



PRODUCTIVITY AND DEVELOPMENT CENTER

(Center)

[2016] PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code	QBRBG
Project Title	Development of Quality Management System Certifiable to ISO 9001:2008
Project Start	01 January 2016
Project End	30 August 2016
Project Price	PhP1,428,224.00
Client Organization	Department of National Defense

II. Project Team

Project Manager	Ma. Elizabeth F. Estanislao
Team Members	Maegan Saroca, Mary Jill Myrla Ong Gue
Supervising Fellow	Ma. Theresa A. Agustin
Consultants/ Resource Persons	Heia Natalia, Antonio Santos

III. Project Details

Project Description In order to establish that the DND is one with the whole bureaucracy in bringing about concrete improvements in public service delivery, it implemented a project, "Development of Quality Management System (QMS) Certifiable to ISO 9001:2008 for the Department of National Defense and Selected Agencies." Involved in said project were the following agencies/Armed Forces of the Philippines (AFP) unit:

1. Department of National Defense – Office for Defense Reform (DND-ODR)
2. Government Arsenal (GA)
3. Philippine Air Force 410th Maintenance Wing (PAF 410th MW)
4. Philippine Military Academy (PMA)
5. Philippine Veterans Affairs Office (PVAO)
6. Veterans Memorial Medical Center (VMMC)

All six (6) agencies established their QMS, with assistance from the Development Academy of the Philippines - Center for Quality and Competitiveness (DAP-CQC). All were recommended for certification during their Stage 2 Audits, and were certified to ISO 9001:2008 shortly thereafter.

Following the successful institutionalization of QMS certified to ISO 9001:2008 Standard for the above-cited agencies, the DND aims to expand the scope of its certification to include the processes of the DND-Proper.

The DND requested assistance from the DAP, which is mandated to deliver training and technical guidance on ISO 9001:2008 QMS. In 2014, five (5) batches of orientation sessions were conducted for the DND top management and employees. This was followed by a request for training and technical guidance. In response, the DAP proposes the implementation of a project entitled, Development of Quality Management System Certifiable to ISO 9001:2008 for the Department of National Defense - Proper.

Project Objective The project aims to facilitate the development of a QMS certifiable to ISO 9001:2008 for the DND.



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Specifically, the project shall:

1. Instill an understanding on the ISO 9001 QMS principles, concepts, and requirements among key officers and staff of DND;
2. Establish the QMS for the DND certifiable to ISO 9001:2008 standard; and,
3. Develop capability of the key officers, staff, and DND - QMS Core Team in preparing for and sustaining the ISO 9001 certification.

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

IV. Project Accomplishments

Key Activities Implemented

Activity	Date
Initial Gap Assessment	12-13 January 2016
Training Course on ISO 9001:2008 Quality Management System Requirements and Documentation (2 batches)	20-22 January 2016 (Batch 1) 27-29 January 2016 (Batch 2)
Technical Guidance on QMS Requirements and Documentation	09-10 February 2016 16 February 2016 22 February 2016
Seminar on QMS Implementation (2 batches)	26 February 2016 (Batch 1) 29 February 2016 (Batch 2)
Training Course on Internal Quality Audit (IQA) (2 batches)	07-09 March 2016 (Batch 1) 14-16 March 2016 (Batch 2)
Technical Guidance on IQA	18 March 2016 05 April 2016 13 April 2016
Technical Guidance on Management Review	11 May 2016 13 May 2016
Final Gap Assessment	23-26 May 2016
Technical Guidance on QMS Implementation	01 June 2016 03 June 2016 09 June 2016 14 June 2016 17 June 2016
Awarding of ISO Certificate	30 June 2016



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Major Outputs

- Existing management system assessed through a walkthrough of the core, management, and support processes
- Fifty (50) participants trained on the requirements of ISO 9001 and in preparation of the mandatory QMS documents
- Quality Policy, Quality Objectives, Quality Manual, Six Mandatory Procedures
- Fifty (50) participants trained on the cascading of the DND QMS
- Fifty (50) participants trained and able to perform IQA
- 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;
- DND strengthened its commitment to quality;
- Accrued Php1,428,224.00;
- Project activities were conducted as scheduled/ahead of schedule, to enable DND to have its ISO certification audit by June 2016; and,
- DND Secretary (outgoing) was able to receive the ISO certificate on 30 June 2016

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;
- Setting the target dates of implementation of project activities early helps in meeting deadlines (e.g., ISO certification);

V. Attachments

- Certificates of Project Deliverables Accepted

Prepared by:

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MA. ELIZABETH F. ESTANISLAO
Project Manager

Noted / Approved by:

Arnel D. Abanto
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