



**PRODUCTIVITY AND DEVELOPMENT CENTER**

(Center)

**[2016] PROJECT ACCOMPLISHMENT REPORT**

**I. Project Information**

Project Code	QBRXD
Project Title	Development of Quality Management System Certifiable to ISO 9001:2008
Project Start	01 May 2014
Project End	30 July 2016
Project Price	PhP1,658,000.00
Client Organization	Philippine Amusement and Gaming Corporation

**II. Project Team**

Project Manager	Ma. Elizabeth F. Estanislao
Team Members	Earl P. Tongol, Aileen Ricohermoso, Mary Jill Myrla Ong Gue, Homer Alcon, Christian Eparwa
Supervising Fellow	Ma. Theresa A. Agustin
Consultants/ Resource Persons	Heia Natalia

**III. Project Details**

Project Description	The Philippine Amusement and Gaming Corporation, (PAGCOR), as a GOCC mandated to regulate casino gaming, to raise funds for the government's socio-civic activities, and to help boost tourism, is committed to transparency, integrity and good governance. Hence, in view of PAGCOR's efforts to improve its service delivery and support the government's initiatives of building a culture of quality to effect improvements in the performance of both public and private organizations, the Academy's Center for Quality and Competitiveness is proposing the project entitled, Development of a Quality Management System (QMS) Certifiable to ISO 9001:2008 for the Philippine Amusement and Gaming Corporation.
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Project Objective	The project aims to facilitate the development of PAGCOR-Quality Management System (QMS) certifiable to GQMSS/ISO 9001:2008 for the Philippine Amusement and Gaming Corporation.
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Specifically, the project shall:

1. Develop an understanding of the GQMSS/ISO 9001 Quality Management System principles, concepts, and requirements among key officers and staff of PAGCOR;
2. Establish the QMS for the PAGCOR, in line with the requirements of the GQMSS and certifiable to ISO 9001:2008 standard; and,
3. Develop capability of the key officers, staff, and PAGCOR-ISO Core Team in preparing for and sustaining the GQMSS/ISO 9001 certification.

Focus Area	Public Sector Productivity
Project Type	Regular
Project Beneficiary	Public Sector
Regional Coverage	National Capital Region, Calabarzon



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**IV. Project Accomplishments**

**Key Activities Implemented**

Activity	Date
Technical Guidance on IQA	02 February 2016 03 February 2016
Technical Guidance on QMS Implementation	03 March 2016 21 March 2016 30 May 2016
Technical Guidance on Management Review	19 April 2016 20 April 2016
Final Gap Assessment	26-29 April 2016 02-05 May 2016

**Major Outputs**

- Annual IQA Program and Plan prepared, approved and implemented
- First IQA conducted
- IQA Report and Corrective and Preventive Action Report prepared
- First Management Review conducted
- On-site assessment of established QMS to recommend necessary actions to eliminate gaps and recommend final preparations for ISO certification
- On-site checking of actual QMS implementation

**Project Impact**

- The QMS Core Team learned the QMS requirements and better understood their processes;
- PAGCOR strengthened its commitment to quality;

**Lessons Learned**

- The commitment of the Project Management Team and the QMS Core Team is vital in the success of project implementation;
- The successful development and implementation of QMS largely depends on the commitment of management, Core Team and Project Management Team;

**V. Attachments**

- Certificates of Project Deliverables Accepted

**Prepared by:**

*MA. ELIZABETH F. ESTANISLAO*  
MA. ELIZABETH F. ESTANISLAO  
Project Manager

**Noted / Approved by:**

*ARNEL D. ABANTO*  
ARNEL D. ABANTO  
Center Head

**Notes:**

1. Project details on Section 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(III) based on actual data