



Center for Quality and Competitiveness

2016 PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code : QCRPG
Project Title : EXPANSION OF ISO 9001:2008 CERTIFIED QUALITY MANAGEMENT SYSTEM
OF THE DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
Project Start : 01 October 2015
Project End : 30 August 2016
Project Price : PhP 4,721,584.00
Client Organization: Department of Public Works and Highways (DPWH)

II. Project Team

Project Manager: Racquel M. Barbecho
Team Members : Ronald Armin F. Ocampo
Rochelle E. Gayagay
Ma. Sharona P. Lulu
Samantha Sheane T. Chico
Arlene A. Castillo
Aileen A. Ricohermoso
Angela C. Vargas
Raymond Agcaoili
Ritchell T. Furigay
Lewina Tibe
Leanne Lozanes
Carol Caudilla
Supervising Fellow: Evangeline M. Macariola
Center Head : Arnel D. Abanto
Consultants/ Resource Persons: None.

III. Project Details

Project Description: The Department of Public Works and Highways (DPWH) has successfully obtained ISO 9001:2008 certification for its Quality Management System (QMS) for the provision of infrastructure development services in the Central Office, Regional Offices NCR and XI, and District Engineering Offices South Manila and Davao City as the initial scope. For a QMS scope expansion in 2015, the DPWH aimed to include the five (5) Unified Project Management Office (UPMO) Clusters, fourteen (14) Regional Offices (ROs), and one (1) District Engineering Office (DEO) for each Regional Office.

In this regard, the DPWH has requested the Academy's Center for Quality and Competitiveness (DAP-CQC) to provide assistance in the Expansion of the ISO 9001:2008 Certified Quality Management System (QMS).

Project Objective: The project aimed to provide the necessary interventions to facilitate the expansion of ISO 9001:2008 certified Quality Management System to all the Regional Offices, Unified Project Management Offices and one (1) District Engineering Office (DEO) for each Regional Office.

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Specifically, it shall:

- a. Broaden the scope of the ISO 9001:2008 certified QMS of DPWH, to include all the remaining Regional Offices, another fourteen (14) DEOs, and all the five (5) Unified Project Management Office (UPMO) Clusters;
- b. Review the existing QMS documentation to ensure the completeness and adequacy for the expanded scope;
- c. Enhance the capability on ISO-QMS documentation and implementation among concerned key officers and staff of the ROs, DEOs and PMOs; and,
- d. Determine the readiness status prior to 3rd party certification audit for the expanded scope.

Focus Area: Public Sector Productivity
 Project Type: Regular
 Project Beneficiary: Government Agencies/ Public Sector
 Regional Coverage: Nationwide

IV. Project Accomplishments

Key Activities Implemented:

Activity	Details
1. Training Course on ISO 9001:2008 Requirements and Implementation	<p>6-8 January 2016 Batch 1: 28 pax from RO and DEO CAR, 1, 2, and 3 Batch 2: 36 pax from RO and DEO 4a, 4b, 5, and UPMOs</p> <p>The DAP project team conducted a customized training on ISO 9001:2008 requirements and implementation to introduce the QMS basic concepts, principles and requirements, and discuss the implementation of the established QMS of DPWH.</p>
2. Training Course on Basic Productivity and Quality Improvement Approaches	<p>13-15 January 2016 Batch 1: 28 pax from RO and DEO CAR, 1, 2, and 3 Batch 2: 36 pax from RO and DEO 4a, 4b, 5, and UPMOs Batch 3: 28 pax from RO and DEO 6, 7, 8, and NIR Batch 4: 28 pax from RO and DEO 9, 10, 12, and 13</p> <p>The course was designed for the QMS Core Team and key officers and staffs of DPWH Unified Project Management Offices (UPMOs), Regional Offices (ROs) and District Engineering Offices (DEOs). The tools and techniques on 5S Good Housekeeping were expected to be applied by the participants in their respective offices to improve their records management and office maintenance. The course was also customized to discuss the DPWH Quality Workplace Standards (D.O. No. 91) for the participants to appreciate the importance of implementing the established QWS.</p> <p>The course put a heavy emphasis on the tools and techniques of a systematic way of solving problems. It could help the process owners learn how to address identified and potential non-conformities in their area. It integrated the DPWH QMS procedures on Control of Non-Conforming Services, and</p>



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Activity	Details
	Corrective and Preventive Action. The proper recording of the response to the identified NCs through the DPWH Corrective and Preventive Action Request (CPAR) was also integrated in the course.
3. Seminar-Workshop on QMS Implementation	<p>20-22 January 2016 Batch 1: 28 pax from RO and DEO CAR, 1, 2, and 3 Batch 2: 36 pax from RO and DEO 4a, 4b, 5, and UPMOs</p> <p>27-29 January 2016 Batch 3: 28 pax from RO and DEO 6, 7, 8, and NIR Batch 4: 28 pax from RO and DEO 9, 10, 12, and 13</p> <p>The DAP project team guided the QMS Core Team members on how to effectively implement the records and document control procedures, as well as, the other DPWH QMS documents. Implementation planning was also facilitated to enumerate and schedule the QMS promotional and cascading activities for each office. Checklists of activities was developed and one-on-one guidance for each office was provided by the DPWH Central Office QMS Core Team to ensure thorough understanding of the key officers and staff of the requirements for implementation</p>
4. Training Course on Internal Quality Audit	<p>9-12 February 2016 Batch 1: 28 pax from RO and DEO CAR, 1, 2, and 3 Batch 2: 36 pax from RO and DEO 4a, 4b, 5, and UPMOs</p> <p>16-18 February 2016 Batch 3: 28 pax from RO and DEO 6, 7, 8, and NIR Batch 4: 28 pax from RO and DEO 9, 10, 12, and 13</p> <p>The DAP project team conducted training on IQA and facilitated workshops on developing audit checklists. The training enabled participants to understand, interpret, and audit ISO-QMS requirements, as well as, address audit findings.</p>
5. Workshop on IQA Planning and and Report Writing	<p>9-11 March 2016 26 pax from the Internal Audit Service</p> <p>The workshop was designed for the DPWH auditors including the QMS Core Team and key officers and staffs. It was aimed at enabling the participants to enhance appreciation of the auditing tools and techniques, develop an effective approach in auditing ISO 9001 as a tool in identifying and implementing improvements, and appreciate the roles and responsibilities of an Internal Quality Auditor.</p>
6. Workshop on Formulating Corrective/Preventive Action Plans	<p>11 and 15 March 2016 70 pax from ROs, DEOs and UPMOs</p> <p>The DAP project team guided the process owners or auditees in the actual root cause analysis and development of corrective action plans for the detected non-conformances (NCs) during internal audit.</p>

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Activity	Details
7. Seminar on Management Review	<p>17 March 2016 35 pax from ROs, DEOs and UPMOs</p> <p>The DAP project team provided a seminar for the QMRs to assist them in conducting the first Management Review meeting of ROs, DEOs and UPMOs to evaluate the QMS efficiency and performance against set objectives.</p>
8. Readiness Assessment	<p>April 4-15, 2016</p> <p>The Readiness Assessment was carried out by the internal technical officers of the DAP-PDC to ensure adequate institution and implementation of the QMS structure and mechanisms for the expanded site scope of the DPWH.</p> <p>Specifically, the activity was undertaken to determine the extent of conformance of the established QMS of DPWH in relation to its implementation in five (5) UPMOs, fifteen (15) ROs and fifteen (15) DEOs against the requirements of ISO 9001:2008. It was also aimed at identifying opportunities for improvement on the current practice and documentation to bring about a more effective approach in implementing the QMS. Further, in carrying out the readiness assessment, the activity provided opportunity for the audited management and staff of the identified offices to:</p> <ul style="list-style-type: none"> • Recognize the adequacy of the current QMS documentation against the requirements of ISO 9001:2008; • Determine the levels of accuracy of DPWH's documented statements against the actual practices; • Identify existing gaps, if there are any, between the established QMS and ISO 9001 requirements; and • Understand and prepare for the kind of auditing approach to be used by the third party auditors.

Major Outputs

- 4 customized courses for DPWH on QMS implementation, 5S good housekeeping and root cause analysis, internal audit and corrective/preventive action planning, management review
- QMS core team members of the UPMOs, ROs and DEOs capacitated through training, seminars and workshops on implementing and evaluating QMS
- Enhanced audit checklists and 2016 audit reports
- Enhanced corrective and preventive action plans on the identified nonconformities
- Readiness review report for 35 DPWH offices

Project Impact

- Enhanced knowledge and skills of QMS core team members of the DPWH ROs, UPMOs on ISO 9001:2008 QMS implementation
- Improved awareness of the key officers and staff on the activities for the expansion of the DPWH-certified QMS
- DPWH expanded scope (35 offices) earned its ISO 9001:2008 QMS certification last June 2016



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Lessons Learned

- Consistent coordination with the client counterpart helps in ensuring that project requirements are prepared accordingly.
- Clear instructions and regular communication to the project team ensures that tasks are done effectively.
- Handling a big project with a big scope became easier because of several experiences with other agencies/projects. Lessons learned from other projects help in improving how to carry out this project.
- Dedicated support staff is necessary for projects like this as the PM's focus is on the technical aspect such as the customization of the courses, strategizing the project, team mobilization, client management, and the like.

V. Attachments

- Summary of Evaluation for Course and Resource Person
 - Training Course on ISO 9001:2008 Requirements and Implementation
 - Training Course on Basic Productivity and Quality Improvement Approaches
 - Seminar-Workshop on QMS Implementation
 - Training Course on Internal Quality Audit
 - Workshop on IQA Planning and and Report Writing
 - Workshop on Formulating Corrective/Preventive Action Plans
 - Seminar on Management Review
- Certificate of Project Closure: Closed on May 2016

Prepared by:


RACQUEL M. BARBECHO
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