



PRODUCTIVITY AND DEVELOPMENT CENTER

(Center)

[2017] PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code: QFRDB

Project Title: [GQMP] UPDATING OF THE GOVERNMENT QUALITY MANAGEMENT SYSTEM STANDARDS

Project Start: 01 February 2017

Project End: 31 December 2017

Project Price: PHP 460,637.35

Client Organization: Department of Budget and Management

II. Project Team

Project Manager: Racquel M. Barbecho

Team Members: Ma. Joane Anne DL. Corbe, Eurikai F. Posadas, Ronald Armin F. Ocampo, Aileen A. Ricohermoso, Raymond L. Agcaoili, Noreen D. Pagkatipunon, Arianne P. Flores

Supervising Fellow: Evangeline M. Macariola

Consultants/ Resource Person: N/A

III. Project Details

Project Description: The need for government agencies to improve quality in their operations and service delivery has never been more urgent in the light of the Duterte Administration's thrust to enhance the social fabric through ensuring people-centered, clean, and efficient governance as cited in the Philippine Development Plan 2017-2022. There is also an urgent call to improve the citizens' faith and trust in the government's capacity to make the Filipino lives better, safer and healthier.

This clear and compelling direction of the Administration further strengthens the need for government agencies to comply to Executive Order (EO) No. 605, *Institutionalizing the Structure, Mechanisms, and Standards to Implement the Government Quality Management Program (GQMP)*, which was issued to effect improvement in public sector performance by ensuring the consistency of products and services through quality processes.

In line with the aforementioned thrust of the government and to strengthen the implementation of the EO No. 605, the DAP, by authority of the GQMP through Government Quality Management Committee Resolution No. 12, facilitated the request for Department of Trade and Industry's Bureau of Product Standards (BPS) to reconstitute and reactivate the Technical Committee 71 with the goal of updating the Government Quality Management System Standards (GQMSS). It likewise involved active participation of the Development Academy of the Philippines (DAP), as a member of Technical Committee 71, in providing technical inputs as well as directing the committee towards creating a national standard that is user-friendly and speaks the public sector language.

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Project Objective: The updated GQMSS shall guide the government agencies in the establishment and implementation of the ISO 9001:2015 QMS.

Specifically, the updating of GQMSS aimed to:

- a. Build a quality culture and foster continuing improvement in the government characterized by citizen-driven organizations and thus further strengthen the global competitiveness among its sectors;
- b. Promote and enhance transparency and accountability in governance and provide a framework for assessing quality excellence among the government organizations; and,
- c. Ensure consistency of the quality of the products and services through quality processes.

Focus Area: Public Sector Productivity
Project Type: Regular Project
Project Beneficiary: National Government Agencies/Public Sector
Regional Coverage: National Capital Region

IV. Project Accomplishments
Key Activities Implemented

| Meetings Conducted | Discussion Highlights |
|---|--|
| 27 March 2017 9:30 AM, Center Conference Room, 5F, Trade and Industry Bldg., Sen. Gil Puyat Ave., Makati City | <ul style="list-style-type: none"> Following the initiative of the DAP to update the GQMSS, the Bureau of Product Standards reconvened the BPS/TC 71 and a meeting was called to order to validate the need to update the said guidance document. It was explained that the GQMSS is aligned to the International Workshop Agreement (IWA) 4, Quality Management System – Guidelines for the Applications of ISO 9001:2000 in Local Government published by ISO in 2009. Subsequently, IWA 4 was superseded by ISO 18091, Quality Management Systems – Guidelines for the Application of ISO 9001:2008 in Local Government published by ISO in 2014. However, due to the publication of ISO 9001:2015, ISO 18091 is now being reviewed by ISO/TC 176 to harmonize with the new version of ISO 9001. The Philippines, as a Participating Member to the ISO/TC 176, is encouraged to actively participate in the early stage of drafting international standard, form a Philippine position by way of commenting, voting, and attending ISO/TC 176 meetings. The BPS clarified that the term "local government" in ISO 18091 is generic term to both national and local |

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| Meetings Conducted | Discussion Highlights |
|---|--|
| | government units in the Philippine setting. |
| 18 April 2017 9:30 AM, Center Conference Room, 5F, Trade and Industry Bldg., Sen. Gil Puyat Ave., Makati City | <ul style="list-style-type: none"> It was agreed to update the reference standard of GQMS from ISO 9001:2000 to ISO 9001:2015 while moving forward to prepare a presentation of the Philippines' comment to ISO 18091. The BPS/TC 71 Secretariat was tasked to prepare a working draft containing proposed modifications to the GQMSS for the group to deliberate on next meeting. |
| 24 May 2017 9:30 AM, BPS Conference Room, 3F, Trade and Industry Bldg., Sen. Gil Puyat Ave., Makati City | <ul style="list-style-type: none"> It was agreed that all applicable sections of ISO 9001:2015 shall be adopted en toto. |
| 20 June 2017 9:30 AM, BPS Conference Room, 3F, Trade and Industry Bldg., Sen. Gil Puyat Ave., Makati City | <ul style="list-style-type: none"> The group agreed to establish a BPS/TC 71 Ad-Hoc committee to prevent further delay on the deliberation of the GQMSS working draft. The Secretariat informed the group that the working draft have not undergone major changes from its reference standard, ISO 9001:2015. |
| 18 July 2017 Virata Hall, Level 2B, DAP Bldg., San Miguel Ave., Ortigas Center, Pasig City | <ul style="list-style-type: none"> Since the Committee Draft of ISO 18091:2015 <i>Quality Management Systems -- Guidelines for the Application of ISO 9001:2015 in Local Government</i> is already out, the BPS/TC 71 agreed to adopt the said guidance document as a Philippine National Standard, with some modifications to tailor-fit the Philippine government spectrum. It means that the GQMSS will no longer be revised, but the BPS/TC 71 agreed to come up with a Draft Informative Annex, which will provide useful references for the implementation of ISO 9001:2015 QMS in the government. The term "Local Government" shall be changed to "Public Sector Organization". |

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| Meetings Conducted | Discussion Highlights |
|--|---|
| 14 August 2017 9:30 AM, BPS Conference Room, 3F, Trade and Industry Bldg., Sen. Gil Puyat Ave., Makati City | <ul style="list-style-type: none"> The Secretariat informed the group that the consolidated comments on the ISO/CD 18091 will be construed as the Philippines' position and will be submitted to ISO for consideration. The proposed Draft Informative Annex for the References of GQMSS was presented by the Secretariat. Deadline for submission of inputs was set on 05 September 2017. |
| 19 September 2017 9:30 AM, BPS Conference Room, 3F, Trade and Industry Bldg., Sen. Gil Puyat Ave., Makati City | <ul style="list-style-type: none"> It was agreed that all members of the Technical Committee will provide their own agency's issuances (statutes) to be included on the GQMSS. The BPS shall seek clearance from ISO on the request for posting the finalized GQMSS on the GQMC website. |
| 03 October 2017 9:30 AM, BPS Conference Room, 3F, Trade and Industry Bldg., Sen. Gil Puyat Ave., Makati City | <ul style="list-style-type: none"> The BPS/TC 71 will be providing comments on the deliberation stage of the ISO 18091, establishing its intention to provide the standard for free to government agencies. The Secretariat was requested to consolidate the comments of the members on the Draft Informative Annex. |
| 25 October 2017 9:30 AM, BPS Conference Room, 3F, Trade and Industry Bldg., Sen. Gil Puyat Ave., Makati City | <ul style="list-style-type: none"> ISO 18091 is still on Committee Draft stage. As agreed in the previous meetings, the BPS/TC 71 will be following the development of ISO 18091. At the same, it will be also used as the guide document of the group in deliberating GQMSS. The group discussed that Memorandum Circulars (MCs) which are included as Statutes on the Draft Informative Annex, usually issued every year, will no longer be included in the matrix. Therefore, the group agreed to remove Memorandum Circulars on the list, unless their inclusion is deemed necessary. |
| 21 November 2017 9:30 AM, Center Conference Room, 5F, Trade and Industry Bldg., Sen. Gil Puyat Ave., Makati City | <ul style="list-style-type: none"> The Secretariat informed the group that ISO 18091 is still on Committee Draft stage, and is expected to be published in early 2018. With regard to the Draft Informative Annex, the Secretariat informed the group that list of statutes listed on the annex came from the previous GQMSS, as identified by the former members of BPS/TC 71. |

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|--------------------|--|
| | <p>✚ The Chairman requested the Secretariat to encourage COA to provide comments to the Draft Informative Annex. The group considered COA as an agency that has a vital role in drafting the Informative Annex due to its overseeing statutes being enforced to other government agencies. The Secretariat was also requested to re-circulate the Draft Informative Annex.</p> |

Major Outputs

- ✚ Draft Informative Annex, which is intended to provide useful references for the implementation of ISO 9001:2015 QMS in the government.

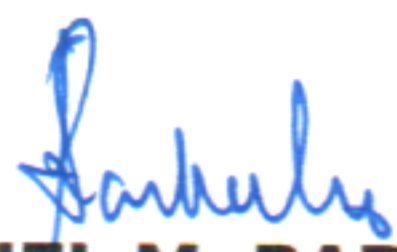
Lessons Learned

- ✚ It is important to ensure that the assigned project manager of every project regularly reports, to the supervising fellow, updates on the project activities, and keeps a proper filing of complete project documents, so that in case of sudden absence/resignation, even without proper turnover, it would not be difficult for anyone to take over the project.


V. Attachments

- Summary of Evaluation for Course and Resource Person (not applicable)
- Certificate of Project Closure (not applicable)

Prepared by:


RACQUEL M. BARBECHO
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

ONE-POINT LESSON

| | |
|----------------|--|
| Project | UPDATING OF THE GOVERNMENT QUALITY MANAGEMENT SYSTEM STANDARDS |
| Prepared by | EURIKAI F. POSADAS <i>efp</i> |
| Noted by | ARNEL D. ABANTO <i>an</i> |
| Center | PDC-GQMPO |
| Date Prepared: | 25 JANUARY 2018 |
| File number | OPL-2017-xx 013 |

Subject/Activity: Project Turnover
Actual Date (if applicable):

| What happened? (State the problem and what was done) | What should have been done? (Recommended corrective and preventive action) |
|---|---|
| <p>The assigned Project Manager suddenly resigned from the Academy. No proper handover of the project was done, let alone a proper filing of project documents which could have been used for getting up-to-speed with documentation and project status. It was quite a challenge for the new Project Manager to take over the project.</p> | <p>It is important to ensure that the assigned project manager of every project regularly reports to the supervising fellow updates on the project activities, and keeps a proper filing of complete project documents, so that in case of sudden absence/resignation, even without proper handover, it would not be difficult for anyone to take over the project.</p> |

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.

One template = One Lesson

Submit One-Point Lesson to osvpp@dap.edu.ph

PHOTO DOCUMENTATION



Members of the BPS/TC 71 review the Committee Draft of ISO 18091:2015 Quality Management Systems -- Guidelines for the Application of ISO 9001:2015 in Local Government