaya and Apple Vine Rivera
Supervising Fellow	Monica D. Saliendres
Consultants	Heialea N. Natalia

**III. Project Details**

**A. Project Description:**

The National Irrigation Administration (NIA), who envisions being "an organization providing efficient irrigation systems of the country and as a well-managed government corporation for the attainment of its prominence as a leader in irrigation management in the Asian region", is now embarking on its own journey towards developing an ISO 9001:2008 certifiable QMS.

**B. Project Objectives:**

The project aimed to assess and enhance NIA's current management systems based on applicable standards/framework, i.e., the Government Quality Management Systems Standards (GQMSS) and ISO 9001:2008 QMS standards suitable to all major functions of NIA.

Specifically, the intervention provided by the Academy aims to:

- Develop the awareness and understanding of key officers and staff on QMS certifiable to ISO 9001:2008 in NIA Central Office (NIA-CO) and selected Regional Irrigation and Integrated Irrigation Systems Offices;
- Develop the capabilities of key officers and staff of the NIA in preparing for and sustaining ISO 9001:2008 certification; and,



**Productivity and Development Center**  
**2016 PROJECT ACCOMPLISHMENT REPORT**

- c. Prepare the documentation and implementation requirements for the certification of the NIA-QMS and for maintaining and sustaining the established QMS.

**C. Focus Area: Agriculture Sector**

**D. Project Type:**

The nature of the project was a combination of provision of technical assistance/guidance and capability building intervention.

**E. Project Beneficiary:**

The NIA was both the project's implementer/partner and beneficiary. The primary beneficiaries of the project who are the clients of NIA are the irrigators associations and farmers.

**F. Regional Coverage: National**

**IV. Project Accomplishments**

**A. Key Activities Implemented:**

**1. Top Management and General Employees Orientation (4 February 2015)**

Key officers/management staff of the NIA attended the Orientation on ISO 9001:2008 Quality Management System (QMS) which was held in NIA Central Office in Quezon City. DAP Vice-President Arnel D. Abanto conducted the orientation for the top management while Director Monica D. Saliendres conducted the orientation for the general employees.

**2. Capability Building Through Training**

To determine the requirements in implementing the QMS, DAP conducted two batches of the Training Course on ISO 9001:2008 QMS Requirements and Documentation. The first batch was held in Baguio City on 17-19 February 2016 while the second batch was held in Nueva Ecija on 2-4 March 2016.

To capacitate NIA personnel on conducting their own QMS audit, a Training Course on ISO 9001:2008 Internal Quality Audit was conducted on 3-6 May 2016 in Sta. Rosa, Laguna. In addition to the said training, a mock audit was exercised at the Regional Irrigation Office 4A of NIA at Pila, Laguna.

In addition to the scheduled trainings, NIA opted to have the Training-Workshop on Documents and Records Control as an addition to the contract. This is to ensure that NIA personnel are capacitated on the control of QMS documents before the conduct of the third-party audit. The need to have the said additional training was also a result of the internal quality audit. The training consists of three batches conducted within NIA's central office.



### 3. Technical Guidance

There were four (4) planned technical guidance interventions for the project. The interventions involved on-site and off-site assistance to NIA. These technical guidance interventions were:

- Technical Guidance on QMS Documentation
- Technical Guidance on QMS Implementation
- Technical Guidance on Internal Quality Audit
- Technical Guidance on Management Review

#### Technical Guidance on QMS Documentation

The Technical Guidance on QMS Documentation was integrated during the Training Course on ISO 9001:2008 QMS Requirements and Documentation for better appreciation of intervention. The integration also hastened and facilitated the development of the QMS Manuals. Aside from the on-site (site visits) intervention, the DAP project team also did off-site intervention through commenting on the QMS manual using emails and phone calls.

#### Technical Guidance on QMS Implementation

Verification of QMS implementation of NIA against the QMS Documentation and ISO 9001:2008 was used to determine the extent of NIA's QMS implementation. The DAP project team made some recommendations to the QMS core team to effectively implement the QMS.

#### Technical Guidance on Internal Quality Audit

The DAP project team assisted NIA internal quality auditors in conducting internal quality audit. By putting their learnings from the IQA training into action, DAP project team guided NIA IQA from planning, auditing and follow-up of the actions to be taken by the auditees. DAP project team also assisted the NIA IQA team in providing inputs to the Management Review.

#### Technical Guidance on Management Review

Aside from assisting the IQA team of NIA in providing inputs to the management review, DAP project team also assisted the QMS core team and secretariat in gathering inputs for the management review. In addition to this, DAP project team with Vice-President Arnel D. Abanto attended NIA's initial management review and gave the observations and recommendations to the conduct of the management review.

#### Technical Guidance on Final Gap Assessment/Readiness Review

In addition to the above interventions, NIA opted to have a Technical Guidance on Final Gap Assessment/Readiness Review. The additional intervention was a result of NIA's own assessment of their QMS implementation which was presented in the Management Review.



**Productivity and Development Center**  
**2016 PROJECT ACCOMPLISHMENT REPORT**

**B. Major Outputs:**

The following were the major outputs produced by the project:

1. Top management and key employee representatives from the central office and regional irrigation offices of NIA oriented on ISO 9001:2008 QMS
2. Representatives from the Central Office, UPRIIS, Region 4A and Quezon IMO trained on QMS Documentation and Requirements (2 batches)
3. Representatives from the Central Office, UPRIIS, Region 4A and Quezon IMO trained on Internal Quality Audit
4. Representatives from the Central Office, UPRIIS, Region 4A and Quezon IMO trained on Documents and Records Control (3 batches)
5. TA sessions on the QMS Documentation, Implementation, Internal Quality Audit and Management Review completed

**C. Project Impacts:**

1. Through the conduct of this project, the Academy, being the National Productivity and Development Organization, continues to demonstrate its role in capacitating government employees through development-oriented programs and management systems such as the QMS particularly in the development, management and operations of irrigation systems of NIA.
2. Through the conduct of this project, the Academy was able to reinforce its role in advocating for the institutionalization of a Government-wide Management Program towards improving the country's competitiveness and initiating reforms in the public service.
3. The impact on the implementation of QMS particularly in regional offices where NIA's frontline service are offered. NIA received positive/favorable feedbacks and testimonials from the clients regarding the improvement of their services during the implementation of QMS.
4. An irrigation system that is at par international standards is expected to eventually benefit the agriculture sector in terms of providing a better service to farmers and irrigators association.

**D. Lessons Learned:**

The following were the lessons learned in the different phases of the project:

1. Optional activities indicated in the submitted proposal should have been presented in a face-to-face meeting with NIA to further discuss its underlying value for the effective implementation of the QMS.



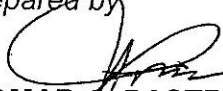
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2016 PROJECT ACCOMPLISHMENT REPORT

2. Management support as well as commitment from the QMS core team played an important role in the implementation of QMS in NIA. Management decision/approval with regards to QMS implementation were swift and well appreciated by the whole organization.

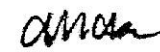
**V. Attachments**

- Certificate of Project Closure
- One-Point Lesson
- Summary of Evaluation for Course and Resource Person (for training programs)

Prepared by:

  
**JOMAR A. PASTRANA**  
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