

Productivity and Development Center**2017 PROJECT ACCOMPLISHMENT REPORT****I. Project Information**

Project Code : QFRDH
Project Title : GQMP: Development and Certification of ISO 9001:2015 Quality Management System for the Philippine National Railways
Project Start : 16 August 2017
Project End : 15 June 2018
Project Price : PhP 1,475,600.00
Client Organization: Philippine National Railways (PNR)

II. Project Team

Project Manager: Marianne Jane S. Zara
Team Members: John Christian C. Flaminiano
Pretherie J. Gallano
Eurikai F. Posadas
Earl P. Tongol
Evangeline M. Macariola
Noreen D. Pagkatipunan
Arianne P. Flores
Supervising Fellow: Racquel M. Barbecho
Center Head : Arnel D. Abanto
Consultants/Resource Persons: Jane C. Javier
Bobby Jones V. Domdom

III. Project Details

Project Description: To strengthen the implementation of the Executive Order No. 605, Institutionalizing the Structure, Mechanisms, and Standards to Implement the Government Quality Management Program (GQMP), the establishment and certification of ISO 9001:2015 Quality Management System of identified priority agencies is financed by the GQMP. The PNR, as the instrumentality of the government in providing a nationwide railroad and transport system, has been selected as one of the GQMP priority agencies.

In this regard, the Academy is implementing the project Development and Certification of ISO 9001:2015 Quality Management System for the Philippine National Railways. The ISO 9001 shall provide a globally recognized standard that would transform PNR's current management system to a certified QMS.

Project Objective: The project aims to facilitate the establishment and certification of the ISO 9001:2015 QMS for the PNR's management, operations and support processes.

Specifically, it shall:

- a. Enhance the understanding and appreciation of PNR's management on the principles and requirements of ISO 9001:2015 standard;
- b. Develop the capabilities of key officers and staff of PNR in preparing for and sustaining the ISO 9001:2015 certification;
- c. Prepare the documentation and implementation requirements for the certification of the PNR and for maintaining and sustaining the established QMS; and,

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d. Facilitate the certification of the PNR's QMS by Third Party Certifying Body.

Focus Area: Public Sector Productivity
 Project Type: Technical Assistance
 Project Beneficiary: Public Sector
 Regional Coverage: National Capital Region (NCR)

IV. Project Accomplishments

Key Activities Implemented:

Activity	Details
1. Orientation on ISO 9001:2015 QMS	<ul style="list-style-type: none"> September 4, 2017 – The DAP Project Team conducted a brief orientation on the importance and principles of the ISO 9001:2015 QMS for the top management and general employees of the PNR. The orientation discussed the roles and responsibilities of the management, QMS Core Team and employees in the development of their QMS certifiable to ISO 9001:2015. The project overview, methodology, components and roadmap was also presented. Management and employees were made aware of project requirements and their roles and responsibilities in successful implementation of ISO-QMS.
2. Process Walkthrough	<ul style="list-style-type: none"> September 11, 2017 – The DAP Project Team conducted an initial assessment of the existing management system through a walkthrough of the processes performed at various functions within PNR. This activity familiarized the DAP Project Team on the PNR's processes and QMS gaps. It also determined baseline data of measureable and relevant key performance indicators. Project activities were given priority on improving agency performance related to relevant performance indicators to ensure that immediate outcomes of the QMS implementation are achieved. DAP Project Team conducted initial assessment, findings and recommendation were incorporated in the project work plan.
3. Training Course on ISO 9001:2015 QMS Requirements and Documentation	<ul style="list-style-type: none"> September 20, 22 and 26, 2017 – The DAP Project Team conducted training on ISO 9001:2015 QMS requirements and documentation and developed an in-depth understanding of QMS concepts, principles and requirements. The training included the initial formulation of required information to be documented. The course utilized discussions, exercises and workshops. QMS Core Team members, key officers, and staff were trained on the requirements of the ISO 9001:2015. Initial draft of QMS documented information was developed.
4. Workshop on Process Mapping and Risk-Based Quality Planning	<ul style="list-style-type: none"> October 27, 2017 and November 7, 2017 – The DAP Project Team facilitated a workshop to draft the quality policy and formulate quality objectives and plans at relevant functions. The workshop also identified the relevant issues that the PNR may need to address through risk-based quality planning of the QMS. It also covered the preparation of a process map that illustrates the interfaces

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Activity	Details
	<p>of the management, core and support processes.</p> <ul style="list-style-type: none"> QMS Core Team drafted the process map, quality policy, quality objectives and risks, opportunities and improvement action plan.
5. Workshop on QMS Documentation	<ul style="list-style-type: none"> November 7-10, 2017 – The DAP Project Team conducted a workshop to facilitate the formulation of structure and controls for QMS-required information necessary for the effective implementation of the PNR's QMS. This workshop aimed to document the information required by the QMS, as well as, the existing management approaches of the PNR. QMS Core Team drafted the QMS manual and, established structure and controls for QMS-required documented information.
6. Basic Course on Productivity and Quality Improvement Approaches	<ul style="list-style-type: none"> December 5-6 and 8 2017 – The DAP Project Team conducted a training course on the basic P&Q concepts and tools (e.g. 5S Good Housekeeping and Work Improvement Teams) to complement QMS implementation. These productivity tools shall be used to facilitate the requirements for infrastructure and work environment, as well as, root-cause analysis to address nonconformities found during QMS implementation. QMS Core Team members were trained on the use of productivity tools.
7. Technical Guidance on Enhancement of Operational Controls and Procedures	<ul style="list-style-type: none"> December 14-15, 19, 27-28 2017 – The DAP Project Team provided technical guidance to develop and review the existing controls and documentation of the PNR operational processes. Analysis of existing activities for the delivery of the process scope and identification of possible activities for work simplification were discussed during the sessions. The activity ensured alignment of the PNR's operational and support processes, as necessary, in conformance with the minimum requirements of the ISO 9001:2015 QMS standard. QMS Core Team reviewed and revised QMS Manual, and drafted and enhanced operational procedures.

Major Outputs

- PNR management and general employees enhanced awareness on QMS
- 20 QMS core team members trained on the ISO 9001:2015 requirements
- 18 key officers and staff trained on 5S Good Housekeeping and Root Cause Analysis
- PNR quality policy developed and recommended for approval of PNR Management
- PNR process map developed and recommended for approval of PNR Management
- Quality objective statements developed, together with risks, opportunities, and improvement action plan.
- 11 work processes documented and recommended for approval of PNR Management
- Quality manual developed and recommended for approval of PNR Management

Project Impact

- PNR management system improved as its relevant work processes were standardized and documented, and new system controls were established, i.e., Document and Records Control

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- If Project Manager could not join the implementation of an activity, she must clearly brief the Resource Person and Facilitator on the expected deliverables of the activity.
- Some clients, like the PNR, require close monitoring and constant follow-up on documents that needed to be approved by the Management.
- The Secretariat could not guarantee attendance and full participation of participants especially if participants are high profile. Best effort is to include every Core Team member in the coordination e-mails.
- Hiring of external consultants to do workshop and technical guidance sessions strictly require close monitoring and clearly defined roles, responsibilities and deliverables from the very start of project implementation.

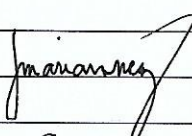
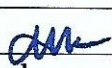
V. Attachments

- Summary of Evaluation for Course and Resource Person
 - Training Course on ISO 9001:2015 QMS Requirements and Documentation
 - Basic Course on Productivity and Quality Improvement Approaches
- Certificate of Project Closure: Not Applicable

Prepared by:
MARIANNE JANE S. ZARA
Project Manager**Approved by:**
ARNEL D. ABANTO
Managing Director, Productivity and Development Center**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	GQMP: Development and Certification of ISO 9001:2015 Quality Management System for the Philippine National Railways
Prepared by	Marianne Jane S. Zara 
Noted by	Arnel D. Abanto 
Center	Productivity Development Center
Date Prepared:	January 25, 2018
File number	OPL-2017-xx

Subject/Activity: Basic Course on Productivity and Quality Improvement Approaches

Actual Date (if applicable): December 5-6 and 8 2017

What happened? (State the problem and what was done)	What should have been done? (Recommended corrective and preventive action)
The Secretariat could not guarantee attendance and full participation of participants especially if participants are high profile. Best effort done was to include every Core Team member in the coordination e-mails.	Project Manager could draft a letter signed by the DAP-PDC Center Head to the head of agency, with carbon copy to QMS Leader, release an Office Order mandating the attendance of the QMS Core Team.

Instructions:

Fill-out all items briefly and completely. Please refer to guidelines for further information.
Limit to 1 to 5 sentences. Illustrations can be used.

COURSE EVALUATION

Training Course on ISO 9001:2015 QMS Requirements and Documentation for the Philippine National Railways

20, 22 and 26 September 2017 | PNR Executive Bldg, Mayhaligue St, Tondo, Manila

Item	1	2	3	4	5	Ave
A. COURSE OBJECTIVES	0	0	0	4	13	4.76
B. COURSE EXPECTATIONS	0	0	0	5	12	4.71
C. TRAINING MATERIALS/ HANDOUTS	0	0	0	5	11	4.69
D. SELECTION, SEQUENCING, ORGANIZATION & SCHEDULING						
1. Selection of Topics	0	0	0	4	13	4.76
2. Usefulness of Course	0	0	0	3	14	4.82
3. Sequencing of Topics	0	0	0	5	12	4.71
4. Organization of Course Activities	0	0	0	3	14	4.82
5. Scheduling of Activities	0	0	1	4	12	4.65
6. Length of Course	0	0	1	6	10	4.53
E. METHODOLOGY						
1. Program Methodology						
a. Lecture / Discussion	0	0	0	4	13	4.76
b. Presentation	0	0	0	6	11	4.65
c. Exercises	0	0	0	4	13	4.76
d. Small Group Discussion	0	0	0	6	10	4.63
2. Appropriateness of Instruction Materials	0	0	0	5	11	4.69
F. COURSE LOGISTICS						
1. Training Site / Venue	0	0	0	7	10	4.59
2. Training Facilities	0	0	0	8	9	4.53
4. Food	0	0	2	8	7	4.29
5. Training Equipment Used	0	0	1	6	10	4.29
6. Pre-Training Arrangements / Coordination	0	0	2	6	9	4.41
G. LEARNING OF PARTICIPANTS						
1. Degree of Learning	0	0	1	12	4	4.18
2. Expectations were adequately met	0	0	1	11	5	4.24
3. Actively Involved in the Learning Process	0	0	1	10	6	4.29
	<i>*1-poor, disliked ; 5 - excellent, enjoyed very much</i>					4.37

Ave. 5	7	out of	20
Ave. 4	10	out of	20
Ave. 3	0	out of	20

H. What did you find particularly rewarding/ liked best about the course?

Very informative
 The workshops; we were able to practice our learnings
 Ice breakers, awards and discussions
 Comprehensive, very useful
 The course is totally new to me thus it is rewarding that I was selected to be included in the participants
 Gaining knowledge on how to improve management approach/style
 Interaction with the core group
 Knowledge acquired is very useful
 Understanding of what QMS is all about
 Having no idea on QMS, it is rewarding that I have gained knowledge on it
 Guidance for improvement of work/service
 Learning and understanding of QMS
 The drafting of the Quality Policy

Acquired knowledge about standardization

I. How can the delivery of the course be enhanced?

Email the course outline/discussions after workshops/training to be able to review even without the hard copy of the course

Add lively sound during break time to sustain the energy of the participants

None, the delivery was good

Training be done outside of PNR for a more focused learning but no weekends please

Training venue will be more appropriate if the venue is not in the office so participants will be more focused

On this kind of topic, I think the best delivery was to let participants think and provide output during the session
and I think that was properly done by the resource speaker

By adding more time

More examples and detailed explanation

Venue should be sufficient to avoid disturbances from other outside concerns

SPEAKER EVALUATION

JANE C. JAVIER

Training Course on ISO 9001:2015 QMS Requirements and Documentation for the Philippine National Railways
20, 22 and 26 September 2017 | PNR Executive Bldg, Mayhaligue St, Tondo, Manila

Part 1: SUBJECT MATTER

Attributes	Low	Satisfactory	Very Good
1. Level of Content	0	2	14
2. Appropriateness	0	2	14
3. Applicability	0	2	14
	Incomplete	Adequately Covered	Complete
4. Level of Coverage	0	1	14

Part 2: SPEAKER

	1	2	3	4	5	Ave
A. ACHIEVEMENT OF SESSION OBJECTIVES	0	0	0	5	12	4.71
B. MASTERY OF SUBJECT MATTER						
1. Ability to exhibit knowledge of subject matter	0	0	0	3	15	4.83
2. Ability to answer participants' questions on the subject matter	0	0	0	2	16	4.89
3. Ability to inject current developments relevant to the topic	0	0	0	3	15	4.83
4. Ability to balance principles/theories with practical applications	0	0	0	3	15	4.83
C. PRESENTATION OF SUBJECT MATTER						
1. Preparedness of speaker	0	0	0	3	15	4.83
2. Ability to organize materials for clarity and precision	0	0	0	3	15	4.83
3. Ability to arouse interest	0	0	0	4	14	4.78
4. Ability to use appropriate instructional materials	0	0	0	5	13	4.72
D. TEACHER-RELATED PERSONALITY TRAITS						
1. Ability to establish rapport	0	0	0	4	14	4.78
2. Considerateness	0	0	0	5	14	4.74
E. ACCEPTABILITY OF SPEAKER AS RESOURCE PERSON						
	0	0	0	4	14	4.78
					Average:	4.80

PART III. Please answer the ff: as honestly as you can.

A. In general, can you say that speaker was effective? Why or why not?

Yes, because of the attentiveness shown by the participants

Yes (x4)

Yes, she established good rapport with the team

Yes, for at the end of the training, I was able to gain knowledge and meet the objectives of the course

Very effective, clear voice for easily understanding the topics

Yes, she aroused my interest

Yes, she really knows the subject/topic

Yes, knowledgeable

Yes, I clearly understood what QMS is and its process

Effective, explained the topic very well; importance of each topic was highlighted

Yes, effective because I had gained knowledge

Yes, truly knowledgeable

Yes, speaker is able to engage participants to actively interact

B. What is the best thing you can say about him/ her?

Knowledgeable, conversant and interesting

Prepared and knowledgeable

Very knowledgeable

The course is comprehensive but she was able to make it simple and understandable to participants; she didn't bore us

Direct to the point; clear examples and illustrations

I can recommend her to another government agency to be their ISO 9001:2015 training course speaker

Intelligent, knowledgeable, accommodating, lively, and explained the topics clearly

Lively, energetic, funny

Serious and very much focused

Very competent

Knowledgeable

Examples given are relatable and applicable to us; it made us learn/remember easier; great exercises

Highly motivational

Very educated speaker

Well-versed with the topic

C. Please suggest ways and means in which he/she can improve this particular module/topic.

None. She did it very well. Keep it up.

Use of illustrative materials/visual aids

She may cite more examples (related) to the topic presented

More positive examples to boost morale

No more I can ask for

COURSE EVALUATION

Basic Course on Productivity and Quality Improvement Approaches

5, 6 and 8 December 2017 | PNR Executive Bldg., Mayhaligue Street, Tondo, Manila

Item	1	2	3	4	5	Ave
A. COURSE OBJECTIVES	0	0	0	2	5	4.71
B. COURSE EXPECTATIONS	0	0	0	3	4	4.57
C. TRAINING MATERIALS/ HANDOUTS	0	0	0	3	3	4.50
D. SELECTION, SEQUENCING, ORGANIZATION & SCHEDULING						
1. Selection of Topics	0	0	0	0	7	5.00
2. Usefulness of Course	0	0	0	0	7	5.00
3. Sequencing of Topics	0	0	0	1	6	4.86
4. Organization of Course Activities	0	0	0	1	6	4.86
5. Scheduling of Activities	0	0	0	3	4	4.57
6. Length of Course	0	0	0	2	5	4.71
E. METHODOLOGY						
1. Program Methodology						
a. Lecture / Discussion	0	0	0	2	5	4.71
b. Presentation	0	0	0	1	5	4.83
c. Exercises	0	0	0	1	5	4.83
d. Small Group Discussion	0	0	0	3	3	4.50
2. Appropriateness of Instruction Materials	0	0	0	2	5	4.71
F. COURSE LOGISTICS						
1. Training Site / Venue	0	0	0	2	5	4.71
2. Training Facilities	0	0	0	3	4	4.57
3. Accommodation	0	0	0	0	0	#DIV/0!
4. Food	0	0	0	5	2	4.29
5. Training Equipment Used	0	0	0	2	5	4.29
6. Pre-Training Arrangements / Coordination	0	0	0	3	4	4.57
G. LEARNING OF PARTICIPANTS						
1. Degree of Learning	0	0	0	4	3	4.43
2. Expectations were adequately met	0	0	0	4	3	4.43
3. Actively Involved in the Learning Process	0	0	0	2	5	4.71
	<i>*1-poor, disliked ; 5 - excellent, enjoyed very much</i>					4.43
	Ave. 5	4	out of	7		
	Ave. 4	3	out of	7		
	Ave. 3	0	out of	7		
H. What did you find particularly rewarding/ liked best about the course?	The practice of the 5S 5S The course is very useful. You can even apply it to one's household. Interactive New learning Learning the 5S standards and analization of the roots and causes of non-conformities.					
I. How can the delivery of the course be enhanced?	Regular audit More real life example					

SPEAKER EVALUATION

RACQUEL M. BARBECHO

Basic Course on Productivity and Quality Improvement Approaches
5, 6 and 8 December 2017 | PNR Executive Bldg., Mayhaligue Street, Tondo, Manila

Part 1: SUBJECT MATTER

Attributes	Low	Satisfactory	Very Good
1. Level of Content	0	0	5
2. Appropriateness	0	0	5
3. Applicability	0	0	5
	Incomplete	Adequately Covered	Complete
4. Level of Coverage	0	0	3

Part 2: SPEAKER

	1	2	3	4	5	Ave
A. ACHIEVEMENT OF SESSION OBJECTIVES	0	0	0	1	6	4.86
B. MASTERY OF SUBJECT MATTER						
1. Ability to exhibit knowledge of subject matter	0	0	0	0	7	5.00
2. Ability to answer participants' questions on the subject matter	0	0	0	0	7	5.00
3. Ability to inject current developments relevant to the topic	0	0	0	1	6	4.86
4. Ability to balance principles/theories with practical applications	0	0	0	2	5	4.71
C. PRESENTATION OF SUBJECT MATTER						
1. Preparedness of speaker	0	0	0	0	7	5.00
2. Ability to organize materials for clarity and precision	0	0	0	1	6	4.86
3. Ability to arouse interest	0	0	0	1	6	4.86
4. Ability to use appropriate instructional materials	0	0	0	0	7	5.00
D. TEACHER-RELATED PERSONALITY TRAITS						
1. Ability to establish rapport	0	0	0	1	6	4.86
2. Considerateness	0	0	0	0	7	5.00
E. ACCEPTABILITY OF SPEAKER AS RESOURCE PERSON	0	0	0	0	7	5.00
					Average:	4.92

PART III. Please answer the ff: as honestly as you can.

A. In general, can you say that speaker was effective? Why or why not?

Yes

She is considerate

The speaker is really knowledgeable on the subject matter and I was able to impart her learnings to us.

Yes, with a lot of knowledge share/explain with regards to the topic

Yes, effective.

Yes, well-versed on the subject

Yes, approachable and well-versed

B. What is the best thing you can say about him/ her?

Knowledgeable and enthusiastic

She is considerate/patient and has mastery on the subject matter.

Intelligent and an effective speaker

Knowledgeable on the topic

Approachable and interactive

C. Please suggest ways and means in which he/she can improve this particular module/topic.

Energy

None, I can suggest

SPEAKER EVALUATION

MARIANNE JANE S. ZARA

Basic Course on Productivity and Quality Improvement Approaches
5, 6 and 8 December 2017 | PNR Executive Bldg., Mayhaligue Street, Tondo, Manila

Part 1: SUBJECT MATTER

Attributes	Low	Satisfactory	Very Good
1. Level of Content	0	0	4
2. Appropriateness	0	0	4
3. Applicability	0	0	4
	Incomplete	Adequately Covered	Complete
4. Level of Coverage	0	0	3

Part 2: SPEAKER

	1	2	3	4	5	Ave
A. ACHIEVEMENT OF SESSION OBJECTIVES	0	0	0	3	4	4.57
B. MASTERY OF SUBJECT MATTER						
1. Ability to exhibit knowledge of subject matter	0	0	0	0	7	5.00
2. Ability to answer participants' questions on the subject matter	0	0	0	0	7	5.00
3. Ability to inject current developments relevant to the topic	0	0	0	1	6	4.86
4. Ability to balance principles/theories with practical applications	0	0	0	2	5	4.71
C. PRESENTATION OF SUBJECT MATTER						
1. Preparedness of speaker	0	0	0	1	6	4.86
2. Ability to organize materials for clarity and precision	0	0	0	1	6	4.86
3. Ability to arouse interest	0	0	0	1	6	4.86
4. Ability to use appropriate instructional materials	0	0	0	1	6	4.86
D. TEACHER-RELATED PERSONALITY TRAITS						
1. Ability to establish rapport	0	0	0	0	7	5.00
2. Considerateness	0	0	0	0	7	5.00
E. ACCEPTABILITY OF SPEAKER AS RESOURCE PERSON	0	0	0	0	7	5.00
					Average:	4.88

PART III. Please answer the ff: as honestly as you can.

A. In general, can you say that speaker was effective? Why or why not?

Yes x2

Yes, she was able to impart knowledge to us.B43:G59

Yes, knowledgeable

Yes, effective

Yes, interesting

Yes, approachable and well-versed

B. What is the best thing you can say about him/ her?

Knowledgeable of the course

Considerate

She is approachable, considerate and patient.

Intelligent, lively and patient

Knowledgeable on the topic

Knows well her subject

Approachable and interactive

C. Please suggest ways and means in which he/she can improve this particular module/topic.

Energy

None I can suggest