

**Productivity and Development Center**  
2017 PROJECT ACCOMPLISHMENT REPORT

### **I. Project Information**

Project Code : QFRDC  
Project Title : GQMP Component: National Quality and Productivity Improvement Month  
Project Start : 01 March 2017  
Project End : 15 December 2017  
Project Price : PhP 580,000  
Client Organization: Department of Budget and Management (DBM)

### **II. Project Team**

Project Manager: Marianne Jane S. Zara  
Team Members : Homer H. Alcon  
Maria Joane Anne D. Corbe  
Rochelle E. Gayagay  
Evangeline M. Macariola  
Arianne P. Flores  
Noreen D. Pagkatipunan  
Supervising Fellow: Racquel M. Barbecho  
Center Head : Arnel D. Abanto  
Consultants/Resource Persons: Mary Jacquelyne S. Cañiza  
Rochel F. Tan

### **III. Project Details**

**Project Description:** In celebration of the National Quality and Productivity Improvement Month in October 2017, the Government Quality Management Program (GQMP) showcased the best practices in public sector productivity and recognized the public sector's initiatives towards quality enhancement, productivity improvement and innovation during the International Conference on Public Sector Productivity (ICPSP). This initiative raised consciousness in the government's drive for productivity, competitiveness and economic growth.

In promoting the government's drive for quality and productivity improvement, the GQMP in partnership with the Development Academy of the Philippines' Center of Excellence Secretariat and Public Management Development Program hosted the ICPSP to showcase the strategies and value-adding activities the institutions have put forward, and discuss challenges faced in enhancing quality, optimizing productivity and moving for pervasive innovation. Through the conference, the GQMP has put forward the importance of the Quality Management System and Coaching for Productivity through the sessions, Masterclass on Quality Management System: Focus on Citizen Satisfaction and Sustained Success, and, Masterclass on Productivity Coaching: How to Reach your Full Potential. The recognition of best practices in the government was also incorporated to acknowledge their painstaking efforts in attaining or even enhancing citizen satisfaction.

An audio-visual documentation of the successes of GQMP was also developed and presented during the conference to boost the drive of the organization in continuing and expanding their quality and productivity improvement

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initiatives. It further raised awareness of GQMP programs as well as promoted GQMP's advocacy and capability building activities.

**Project Objective:** The project aimed to:

1. Promote a culture of enhancing quality, optimizing productivity and moving for pervasive innovation through showcasing best practices of public sector institutions;
2. Raise consciousness of public sector institutions to implement value-adding activities to attain productivity growth;
3. Recognize the public sector's best practices and efforts in attaining overall productivity; and,
4. Raise awareness of public sector institutions in the GQMP advocacy and capability building activities and successes

**Focus Area:** Public Sector Productivity  
**Project Type:** Regular  
**Project Beneficiary:** Public Sector  
**Regional Coverage:** International

#### **IV. Project Accomplishments**

**Key Activities Implemented:**

Activity	Details
1. International Conference on Public Sector Productivity	<ul style="list-style-type: none"> <li>11 October 2017 – Conducted two breakout sessions: Masterclass on Quality Management System (QMS): Focus on Citizen Satisfaction and Sustained Success, and, Masterclass on Productivity Coaching: How to Reach your Full Potential. Incorporated ISO 9001 QMS Recognition and Government Best Practice Recognition to acknowledge agencies' efforts in attaining citizens' satisfaction.</li> </ul>
2. Audio-Visual Presentation (AVP) of Government Quality Management Program's (GQMP) Successes	<ul style="list-style-type: none"> <li>August 26 and September 23, 2014 – Developed an audio visual presentation with a short background of the GQMP as well as testimonies from different agencies on the improvements the QMS has brought them.</li> </ul>

**Major Outputs**

- 52 participants were oriented on the QMS through the Masterclass on Quality Management System: Focus on Citizen Satisfaction and Sustained Success
- 55 participants were oriented on productivity coaching through the Masterclass on Productivity Coaching: How to Reach your Full Potential
- Audio Visual Presentation developed

**Project Impact**

- Raised consciousness of public sector institutions on value-adding activities to attain overall productivity
- Improved awareness of public sector on GQMP and the benefits of the ISO 9001 QMS

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**Lessons Learned**

- Partnership or collaboration with other Centers is not an easy task especially when you are handling other projects and is always out for implementation. Close coordination and communication is required, i.e., on updating of changes, etc.
- Clearly defined roles and tasks is a must.
- A well-experienced AV artist, even if costly, is recommended to be hired for more creative inputs in the AVP. Freelancer students prioritize school over engagement so rushed editing cannot be done and deadlines tend to be missed.

**V. Attachments**

- Summary of Evaluation for Course and Resource Person: Not Applicable
- Certificate of Project Closure: Not Applicable

**Prepared by:**

  
**MARIANNE JANE S. ZARA**  
Project Manager

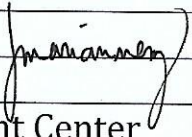

**Approved by:**

  
**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 Component: National Quality and Productivity Improvement Month
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:** Development of GQMP's Audi-Visual Presentation (AVP)  
**Actual Date** (if applicable): N/A

What happened? (State the problem and what was done)	What should have been done? (Recommended corrective and preventive action)
There are not much inputs gathered from the contractor. Creative inputs were given by the DAP Project Team. Also, freelancer students prioritize school over external engagements so rushed editing cannot be done and deadlines tend to be missed.	A well-experienced AV artist, even if costly, is recommended to be hired for more creative inputs in the AVP.

## 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](mailto:osvpp@dap.edu.ph)



## PHOTO DOCUMENTATION



Ms. Racquel Barbecho and Mr. Homer Alcon, the Resource Persons for the session, alternately discussed the goals, importance and benefits of the Quality Management System. They also discussed the Government Quality Management Program.



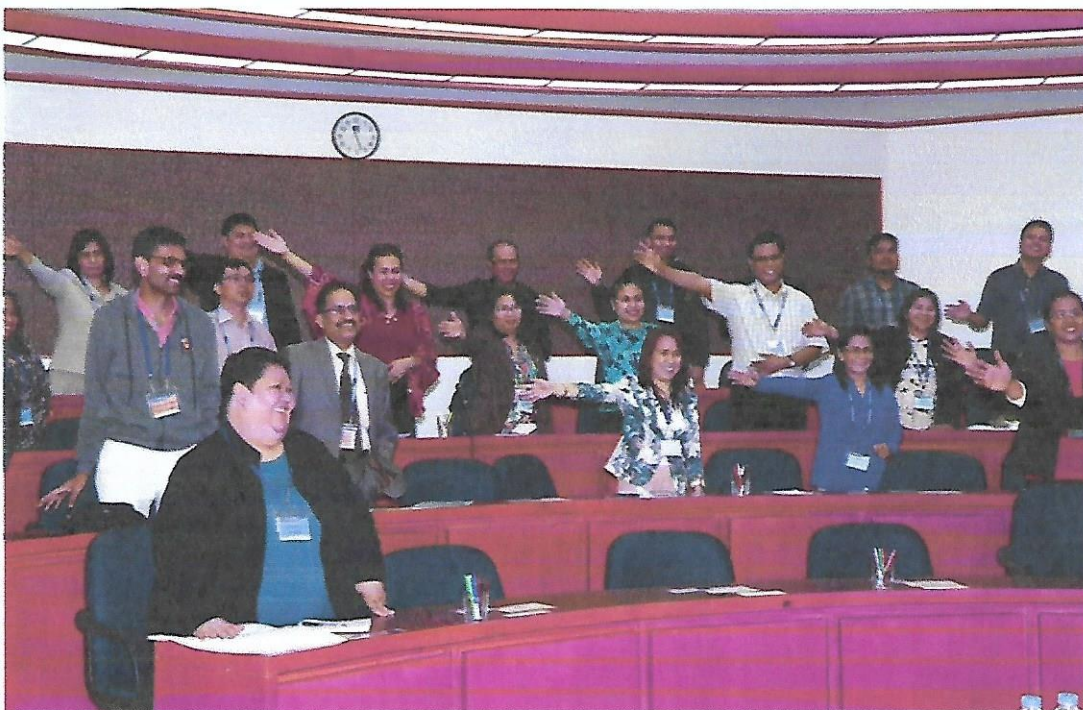
Ms. Racquel Barbecho discussed the Goal of QMS to increase organization's awareness of its duties and commitment in fulfilling needs and expectations of its clients and its interested parties.



## PHOTO DOCUMENTATION



Ms. Jackie Cañiza highlighting that coaching is founded in the premise that the client has the potential to attain his/her goal and the coach draws that potential by asking powerful questions. She also highlighted that Coaching is not counselling or therapy, teaching and, mentoring or advising.



Participants reaching out like how they would reach out to their coachees.