



development academy of the philippines

ISO 9001:2015 Certified
CIP/4045/08/06/579

Productivity and Development Center 2016 PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code	QDRXC
Project Title	Development of Quality Management System (QMS) Certifiable to ISO 9001:2008 for the Philippine Fisheries Development Authority (PFDA)
Project Start	15 February 2015
Project End	30 September 2016
Project Price	Php 860,520.00 (<i>inclusive of VAT</i>)
Client Organization	Philippine Fisheries Development Authority (PFDA)
Status	Completed and Certified to ISO 9001:2008 by AJA

II. Project Team:

Project Manager	Jomar A. Pastrana
Team Members	Christian S. Eparwa, Arlene A. Castillo, Natasha Michelle V. Abaya, Adelina D. Alvarez, and Flordeliza F. Manalastas
Supervising Fellow	Monica D. Saliendres
Consultants	Rosandro Bertis, Heialea N. Natalia and Eduardo Fenix

III. Project Details

A. Project Description:

The Philippine Fisheries Development Authority (PFDA) of the Department of Agriculture (DA) recognizes the need to adopt ISO 9001 QMS to improve their services and operations. This is also to fully realize its aim for excellence in providing post-harvest infrastructure facilities and essentials services that improve efficiency in the handling and distribution of fish and fishery products and enhance their quality. Hence, the Academy proposed the project, Development of Quality Management System (QMS) Certifiable to ISO 9001:2008 for the Philippine Fisheries Development Authority.

B. Project Objectives:

The project aimed to assess and enhance PFDA's current management systems based on applicable standards/framework, i.e., the Government Quality Management Systems Standards (GQMSS) and ISO 9001:2008 Quality Management System standards suitable to PFDA's operations covering fish port management, post-harvest facilities establishment, leasing and training services.

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 PFDA acted as both the project's implementer/partner and beneficiary. The ultimate beneficiaries of the project were the client of PFDA who are fisherfolks and direct clients (fish traders, fish processors, vessel operators, etc) of the fish port complex.

F. Regional Coverage: Navotas Fish Port Complex (NCR)

IV. Project Accomplishments

A. Key Activities Implemented:

1. Top Management and General Employees Orientation (30 April 2015)

Key officers/management staff of the PFDA attended the Orientation on ISO 9001:2008 Quality Management System (QMS) held in the BPI compound in Quezon City. Director Evangeline Macariola conducted the orientation for the top management while Director Monica Saliendres conducted the orientation for the general employees.

2. Capability Building Through Training

Representatives from the eight (8) regional fish-port complexes attended three (3) capability building activities – Training Course on ISO 9001 Documentation Requirements, Training Course on Internal Quality Audit (IQA) and Training Course on 5S Good Housekeeping. The objectives of these training interventions are to equip the QMS Core Team members from the eight (8) regional fish-port complexes with the required knowledge and skills for the implementation of PFDA's QMS.

3. Technical Assistance on QMS Implementation

Initially, the technical assistance on QMS implementation was regularly held in the central office of PFDA in Quezon City since it was first determined that the scope for the QMS will be at the central office and at the Navotas Fish Port Complex. But since the central office of PFDA is due to physically move to another location, PFDA's management decided to limit the scope to cover only the Market and Port Operations core processes of the Navotas Fish Port Complex.

4. Technical Assistance on Management Review

The TA sessions in the conduct of management review (MR) for the Navotas Fish Port Complex were completed in the presence of PFDA-NFPC Port Manager Mr. Miguel B. Lambarte which shows the commitment of PFDA-NFPC's top management in the deployment of ISO 9001:2008 QMS certification to the NFPC. The conduct of the MR in the presence of Port Manager Lambarte, as the top management provided an opportunity to generate immediate response on the issues raised not only on QMS but for the operations and performance of the NFPC in general.



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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 fish ports of PFDA oriented on ISO 9001:2008 QMS
2. Representatives from the Central Office and NFPC trained on 5S Good Housekeeping
3. Representatives from the Central Office and NFPC trained on Internal Quality Audit
4. TA sessions on the conduct of Management Review for the NFPC 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 management and operations of fish-port complexes of PFDA.
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 in NFPC has been realized when the customer feedback has been presented during the NFPC Management Review meeting. 83.4% of the 271 respondents of the customer feedback gave NFPC a satisfactory rating despite the ongoing infrastructure improvements in the complex. NFPC employees also shared that they were more efficiently and effective in delivering their services.
4. Having a fish-port complex with a quality management system that is at par international standards is expected to eventually benefit the agriculture sector in terms of better fish port management.

D. Lessons Learned:

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

1. To facilitate the identification of the QMS scope, the DAP team should have emphasized the conduct of an initial gap assessment for the PFDA.
2. Optional activities indicated in the submitted proposal should have been presented in a face-to-face meeting with PFDA to further discuss its underlying value for the effective implementation of the QMS.



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3. A more seamless technical intervention could have been achieved if only one resource person/consultant was involved in both the training on QMS documentation requirements and technical guidance on QMS documentation requirements. Note that the project had several consultants due to inadequate consultants (e.g. death or untested resource person)

V. Attachments

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

Prepared by:

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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