



PRODUCTIVITY AND DEVELOPMENT CENTER

(Center)

[2016] PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code	QCRMD
Project Title	Development of a QMS Certifiable to ISO 9001:2008 for the Land Registration Authority (LRA)
Project Start	October 5, 2015
Project End	November 30, 2016
Project Price	PHP 1,817,800
Client Organization	Public Sector

II. Project Team

Project Manager	Ritchell T. Furigay
Team Members	Racquel M. Barbecho Angela C. Vargas Arlene A. Castillo Ma. Sharona P. Lulu Leanne Kym Jane J. Lozañes Rochelle E. Gayagay Carolyn N. Caudilla
Supervising Fellow	Evangeline M. Macariola
Consultants/ Resource Persons	Antonio P. Santos Gener L. de Leon

III. Project Details

Project Description	<p>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.</p>
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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



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of services and continuous process improvement that will generate approaches to improve customer/citizen satisfaction.

In line with the aforementioned thrusts of the government and in keeping with their vision to become an effectively managed organization responsive to the needs of its client and its personnel, the Land Registration Authority (LRA) has initiated the development and implementation of a QMS certifiable to ISO 9001:2008.

The LRA is the sole government agency tasked to implement and protect the Torrens system of land titling and registration. It is the central repository of all land records involving registered or titled lands (Source: "Mandate" Land Registration Authority Website. <http://www.lra.gov.ph>).

In support of the aforementioned, the Academy's Center for Quality and Competitiveness has proposed the project: **Development of a Quality Management System Certifiable to ISO 9001:2008 for the Land Registration Authority**. The ISO 9001 shall provide a globally recognized standard that would transform LRA's current management system into a certified quality management system.

Project Objective The project aimed to provide the necessary interventions to facilitate the establishment of ISO 9001:2008 QMS for the LRA covering the issuance of decrees of registration, certificates of titles and registration documents, patents and other land transactions for the benefit of the landowner within the LRA's Central Office and the Registry of Deeds in Quezon City.

Specifically, it:

- Enhanced understanding and appreciation of the LRA officers and staff on the principles and requirements of ISO 9001:2008 QMS;
- Developed the capabilities of key officers and staff of the LRA in preparing for and sustaining the ISO 9001 certification; and,
- Prepared the documentation and implementation requirements for the certification of the LRA and for maintaining and sustaining the established QMS.

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

IV. Project Accomplishments

Key Activities Implemented

No.	Activity	Date of Implementation	No. of Participants
1.	Technical Guidance on QMS Documentation	January 20 – 21	45 pax



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No.	Activity	Date of Implementation	No. of Pax
2.	Technical Guidance on QMS Implementation		
	a. Preparation of cascading materials	February 26	28 pax
	b. Cascading session		
	Batches 1 & 2	March 1 – 2	57 pax ; 55 pax
	Batches 3 & 4	March 2	55 pax ; 58 pax
	Batch 5	March 3	57 pax
	c. Implementation Check	April 7 – 8	20 pax
3.	Training Course on Internal Quality Audit (IQA)		
	a. Batch 1	March 15 – 18	30 pax
	b. Batch 2	March 28 – 31	30 pax
4.	Technical Guidance on IQA		
	a. Document Preparation/Planning	April 4 – 5	27 pax
	b. Report Writing	May 5	46 pax
5.	Training Course on Basic Q&P Improvement Approaches		
	a. Batch 1	April 18 – 20	26 pax
	b. Batch 2		26 pax
6.	Technical Guidance on Management Review		
	a. Preparation for the MR	May 25	26 pax
	b. Actual conduct	June 16	29 pax
7.	Readiness Assessment	August 1 – 5	51 pax
8.	Technical Guidance on Certification Audit		
	a. Stage 2 certification audit at the Central Office	November 3 and 14	N/A

Major Outputs

- 1) Reviewed QMS documents such as the Quality Policy, Quality Manual, Six (6) Mandatory Documented Procedures of LRA, are ready for approval and implementation.
- 2) Trained sixty (60) participants to enable to interpret, and audit ISO 9001 requirements, as well as, address audit findings.
- 3) Developed awareness and understanding of fifty-two (52) participants on the basic tools of good housekeeping, techniques for analyzing and validating the root cause of existing and potential problems; and formulation of solutions to prevent the problem from recurring and/or occurring.

Prepared and signed by the Project Manager



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- 4) Provided technical guidance session on the first Management Review. Feedback and recommendations to enhance the conduct of management review and effectiveness of its QMS.
- 5) Conducted implementation check and submitted assessment reports which include findings and recommendations of the DAP Project Team to further improve QMS implementation.
- 6) Provided technical guidance in addressing the audit findings of the certification audit.

Project Impact

- 1) Contributed to the improvement in LRA's growth and development endeavors by the institutionalization of a globally recognized standard that supported LRA's efforts to improve the quality of service that can eventually lead to the growth and development endeavors of the agency.
- 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) Familiarized participants on the ISO 9001 requirements for an effective conduct of IQA.
- 5) The audited management and staff of the LRA understood and prepared for the kind of auditing approach used by the third party auditors.
- 6) LRA recognized the adequacy of its current QMS documentation and practices against the requirements of ISO 9001:2008.
- 7) Employees from the Central Office and ten Regional Offices appreciated the physical improvement of LRA and Registrar of Deeds especially in terms of organizing their records and work environment as repository of land titles.

Lessons Learned

- 1) The continuous support of top management and high involvement of people in the organization are key factors that contribute to a successful project implementation.
- 2) Regular team meetings are helpful to give update and strategize for the succeeding sessions of the project.
- 3) Efficient secretariat function is critical to successful project implementation. Close monitoring of outputs and coordinating activities proactively led to successful implementation project activities.
- 4) Close coordination between DAP and client representatives facilitated smooth implementation of project activities.
- 5) It is better to hold the sessions outside LRA's premises to generate good number of participants to work on drafting the QMS documents, so that the participants can concentrate and focus on the sessions.
- 6) Engaging external resource person is an advantage because they provide new inputs to QMS consultancy.



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V. Attachments

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

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.