

Strategic Initiative 1

I. NAME OF PROGRAM: National Government Career Executive Service Development Program (NGCESDP) – Public Management and Development Program (PMDP)

II. CONTACT PERSON/ PROGRAM TEAM HEAD: Lead: Ms. Nanette C. Caparros
Managing Director, PMDP

III. PROGRAM DESCRIPTION: The NGCESDP-PMDP is an intensive, purposive and continuing training program for incumbent executives and middle managers and their potential successors in the government bureaucracy. It aims to foster careerism in government and promote stability in the bureaucracy by producing a corps of development-oriented, competent, dedicated and honest officials within the medium term. This supports the government's commitment to lift the nation from poverty through honest and effective governance and to transform the government from one that is self-serving to one that works for the welfare of the nation. The PMDP hopes to achieve the following:

- Develop a keen appreciation of the vital role government executives play in the overall development process;
- Produce competent government leaders committed to the welfare of their constituents and the country's progress;
- Foster a spirit of kinship, mutual support and harmony among government leaders working for the common goal of a good life for all;
- Deepen the bench of successors to the incumbent government office executives to ensure smooth transition in case of promotions or vacancies; and
- Enhance the image of the Philippines government as an institution imbued with professionalism, integrity and honesty.

PMDP has two classes: the Middle Managers Class (MMC) and the Senior Executives Class (SEC), and is built around the three learning areas of Governance and Development, Strategic Public Management, and Public Efficacy and Leadership. The MMC is designed to have a 76-day residential training at the DAP Conference Center in Tagaytay and a 10-day learning-and-teaching sensing journey in a rural community. A Re-Entry Project from each participant is required for implementation upon their return to their agencies/cluster. On the other hand, the SEC has a 37-day residential training and a 5-day Sensing Journey, and a 5-day foreign study mission. A Capstone Paper, which can be a policy proposal or a management case is required from each participant.

IV. PROGRAM MILESTONES:				
ACTIVITIES	TIMELINE		BUDGET	FUNDING SOURCE
	START	END		
A. PROMOTIONS AND RECRUITMENT <ul style="list-style-type: none"> • Promotions and recruitment will be done year round and will target both the agencies and the desired participants. This will be done with a combination of widespread direct mail, press releases through the traditional press as well as websites, personal calls to decision makers and events marketing. 	2018	2019	Based on approved budget from DBM	GAA

PROGRAM MILESTONES:				
ACTIVITIES	TIMELINE		BUDGET	FUNDING SOURCE
	START	START		
B. PROGRAM IMPLEMENTATION AND MONITORING <ul style="list-style-type: none"> • Close monitoring of particular performance will be undertaken to address difficulties, ensure compliance with training requirements and attain 100% graduation from the program. • Regular evaluation of course content and delivery will be done towards continuous enhancement of the curriculum and training design • Faculty performance and program management will be closely scrutinized to ensure effective and efficient program delivery. 	2018	2019	Based on approved budget from DBM	GAA
TOTAL				

V. MEASURES AFFECTED:

- Completion rate (of enrolled students in PMDP)
- Percentage of Re-Entry Plans (REPs) Accepted
- Budget utilization rate

Noted by:



TRYGVE A. BOLANTE
Compliance Officer

Strategic Initiative 2

I. NAME OF PROGRAM: Modernizing Government Regulations (MGR) Program

II. CONTACT PERSON/ PROGRAM TEAM HEAD: Lead: Mr. Arnel A. Abanto
VP/Managing Director, PDC

III. PROGRAM DESCRIPTION:

The MGR Program is a key strategy adopted by DAP, NEDA, NCC and the Inter-agency Committee on Development Administration to accelerate improvement in regulatory quality and coherence. This is one of the priority programs in line with the provisions of the Philippine Development Plan 2017-2022, particularly on the Sector Outcome of "ensuring people-centered, clean, efficient, and effective governance". More specifically, the program supports the Sub-sector Outcome of "achieving seamless service delivery", focusing on regulatory reform to attract more foreign and local investments, promote enterprise growth, wealth and employment creation.

The program is designed to contribute to the improvement of the competitiveness of the Philippines by examining existing regulations to streamline unnecessary rules and compliance costs, to ensure regulatory effectiveness and to influence agencies to work together in reducing regulatory burden to businesses. The output of this examination shall be used in developing the National Regulatory Architecture that will define seven critical elements: (1) an appropriate institutional infrastructure to manage regulations; (2) a defined regulatory making and review process; (3) an industry regulatory framework; (4) a Quality Regulatory Management System; (5) a clear public consultation process; (6) appropriate competency development programs for relevant government bodies and (7) an integrated and accessible Philippine Business Regulatory Information System.

IV. PROGRAM MILESTONES:				
ACTIVITIES	TIMELINE		BUDGET	FUNDING SOURCE
	START	END		
1. Utilize a whole-of-government approach in analyzing opportunities for improvement of regulatory and non-regulatory alternatives.	2017	2020	Based on approved budget from DBM	GAA
2. Engage industry experts with experience and familiarity with regulatory requirements faced by businesses in the focus industries.	2017	2020		
3. Employ data gathering methods to gather information from businesses regarding challenges in meeting the regulatory requirements.	2017	2020		
4. Hold consultations in different geographical areas of the country to address idiosyncrasies that may arise from the local interpretation and implementation of national regulations.	2017	2020		
5. Involve relevant agencies in each step of the regulations review to provide the perspective on the rationale and legal basis of regulations.	2017	2020		
6. Employ methods that have been developed and successfully implemented by other countries such as Regulatory Impact Analysis, Good Regulatory Practices and other relevant tools and approaches.	2017	2020		

PROGRAM MILESTONES:				
ACTIVITIES	TIMELINE		BUDGET	FUNDING SOURCE
	START	START		
7. Adopt proven and accepted standards such as those set by the International Standards Organization (ISO) on requirements for the competence of bodies performing inspection and for the impartiality and consistency of their inspection activities, and requirements and guidance for establishing, implementing, maintaining, reviewing and improving anti-bribery management systems.	2017	2020	Based on approved budget from DBM	GAA
8. Employ a data driven approach in the formulation of recommendations using tools to determine the burden of regulations on business.	2017	2020		
9. Strengthen regulatory reform advocacy by raising awareness of businesses on government initiatives through regular dialogues.				
TOTAL				

I. **MEASURES AFFECTED:**

- Number of researches and studies completed
- Budget utilization rate

Noted by:



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Compliance Officer

Strategic Initiative 3

I. NAME OF PROGRAM:	Center of Excellence in Public Sector Productivity (COE-PSP)
II. CONTACT PERSON/ PROGRAM TEAM HEAD:	Lead: Ms. Maria Rosario Ablan, Director, COE-PSP
III. PROGRAM DESCRIPTION:	<p>The establishment of Centers of Excellence is a key strategy adopted by the Asian Productivity Organization (APO) to propagate best practices and further strengthen national productivity organization in areas where they possess unique strengths and expertise. To date, the APO has already designated three NPOs as COEs: 1) SPRING of Singapore as the COE on Business Excellence; 2) China Productivity Center as COE on Green Productivity, and 3) Philippines as the COE on Public Sector Productivity.</p> <p>Among others, the Center of Excellence (COE) in Public Sector Productivity (PSP) aims to:</p> <ul style="list-style-type: none">A. Assist APO in advancing the public sector productivity movement in the Asia and the Pacific region;B. Help address common and critical issues on public sector productivity performance besetting the APO member countries;C. Foster cutting-edge research, facilitate training and knowledge-sharing, and support outreach to APO member countries in raising productivity of the public sector organizations in the region; andD. Serve as hub of a web of collaborators on innovation and productivity in the public sector. <p>The COE-PSP shall serve as a hub of a "web of collaborators" on innovation and productivity within and outside the Philippines. It has four (4) key components:</p> <ul style="list-style-type: none">1. PSP Knowledge Center – a repository and online library of pertinent data, information, materials and references on public sector productivity. It will accumulate, codify and publicly disseminate PSP knowledge products derived from APO projects eg. Best Practice Manual, P&Q Tool Box, etc., contributions from NPOs, international publications on innovations and productivity in the public sector, database on local and international experts on PSP.2. PSP Capability Development Program – The PSP CapDev Program will design and offer a range of face-to-face or online training and other learning solutions to develop new competencies on productivity methods, tools and techniques as applied in the public sector. Within the medium term, it seeks to establish a critical mass of P&Q professionals that can render expert assistance and strategic advice on productivity improvement to public sector organizations of NPOs especially the Philippines.3. PSP Innovation Laboratory – The PSP Innovation Lab shall serve as avenue for the NPO and selected public sector organizations to stimulate strategic thinking and innovation, understand, experiment and obtain first-hand experience in applying new solutions to address critical public sector productivity issues, under the guidance of technical experts to be deputed by APO.4. PSP Research Program – PSP Research will initiate studies on public sector productivity such as identifying innovations for productivity including best practices, adaptation and

examining effectiveness of P&Q tools, etc. In the medium to long term, the agenda could include expansion/updating the research on productivity measurement, investigation of counterproductive policies, and other studies to determine the PSP needs of APO member countries.

Through the programmatic approach, applicable P&Q techniques, and easy access to international experts and resources on productivity, the COE on PSP will help address the priority sector issues identified under the KRA on Good Governance and Anti-Corruption such as: 1) high cost of doing business with government, 2) poor delivery of public goods and services, 3) loss and waste of public resources, 4) weak management structure and systems, 5) low productivity of employees, among others. During the Roundtable Discussion with National Agencies on July 23, 2015, the establishment of a Future Center for the for the Public Sector to provide a laboratory for simulation, experimentation of new approaches as well as a venue for strategic thinking on contemporary and emerging productivity issues and problems faced by the public sector. The APO Workshop on Needs Assessment on PSP held in the Philippines on December 8-10, 2015 solidified the priority directions of the COE deriving inputs from public sector agencies, both local and international.

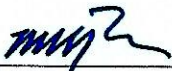
IV. PROGRAM MILESTONES:				
ACTIVITIES	TIMELINE		BUDGET	FUNDING SOURCE
	START	END		
1. PSP Knowledge Center – To accumulate, codify and publicly disseminate knowledge products on Public Sector Productivity (PSP). It will establish PSP Knowledge or a repository and online library of pertinent data, information, materials and references on public sector productivity.	2016	2020	Based on approved budget from DBM	GAA
2. PSP Capability Development – The COE-PSP will train a critical mass of PSP practitioners through the conduct of face-to-face or online training, seminars, conferences and other modes of capability building to develop and hone competencies of public sector organizations on productivity methods, tools and techniques as applied in the public sector. It shall also conduct high-level benchmarking mission of Philippine officials to selected COEs and public sector organizations	2016	2020		
3. PSP Innovation Laboratory - The PSP Innovation Laboratory shall serve as venue for public sector organizations to understand and obtain first-hand experience in applying pioneering and specific P & Q tools, techniques and methodologies to address critical public sector productivity issues. With the assistance of productivity experts, COE-PSP shall be conducting demonstration project on public service value chain and innovations in service delivery for the public sector	2016	2020		

PROGRAM MILESTONES:				
ACTIVITIES	TIMELINE		BUDGET	FUNDING SOURCE
	START	END		
4. PSP Research Program – Action research studies on public sector productivity issues shall be conducted. Studies may cover the identification of innovations for productivity including best practices, adaptation and examining effectiveness of P & Q tools, conduct of productivity measurement research and other studies to determine the PSP needs of APO member countries.	2016	2020		
TOTAL				

V. MEASURES AFFECTED:

- No. of local and international specialist trained
- No. of agencies assisted in Innovative Productivity Improvement Project (IPIP) development and Innovation laboratory projects
- Number of researches on public sector productivity issues conducted
- Budget utilization rate

Noted by:



TRYGVE A. BOLANTE
Compliance Officer

Strategic Initiative 4

II. NAME OF PROGRAM:	Customer Satisfaction Survey
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VI. CONTACT PERSON/ PROGRAM TEAM HEAD: Lead: Ms. Catherine S. Luzuriaga, Acting Director, COSM

VII. PROGRAM DESCRIPTION: As a continuous commitment to quality service, the Academy ensures that the requirements and expectations of its clients are monitored, assessed and addressed through the conduct of various client feedback tools/methods.

As stipulated in the Academy Office Order of 2012 (OO-2012-003 Client Feedback and Perception), the conduct of a Client Satisfaction Survey (CSS) is one of the tools in determining the feedback of the Academy's clients regarding the service rendered to them. This involves a set of questions designed to determine if the requirements are met and delivered.

The Corporate Operations and Strategy Management Office (COSM) is tasked to manage the Academy's customer satisfaction survey (MC-2012-005 Client Satisfaction Survey). The Program Operations Group, the DAP Conference Center and other offices conducting projects/programs will provide the necessary information (project title, client, duration, contact details, etc.) of the prospective survey respondents.

Starting 2015, the Governance Commission for GOCCs (GCG) directed GOCCs that their Client Satisfaction Survey should be conducted by a third-party provider. Additionally, the GCG issued in 2018 a prescribed methodology and questionnaire for GOCCs like DAP. It was emphasized that the survey will be in the form of a structured pen-and-paper questionnaire and proposed a data gathering method consisting of intercept (face-to-face) interviews and telephone interviews for DAP's type of business, to be administered by a third-party consultant and trained field interviewers.

In compliance with the GCG's directive, the service of a Consultant is requested, who shall carry out and provide assistance to COSM and the Academy in accomplishing the Client/Customer Satisfaction Survey 2018.

VIII. PROGRAM MILESTONES:				
ACTIVITIES	TIMELINE		BUDGET	FUNDING SOURCE
	START	END		
1) Review, add questions specific for DAP, and format questionnaire	2018	2018		Corporate Funds
2) Pilot test/Factor Analysis				
3) Finalization of survey instruments				
4) Data collection set-up (including production and preparation of fieldwork materials)				
5) Data Collection for POG services: Focus Group Discussions (FGDs) Data collection for POG services: Face-to-face and Telephone Interviews	2018	2018		
6) Data gathering from remaining POG clients	2018	2018		
7) Data cleaning and validation, and computation of descriptive statistics (for POG services responses)				
8) Writing of interim reports				

9) Submission of interim report	January 2019	January 2019		
10) Data collection for Facilities Rental service				
11) Data cleaning and validation	February 2019	February 2019		
12) Writing of final report				
13) Submission of final reports and turn-over of project documents				
TOTAL				

- IX. MEASURE AFFECTED:**
- Customer Satisfaction Rating

Noted by:



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Strategic Initiative 5

III. NAME OF PROGRAM: Third Party ISO Surveillance Audit of DAP QMS

X. CONTACT PERSON/ PROGRAM TEAM HEAD: Lead: Mr. Mark Louie Grado, Team Lead, Internal Quality Audit / Ms. Catherine Luzuriaga, Acting Director, COSM & Head, QMS Core Team Secretariat

XI. PROGRAM DESCRIPTION: In its quest for continuous improvement of its quality management system, the DAP has sought certification under ISO 9001:2015 standards. This certification is renewed in 3-year cycles with an annual surveillance audit being conducted to ensure that the organization maintains the effectiveness of its QMS.

Maintaining ISO certification under the 2015 standards is also part of the Good Governance conditions under the AO25 guidelines, as well as part of the requirements for availment of the Performance Based Bonus (PBB) under GCG guidelines.

XII. PROGRAM MILESTONES:				
ACTIVITIES	TIMELINE		BUDGET	FUNDING SOURCE
	START	END		
1) Conduct of Internal Quality Audits (IQA)	2018	2018		Corporate Funds
2) Conduct of Management Review	2018	2018		
3) Review and updating of Documented Information	2018	2018		
4) Conduct of Surveillance Audit	2018	2018		
TOTAL				

XIII. MEASURE AFFECTED:

- QMS Conformance Rate

Noted by:



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