



**Productivity and Development Center**  
**2016 PROJECT ACCOMPLISHMENT REPORT**

**I. Project Information**

Project Code	QDRGK
Project Title	Development of a Quality Management System (QMS) Certifiable to ISO 9001:2008 for the National Tobacco Administration
Project Start	1 October 2015
Project End	30 September 2016
Project Price	PHP 1,002,575.00
Client Organization	National Tobacco Administration
Status	

**II. Project Team:**

Project Manager	Christian S. Eparwa
Team Members	Melinda F. Escopete, Natasha Michelle V.
Supervising Fellow	Monica D. Saliendres
Consultants	Gilbert L. Rafer, Jane C. Javier

**III. Project Details**

**A. Project Description:**

The NTA in the 4<sup>th</sup> quarter of 2015 has engaged the services of the Academy as an independent service provider to deliver assistance on the development of quality management system certifiable to ISO 9001:2008. Initially, the project ran for eight (8) months from 1 October 2015 to 30 May 2016. The project was extended twice to accomplish the remaining deliverables and additional activity as requested by the NTA. The project was concluded on 30 September 2016.

**B. Project Objectives:**

The project aimed to provide the necessary interventions to facilitate the establishment of ISO 9001:2008 Quality Management System at the National Tobacco Administration.

Specifically, the project:

1. Enhanced understanding and appreciation of the NTA officers and staff on the principles and requirements of ISO 9001 quality management system;
2. Developed the capabilities of NTA Key officers and staff in preparing for and sustaining the ISO 9001 certification; and,
3. Prepared the QMS documentation and implementation requirements for the certification of the NTA QMS and for maintaining and sustaining the established QMS.

**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 NTA was both the project's implementer/partner and beneficiary. The primary beneficiaries of the project who are the clients of NTA are the farmers.

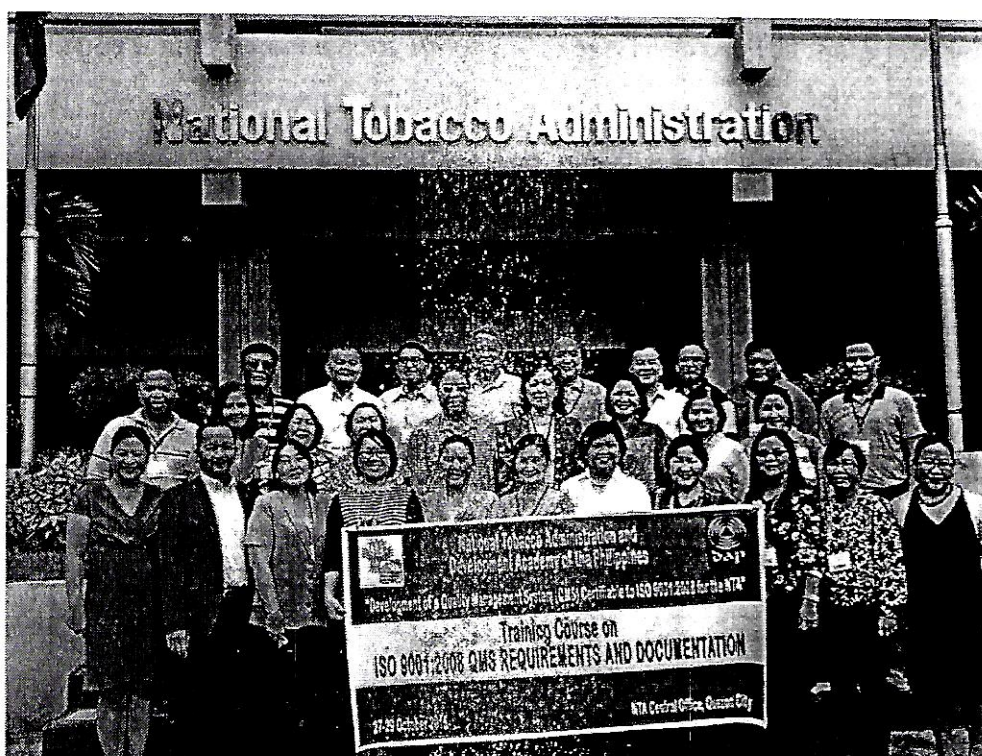
#### **F. Regional Coverage: National**

### **IV. Project Accomplishments**

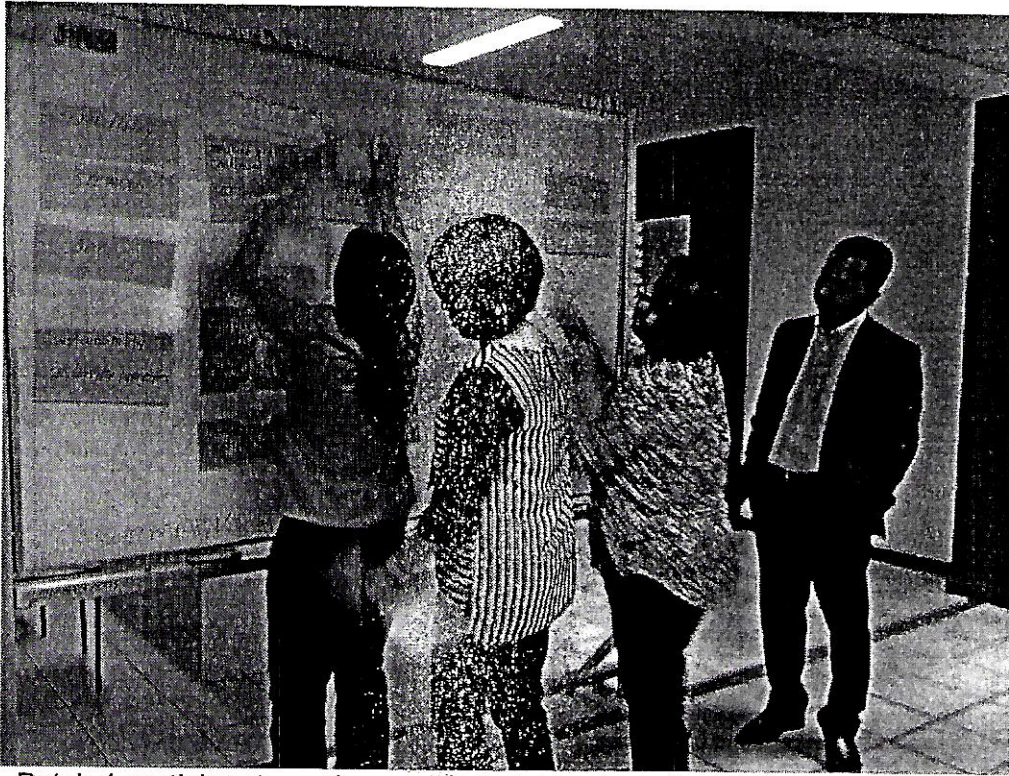
#### **A. Key Activities Implemented:**

To accomplish the project objectives, the DAP Project Team conducted the following activities:

1. **Training Course on ISO 9001:2008 QMS Requirements and Documentation** - The DAP project team conducted two (2) batches of a three-day training on ISO 9001:2008 QMS to develop an in-depth understanding on its requirements and facilitate documentation of the Quality Manual and the Six Mandatory Procedures.



NTA Key Officers and Staff from the Central Office and Branch Offices (Batch 1) in a Class Photo Opportunity with Administrator Edgardo Zaragoza (middle row-5<sup>th</sup> person from left)



Batch 1 participants as they share their inputs on the NTA process map



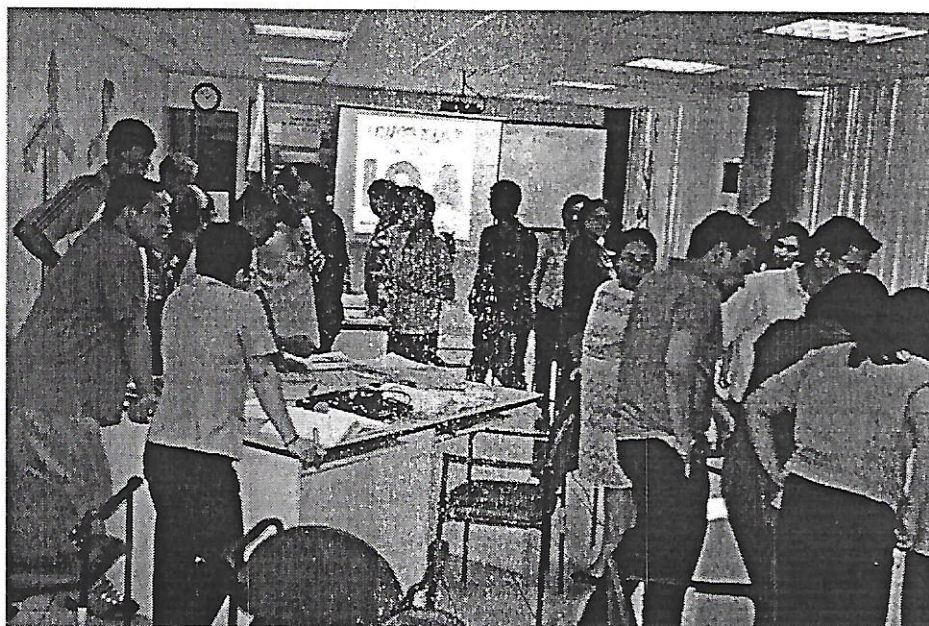
The NTA Selected Officers and Staff from the Central Office and Branch Offices (Batch 2) in a Class Photo Opportunity together with the Quality Management Representative (QMR) Mr. Rex Antonio Teoxon (1<sup>st</sup> row 1<sup>st</sup> person from the right)

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2. **Training Course on Internal Quality Audit (IQA)** - The DAP Project Team conducted one (1) batch of a four-day Course on Internal Quality Audit on 26-29 April 2016 at NTA Building, Quezon City to enable participants to understand, interpret, and audit ISO-QMS requirements as well as address audit findings. There were 25 participants during the training.



Twenty-five (25) Internal Quality Auditors strike a pose at the façade of the NTA Building in Quezon City during the four-day training course. Also in this picture are the NTA Administrator, Mr. Edgardo Zaragoza and the Deputy Quality Management Representative (DQMR) Dr. Cristina Lopez



The participants actively participate in a workshop to identify the attributes an internal auditor should possess



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3. **The Technical Guidance on QMS Documentation** started in March 2016. Discussions on Process Map, Quality Policy, Quality Objectives and Quality Manual were conducted. Critiquing of Quality Manual and Procedures and Process Map was also facilitated in April 2016. Review and finalization of the Quality Manual and Quality Procedures was done within the month of March 2016. Critiquing and enhancement was also done during the series of technical guidance sessions until all documents were approved. The Quality Policy was approved on 20 April 2016.
4. **Technical Guidance on Internal Quality Audit** - The DAP Project Team provided technical guidance on drafting the Audit Plan, Audit Program and Audit Checklist from 2 May to 2 June 2016. Appropriateness of the applicable clauses indicated in the Audit Plan, including the Audit Checklist were reviewed.
5. **QMS Documentation and Implementation** –The DAP Project Team provided technical guidance to the QMS Core Team in the discussion of key steps in QMS implementation on 18 April 2016.
6. **Technical Guidance on Management Review** – The DAP Project Team provided technical guidance in facilitating the first Management Review meeting to evaluate the effectiveness and efficiency of the QMS. Performance against set objectives, process performance, service conformity, results of Internal Quality Audit (IQA), status of corrective and preventive actions, customer satisfaction analysis, suitability of Quality Policy and recommendation for improvement were discussed. The actual Management Review was held on 27 June 2016.
7. **Seminar-Workshop on Documents and Records Control** – The DAP Project Team provided a seminar-workshop on documents and records control as an additional activity upon the request of NTA. This two (2) day seminar-workshop provided participants with the skills and tools needed for quality improvement and compliance within NTA on handling documents and records. It also provided practical guidance on how to write legible and functional documents for quality management system. The workshop focused on how documents and records are controlled, the objective evidence required for compliance, and the linkages between documents and records to the various processes and activities within NTA QMS.
8. The conduct of the **Management Review** with the presence of NTA Administrator Edgardo Zaragoza, provided an opportunity to generate immediate response on the issues raised not only on QMS but for the operations and performance of the NTA in general.



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**Major Outputs:**

NTA's commitment to finish the QMS journey with flying colors manifested in their devoted time and concerted effort in accomplishing each and everyone's responsibilities (top management down to the rank and file employees). They were equipped with the needed knowledge and skills to achieve the ISO QMS Certification within 2016.

The following were the major outputs produced by the project:

1. Fifty (50) representatives (25 participants X 2 batches) from the Central Office and branches trained on QMS Documentation and Requirements
2. Twenty-five (25) representatives from the Central Office and branches trained on Internal Quality Audit
3. Twenty-five (25) representatives from the Central Office and branches trained on Documents and Records Control
4. TA sessions on the QMS Documentation, Implementation, Internal Quality Audit and Management Review completed

**B. Project Impacts:**

The QMS journey of NTA gave them the self-assurance to face the challenges as well as seize the opportunity of undergoing the process to achieve the QMS certification. It made them become productive and self-reliant workers through following a quality-driven work environment.

**C. Lessons Learned:**

The encouraging compliance of the NTA officers and staff to the requirements of ISO 9001, statutory and regulatory laws and NTA's set standards with the acknowledgement of strengths and weaknesses contributed to the success of the project. It enabled professionalism and reassurance towards achievement of the same objective, which is to be ISO 9001:2008 certified within 2016.

**V. Attachment/s**

■ One-Point Lesson

Prepared by:

  
**Christian S. Eparwa**  
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