



Productivity and Development Center

(Center)

2016 PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code	QBIBX
Project Title	Localizing Asian Productivity Organization, Center of Excellence (APO-COE) 2016
Project Start	March 15, 2016
Project End	December 30, 2016
Project Price	PHP700,000 (original) + PHP545,350.00 PHP1,245,350.00
Client Organization	Public Sector Organizations

II. Project Team

Project Manager	Ms. Melani Garcia- Mercader
Team Members	Ms. Nory Grace Evangelio Mr. Earl P. Tongol Mr. Chenier Nicu Villanueva Mr. Ceazar Valerei Navarro Ms. Cherryl DL. Ortega Ms. Elizabeth F. Estanislao
Supervising Fellow Center Head	Ms. Ma. Theresa A. Agustin Mr. Arnel D. Abanto

III. Project Details

Project Description	<p>For the 19th Cycle of the Philippine Quality Award, as the Award Administrator for the Public Sector, the Academy intends to pursue and sustain the gains of the previous year's programs and additional services. The Academy will strengthen and enhance efforts to heighten awareness and build individual and organizational capabilities of the public sector organizations through the adoption of the Business Excellence (BE) framework to promote and localize a culture of excellence, to create a better and quality public service delivery.</p>
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The project involves trainings, orientations, conduct of self-assessments, meetings and focus group discussions, sharing of best practices, technical guidance and assessment of organizations, to create a strong impact in public service delivery and to recognize exemplars among public sector agencies leveraging on the organizational best practices responding to the BE criteria categories/ framework.

Project Objectives

The project aims to increase the number of public sector organizations adopting the BE framework. Specifically, the project aims to :

- Continue and strengthen assistance in capability-building on performance excellence of public sector organizations;
- To promote a culture of excellence among public sector organizations;



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- To increase the number of public sector organizations adopting the Total Quality Management (TQM)/ Business Excellence framework as a practical model to operationalize the Asian Productivity Organization- Center of Excellence (APO-COE) program.

Focus Area	Performance Excellence / Business Excellence
Project Type	ICF with Public Offering
Regional Coverage	National

IV. Project Accomplishments

**Key Activities
Implemented**

Pre-Implementation

1. Preparation and finalization of log frame, financial plan, letter of invitations, terms of references, presentations, kits and brochures.
2. Coordination meeting with the project team, management team and resource persons.
3. Preparation of mailing list and sending of LOIs and brochures to participants.
4. Follow-up confirmation of resource persons and participants.
5. Preparation and coordination of logistical requirements like venue, food, equipment, etc.

Implementation

6. Actual conduct of the training courses, orientations, seminars, conferences, meetings, self-assessment.
7. Facilitation during seminar and trainings.
8. Preparation and distribution of certificates.
9. Collection of registration fees, application fees and issuance of receipts.
10. Processing of EDF and administrative support to the PQA Assessment.
11. Documentation of course/conference/ meetings/ proceedings.

Post- Implementation

12. Consolidation and encoding of resource speaker and course evaluations.
13. Project team debriefing.
14. Liquidation of necessary expenses.
15. Preparation and evaluation for the honoraria of the resource persons.
16. Preparation and finalization of project accomplishment report.

Major Outputs:

- Conducted four (4) PQA Management Committee Meetings;
- Participated in the following PQA Activities: PQA Improvement Day; PQA Forum; PQA Refresher Course and Judges and Assessors Calibration;
- Reviewed the Eligibility Determination Form (EDF) and coordinated with DTI regarding PQA assessment;
- Assisted in the PQA Assessment from the Industry Briefing cum Organizational Briefing, Consensus Meetings , Site Visit (with DTI), Review and monitoring of Assessors Outputs and Collation of Assessors Evaluation (with Nicu.);



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- Conducted a Seminar on PQA for the Metals Industry Research and Development Center (MIRDC);
- Conducted a training on Benchmarking for Performance Excellence in the Public Sector;
- Participated in the PQA Assessor's Preparatory Course;
- Conducted GEC Workshop for the 1st batch of GEC Participants;
- Conducted a case presentation on BE with Mr. Harnek Singh of Singapore;
- Met with the Department of Education's Bureau of Human Resource Organizational Development on PQA;
- Created the TWG for the revision of the PQA Criteria. Conducted several TWG meetings to revise the PQA Criteria.
- Worked on the letter of invitation, letter of conforme, schedule and arrangement for the Benchmarking certificate course with Dr. Robin Mann and the in-house PQA Seminar for MIRDC.
- Worked on the letter of invitation for the members of Technical Working Group and targeted to finish the revision of the Criteria on or before April 2017.
- Presence of foreign experts (Mr. Harnek Singh and Dr. Robin Mann) to help the Academy improve the implementation of its program on Business Excellence.

Project Impacts

- Clearer direction and improvements on the Government Excellence Class (GEC) and BE through the consultations;
- Continuous promotion of the GEC through the forum conducted last May 20, 2016;
- Enhanced promotion of the PQA through conduct of continuous orientations, seminars, trainings and fora;
- Continuous improvement of the PQA Criteria through the creation of the Technical Working Group (TWG).

Lessons Learned

1. Having ample time for the revision of the PQA Criteria is necessary given the complexity of the revision needed;
2. Finding a common schedule for the TWG members as well as the PQA assessors was very challenging;
3. As the PQA Administrator and secretariat for the TWG, it was also very difficult to find a venue for meetings in the Academy, given that even the conference rooms were converted into work stations.
4. More opportunities for staff development and proper training to capacitate the project staff in the implementation of the project;
5. Support from the Academy's management to effectively realize the program.



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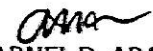
V. Attachments

- Attendance Sheets
- Photos

Prepared by:


MELANI GARCIA-MERCADER
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