



**Center for Quality and Competitiveness**  
**2016 PROJECT ACCOMPLISHMENT REPORT**

**I. Project Information**

Project Code	QCRIB
Project Title	Development of a Quality Management System (QMS) Certifiable to ISO 9001:2008 for the Department of Finance (DOF)
Project Start	March 2015
Project End	December 2016
Project Price	Php 2,921,498
Client Organization	Department of Finance

**II. Project Team**

Project Manager	Angela C. Vargas
Team Members	Samantha Shean P. Chico Carol Caudilla Ritchel T. Furigay Arlene Castillo Raymond Agcaoili
Supervising Fellow	Evangeline M. Macariola
Consultants/ Resource Persons	Not Applicable

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**III. Project Details**

Project Description	To support the achievement of the Department's vision of "a strong economy with strong growth, equity and productivity," the Academy's Center for Quality and Competitiveness proposed the project: Development of a Quality Management System Certifiable to ISO 9001:2008 for the Department of Finance. The ISO 9001 provided a globally recognized standard that would transform current management system to a certified QMS
Project Objective	<p>The project aimed to provide the necessary interventions to facilitate the establishment of ISO 9001:2008 QMS for the DOF.</p> <p>Specifically, it:</p> <ol style="list-style-type: none"><li>1. Enhanced understanding and appreciation of the DOF officers and staff on the principles and requirements of ISO 9001:2008 quality management system;</li><li>2. Developed the capabilities of key officers and staff of the DOF in preparing for and sustaining the ISO 9001 certification; and,</li><li>3. Prepared the documentation and implementation requirements for the certification of the DOF QMS and for maintaining and sustaining the established QMS.</li></ol>
Focus Area	Productivity-Driven Economic Development
Project Type	Consultancy
Project Beneficiary	General Administration
Regional Coverage	NCR



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**IV. Project Accomplishments**

**Activities Implemented**

1. Initial Gap Assessment-The DAP project team assessed the current management system of the DOF vis-à-vis the requirements of the ISO 9001:2015 QMS standard for 2 days on 3-4 February 2016.
2. Training Course on ISO 9001:2008 QMS Requirements and Documentation - The DAP project team conducted a 3-day course on ISO 9001:2008 QMS requirements and documentation to develop an understanding on its requirements and develop their capability in documenting the management system on March 2-4, 2016.
3. Workshop on Quality Planning-The DAP project team conducted a 2-day workshop to facilitate the drafting of the Quality Policy and to formulate Quality Objectives and Targets and Quality Plans on March 10-11, 2016.
4. Technical Assistance on QMS Documentation-The DAP project team conducted 10 sessions of technical guidance on QMS documentation to review/finalize the quality policy, process map, quality objectives and plans, quality manual, quality procedures on 21-22 March 2016, 04-05 April 2016, 04-06 May 2016, 14-15 June 2016, and 21 July 2016.
5. Training Course on Basic Quality and Productivity Improvement Approaches-The DAP project team conducted a 3-day course on 5S and Root Cause Analysis to enable the QMS Core Team to implement said tools as part of the QMS implementation, last 11-13 May 2016.
6. Training Course on Internal Quality Audit (IQA)-The DAP project team conducted a 4-day course on Internal Quality Audit to enable the IQA team to conduct value-adding audits on 24-27 May 2016.
7. Technical Assistance on QMS Implementation-The DAP project team provided 2 sessions of technical guidance on the QMS implementation through QMS planning and preparation of cascading materials on 22 July 2016 and 29 September 2016.
8. Technical Assistance on Internal Quality Audit and Management review-The DAP Project Team provided 2 sessions of technical guidance on the preparation of the internal quality audit and management review on 29 September 2017 and 7 December 2017.
9. Readiness Assessment- The DAP Project Team provided 2 sessions on 05 December 2016, to assessment the DOF QMS on their readiness for the 3<sup>rd</sup> party certification audit.

**Major Outputs**

1. Recommendations provided on the gaps identified based on the DOF QMS processes covered, namely: Infrastructure and Work Environment Management, Procurement, Human Resources Management ICT Management, Development Fund Processing and Releasing, Frontline Services, and Planning
2. Eight (8) offices were assisted in the drafting of the QMS Core Team Organizational Structure and Functions and QMS Project Implementation Plan.





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3. Twenty five (25) officers, QMS core team, and process owners were trained on ISO 9001:2008 QMS Requirements and Documentation.
4. Twenty five (25) officers, QMS core team, and process owners were trained on internal quality audit.
5. Twenty five (25) officers, QMS core team, and process owners were trained on 5S and Root Cause Analysis.
6. Eight (8) offices were assisted in the drafting of the Quality Policy Quality Objectives and Targets and Quality Plans during the workshop on quality planning.
7. Reviewed draft quality policy, business process map, quality manual, quality plans, and 6 QMS mandatory procedures.
8. Reviewed draft IQA Plan, schedule, and checklist and management review presentation materials.
9. DOF-QMS recommendations provided in the submitted readiness report.

### Project Impact

1. DOF was able to organize work process during the documentation of the process flows, including identifying shared processes.
2. The management has improved the alignment of their services towards achieving customer satisfaction.
3. Objectives on reducing cost and faster processing time through effective and efficient use of resources was established.
4. ISO 9001:2008 certification of DOF would be used as marketing tool and compliance to requirements of the funding institutions.
5. Improved communication of the different offices on shared processing time targets were improved.

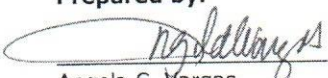
### Lessons Learned

1. The continuous support of top management and high involvement of people in the organization are key factors that contribute to a successful expansion of an organization's certified quality management system.
2. The timely approval of the QMS documents would have allowed longer implementation of the QMS by the organization.

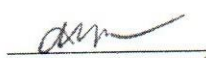
### V. Attachments

- Summary of Evaluation for Course and Resource Person (for training program)- see attached
- Certificate of Project Closure (for all completed projects)- Not applicable, waiting for the delivery of the QMS manual reproduction, replaced by the supplier
- Photos

#### Prepared by:

  
Angela C. Vargas  
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