development academy of the philippines

PRODUCTIVITY AND DEVELOPMENT CENTER
(Center)
2017 PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code   :   QFRDA
Project Title   :   GOVERNMENT QUALITY MANAGEMENT PROGRAM ADVOCACY AND
                       CAPABILITY BUILDING ACTVITIES FOR 2016
Project Start   :   November 2, 2016
Project End   :   October 30, 2018
Project Price   :   PHP 3,434,288.00
Client Organization: Department of Budget and Management

II. Project Team

Project Manager: RACQUEL M. BARBECHO
Team Members :   Marianne Jane Zara, Franchesca Paula Flores, Eurikai Posadas, Arianne Flores
Center Head   :   Arnel D. Abanto
Supervising Fellow: Evangeline M. Macariola
Consultants/ Resource Persons: None

III. Project Details

Project Description: **Executive Order (EO) No. 605** [*Institutionalizing the Structure, Mechanisms and Standards to Implement the Government Quality Management Program (GQMP)*] dated February 23, 2007 directs all Departments and Agencies of the Executive Branch, Government-Owned and/or -Controlled Corporations (GOCCs), Government Financial Institutions (GFIs), State Universities and Colleges (SUCs), and Local Government Units (LGUs) to adopt the ISO 9001 QMS and pursue certification to ensure quality and productivity in public service.

The implementation of EO No. 605 was also strengthened by the Duterte Administration's thrust to ensure that "real change" is the actual direction of the government. The Administration has continuously directed government agencies to improve the delivery of services through process streamlining and rationalizing documentary requirements for ease of transaction of the citizens.

The proponent of this project is the **Government Quality Management Committee (GQMC)**, which was created under the said EO to serve as the steering and policy-making body for the implementation of the GQMP. The Committee is composed of the heads of the following agencies: Department of Budget and Management (DBM), as Chairman; Department of Trade and Industry (DTI), as Co-Chairman; and Department of the Interior and Local Government (DILG), Office of the President-Internal Audit Office (OP-IAO), and the Development Academy of the Philippines (DAP), as Members.

The GQMC Secretariat, which ensures that the policies of the GQMC are being implemented, is composed of the DBM-Systems and Productivity

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Improvement Bureau (SPIB) and DAP-Productivity and Development Center (PDC).

Project Objective: The project aims to:
1. Strengthen the promotion of wider adoption of Government QMS certifiable to ISO 9001:2015 for a better awareness on the GQMP among government agencies to facilitate its implementation;
2. Influence policy/decision makers and donor agencies to allocate sufficient resources for the implementation of the GQMP and relevant Quality and Productivity (Q&P) improvement programs; and,
3. Develop the QMS among government agencies.

Focus Area	:	Public Sector Productivity
Project Type	:	Regular
Project Beneficiary:		Government Agencies/Public Sector
Regional Coverage:		Nationwide

IV. Project Accomplishments

Key Activities Implemented:

The GQMP has provided funding through the GQMC Resolution No. 12, FY 2016 Advocacy and Capability-Builing Work Plan, for the DAP's technical assistance on the development of QMS certified to ISO 9001:2015 for GQMP priority agencies. The technical assistance covers training, workshop and technical guidance on the establishment and implementation of QMS.

Activity	Covered Date
Identification of Priority Agencies	
• The project team prepared, deliberated and finalized the **list of priority agencies** based on the criticality of their services to the people and their need for financial assistance.	Jan - Feb 2017
• **Briefing sessions and meetings** with priority agencies were conducted to explain clearly the terms and conditions in the services of the DAP.	Mar 2017
• The project team prepared and finalized the **Memorandum of Agreement** (MOA) for the ten (10) priority agencies, namely: Metropolitan Manila Development Authority (MMDA), Bureau of Corrections (BuCor), Office for Transporation Security (OTS), Light Rail Transit Authority (LRTA), Philippine Health Insurance Corporation (PHIC), National Tax Research Center (NTRC), Department of Foreign Affairs (DFA) and Philippine National Railways (PNR), Radio Television Malacanang (RTVM), and Social Security System (SSS).	Apr – Jun 2017
• Unfortunately, the RTVM did not pursue the contracting as they may not be able to complete the project in the given duration due to ASEAN activities. Also, SSS was not able to pursue the project due to delay in the review and finalization of the MOA.	
Preparation for Project Activities	
• The GQMPO organized and facilitated a **calibration workshop on**	Mar 2017

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QMS consulting services with the PDC resource persons, project managers and staff to review the appropriateness of the QMS activities/deliverables, calibrate the understanding of the project teams of the ISO 9001:2015 requirements, and standardize the presentation materials, tools and templates for training and workshops.	
• The project team made close coordination with priority agencies to finalize the **project workplan** and other arrangements for the project.	Jul 2017
• The project team put up a **shared folder in Google Drive** as depository of QMS materials for the use of all QMS project teams, especially those who are handling projects for GQMP priority agencies. Activity guides, presentation materials, workshop templates, and report templates were provided to help the project teams handle effectively the project and to ensure consistent reporting to DBM.	Jul - Aug 2017
• Project team meetings were also conducted to ensure clear understanding of the project managers and resource persons of the project requirements, especially the reports to be submitted to DBM.	Aug 2017
Monitoring of Project Implementation	
• Submission of **Quarterly Accomplishment and Disburement Reports** are required by the DBM as specified in the MOA. Thus, the project team consolidated necessary information, reviewed the project accomplishments, and submitted the following reports to DBM: ✓ Quarter 1 2017 Accomplishment and Disbursement Reports ✓ Quarter 2 2017 Accomplishment and Disbursement Reports ✓ Quarter 3 2017 Accomplishment and Disbursement Reports ✓ Quarter 4 2017 Accomplishment and Disbursement Reports	Apr – May 2017 Jul – Aug 2017 Oct – Dec 2017 Dec 2017
• The Program Manager ensured the **regular monitoring** of accomplishments of the project teams, and provided advice and inputs to project implementation, as needed by the Project Managers.	Aug – Dec 2017

Major Outputs : Eight (8) beneficiary agencies

Four (4) Accomplishment Reports submitted to DBM

Four (4) Disbursement Reports submitted to DBM

Five (5) QMS activities with standardized or improved acitivity guide, presentation materials and workshop templates

Standard report template for QMS activities

Project Impact : One (1) agency, i.e. DFA, with QMS certified to ISO 9001:2015

Six (6) agencies, i.e. NTRC, PHIC, BuCor, MMDA, LRTA and OTS, assisted on the development of QMS (Note: PNR is still on QMS implementation phase)

Improved delivery of the PDC of QMS consulting services

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Lessons Learned:

1. Poor planning and lack of competent people are serious issues that cause stress among staff and delay in project implementation. But constant support, regular communication and recognition of good work helped reduce the pressure and ease the tension during project implementation.
2. Use of shared Google Drive, where standard activity guides and other materials are shared to all the project teams, was a big help in ensuring consistent delivery of expected outputs for each QMS activity.
3. Report templates made the report preparation easy and faster.

V. Attachments

- Summary of Evaluation for Course and Resource Person (for training program) – Not Applicable
- Certificate of Project Closure (for all completed projects) – Not Applicable

Prepared by:

RACQUEL M. BARBECHO
Program Manager

Noted / Approved by:

2/8/18

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

ONE-POINT LESSON

Project	Government Quality Management Program Advocacy and Capability Building Activities for 2016
Prepared by	Racquel M. Barbecho
Noted by	Arnel D. Abanto 2/8/18
Center	Productivity and Development Center
Date Prepared:	February 7, 2018
File number	

Subject/Activity: Selection of and Contracting with GQMP Priority Agencies
Actual Date (if applicable): **January – June 2017**

What happened? (State the problem and what was done)	**What should have been done?** (Recommended corrective and preventive action)

Delayed implementation of the development of QMS for GQMP Priority Agencies due to following reasons:
 	
1. Identification of GQMP Priority Agencies required the approval of the GQMC, waiting time took about a month
2. Slow review and approval of contracts for both parties
	Start project implementation at the first quarter of the year
	
	1. Identify priority agencies during the second semester of the prior year
	  a. Call for interest should be sent out to all target agencies on August
	  b. Selection and confirmation of list of beneficiary agencies should be announced not later than October
	  c. MOU with beneficiary agencies should be signed not later than November
	  d. Project workplan should be finalized on December
	2. Project implementation should start on January of the FY
	3. Use MOU instead of MOA for faster review and approval
	  a. Any activities that shall require payment of beneficiary agencies should be excluded from the agreement; a contract for that purpose should be prepared separately

Instructions:

Fill-out all items <u>briefly</u> and <u>completely</u>. Please refer to guidelines for further information.
Limit to 1 to 5 sentences. Illustrations can be used.
One template = One Lesson
Submit One-Point Lesson to osvpp@dap.edu.ph