Productivity and Development Center
[2016] 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 (requested for project extension)**
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 Evangelio
	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.

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).

The project is set to be extended in 2017 in line with the transition from ISO 9001:2008 to ISO 9001:2015.

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.

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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; and,
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
Training Course on Internal Quality Audit (IQA)	March 8-10, 2016	Trained twenty (20) participants on Internal Quality Audit at Saud, Pagudpud, Ilocos Norte
Training Course Basic Productivity and Quality (P&Q) Improvement Approaches	April 5-7, 2016	Trained forty-nine (49) participants on 5S Good Housekeeping, Suggestion Scheme, and Work Improvement Teams (with Root Cause Analysis) at Camayan Beach Resort, Subic, Zambales.

Major Outputs
- Trained participants through the training courses offered;
- Prepared internal quality audit plan, itinerary and checklist; and
- Trained additional personnel (2nd batch) on basic P&Q who will assist the QMS core team during the implementation stage.

Project Impact
- The QMS core team became more familiarized with the QMS processes, internal quality audit and productivity and quality improvement approaches;
- Accrued **PHP 249,312.00;**
- PGA prepared for transition from ISO 9001:2008 to ISO 9001:2015; and,
- Strengthened commitment of the organization to continue ISO journey.
- Course Evaluation:
  - **4.72** (Internal Quality Audit Training)
  - **4.61** (Basic P&Q Training)
- Summary of Speaker Evaluation averages:

	Homer H. Alcon	Earl Tongol
Internal Quality Audit	4.70	4.90
Basic P&Q Training	4.43	4.80

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Lessons Learned

- Close coordination with the agency for updates on status of payments and other issues;
- Use of other facilitative activities customized for the internal quality audit, such as, listening skills activities, personality tests and group dynamics;
- Longer lead time (at least one month) in involving course facilitators; and,
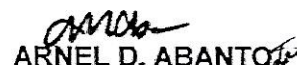- Customize and/or standardize course facilitators' activities.

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