



## Productivity and Development Center 2017 PROJECT ACCOMPLISHMENT REPORT

### I. Project Information

Project Code	QBRXU
Project Title	Preparatory Courses for the Development of ISO 9001:2015 Quality Management System for the Toll Regulatory Board
Project Start	November 07, 2016
Project End	March 31, 2017
Project Price	PHP 286,400.00
Client Organization	Toll Regulatory Board

### II. Project Team

Project Manager	Chenier Nicu V. Villanueva
Team Members	Homer H. Alcon Alvin D. Principe Peter Dan B. Baon Aries Ivan G. Viray Nory Grace B. Evangelio Leslie L. Ramos Jelriz Joi C. Lanip
Supervising Fellow	Ma. Theresa A. Agustin
Consultants/ Resource Persons	Elena 'LanLan' Avedillo – Cruz Alvin D. Principe Peter Dan B. Baon Homer H. Alcon

### III. Project Details

#### Project Description

The Philippine Government continuously pursues measures to bring about improvements in public governance through quality management systems. One such undertaking is through Executive Order No. 605 Institutionalizing the Structure, Mechanism and Standards to Implement the Government Quality Management Program, amending for the purpose Administrative Order No. 161, S.2006. It mandates the Executive Branch and encourages the Local Government Units and State Universities and Colleges to adopt the ISO 9001 Quality Management System (QMS) as part of the implementation of a government-wide quality management program. Further to this, ISO certified quality management system has been identified as the strategy to enhance public service governance.

A QMS is a synergy of interacting business processes focused on achieving goals and satisfying customers' needs. Broadly, it consists of the organizational structure, together with the plans, processes, resources and documentation needed to achieve the quality objectives, and to provide continual improvement of the goods and services that are being provided.

As a strategy for performance improvement, QMS must be complemented with other relevant elements of the organization's strategic plan. It includes the crafting of mission and values statement, setting of long-term vision and strategic objectives, profiling of the internal and external stakeholders and environment affecting the organization and identifying appropriate performance measures and targets.



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In support of the ongoing efforts of the TRB in documenting and preparing its processes and systems for ISO certification and in defining its strategic thrusts and direction, the Academy proposed the project, **Preparatory Courses for the Development of ISO 9001:2015 Quality Management System for the Toll Regulatory Board (TRB).**

**Project Objectives**

The project developed the capability of selected officials and staff of the TRB in the preparation of the new requirements of ISO 9001:2015 QMS.

Specifically, the project:

1. Promoted an awareness of the importance and principles of ISO 9001:2015 QMS to the members of the organization, including the implementation guidelines;
2. Provided the structure and guidelines necessary in developing a comprehensive strategic plan; and,
3. Instilled an understanding and deep appreciation among the key officers and staff on how to demonstrate the new features of the ISO 9001:2015 QMS in the areas of strategic planning, risk management and knowledge management.

Focus Area                      Productivity-driven Development

Project Type                    Training

Project Beneficiary          TRB

Regional Coverage          National Capital Region

**IV. Project Accomplishments**

**Key Activities Implemented**

1. Conduct of the Orientation on ISO 9001:2015 QMS	December 02, 2016 TRB 2/F IBP Bldg., Pasig City
2. Conduct of the Training Course on Strategic Planning	December 05-07, 2016 Astoria Plaza Hotel, Pasig City
3. Conduct of the Basic Course on Knowledge Management Tools and Techniques	February 22, 2017 TRB 2/F IBP Bldg., Pasig City

The project started on 07 November 2016 with two (2) activities, Orientation on ISO 9001:2015 QMS and Training Course on Strategic Planning, completed last year.

The project end date was changed from 27 January 2017 to 31 March 2017. The schedule of implementation for the last activity, Basic Course on KM Tools and Techniques, was not yet identified in the client's request letter, hence, the uncertainty on the closing date of the project. The client provided the final schedule only in January 2017.



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### Major Outputs

1. Participants provided an overview of the new version of the ISO 9001 QMS Standard through the half-day orientation
2. Participants trained on how to develop a strategic plan using the Balanced Scorecard methodology and relate it to the QMS implementation
3. Participants enhanced understanding of the concepts, principles and applicable tools and techniques on knowledge management (KM)
4. Participants provided a detailed discussion of the ISO 9001:2015 QMS requirements on managing organizational knowledge

### Project Impact

1. The project capacitated key officers and staff of the TRB on strategic planning.
2. The participants were able to draft two (2) variations of TRB's strategy map.
3. The TRB was able to clarify and align their activities to the overall goal of the organization and their mother agency.
4. The Training Course on Strategic Planning got an overall rating of 4.81 which demonstrates their level of appreciation of the activity.
5. The project served as an opportunity for a fruitful inter-center collaboration between PDC and CfG.
6. Accrued **One Hundred Eighty-Six Thousand One Hundred Sixty Pesos (PHP 186,160.00)** for the conduct of the first two (2) activities.
7. All participants have improved their test scores in the Strategic Planning course. The average increase of pre-test and post-test score is **31.82%**.
8. The project oriented key officers and staff of the TRB on KM and its applicable tools and techniques.
9. The participants were able to draft a monitoring sheet of TRB's organizational knowledge.
10. The TRB was able to identify some ways how they can review, consolidate and harmonize their KM activities and align them to the overall goal and thrust of their agency.
11. The Basic Course on Knowledge Management got an overall rating of 4.51 which demonstrates the level of their appreciation of the activity.
12. Accrued **One Hundred Thousand Two Hundred Forty Pesos (PHP 100,240.00)** for the conduct of the final activity.

### Lessons Learned

#### Pre-Implementation

1. In cases that a client has not identified the schedule for the requested activities, the project duration must be longer to accommodate the client's availability, up to 2-3 months extension allowance, perhaps. In doing so, the revision of the financial plan and other pertinent documents could also be avoided.
2. Entering into an inter-center collaboration is mutually beneficial for the two parties involved.
3. The issuance of the memorandum regarding the project collaboration between PDC and CfG to formalize the engagement of the other party must be done earlier.
4. Close coordination with Finance Group in the preparation of the Financial Plan and must be observed especially if there is other Center involved.
5. Enough lead time must be allotted for the preparation of the documentary requirements for the engagement of an external Resource Person.
6. Close coordination with the client and the project team must be ensured.



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7. List of participants to be prepared with certificates must be finalized and double checked together with the counterpart team. Risks associated with the changes due to sudden intervening activities and non-appearance of participants must be communicated properly with the client especially its effect on the preparation of certificate revision to level off with client's expectations.
8. Price in the billing statement to be issued to the client must be checked with the signed contract especially if it's a scheduled payment scheme.

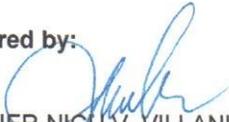
### Implementation

9. Longer time for the workshops and exercises can be allotted for the delivery of the Strategic Planning course.
10. Training materials could be improved by incorporating an audiovisual presentation.
11. Unfreezing activities could be enhanced by customizing them according to the topic and the nature of client's operations.

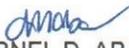
### V. Attachments

- Summary of Evaluation for Course and Speaker
- One-Point Lesson
- Certificate of Project Deliverable Accepted
- Photo Documentation

Prepared by:

  
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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