



# development academy of the philippines

## PRODUCTIVITY AND DEVELOPMENT CENTER

### [2019] PROJECT ACCOMPLISHMENT REPORT

#### **I. Project Information**

Project Code	: QDREQ
Project Title	: Development of a Quality Management System Certifiable to ISO 9001:2015 for the Agricultural Credit Policy Council
Project Start	: 29 November 2018
Project End	: 31 July 2019
Project Price	: PhP 836,080.00 (2018 accrual=PHP 80,920.00; 2019 accrual=PHP 755,160.00)
Client Organization	: Agricultural Credit Policy Council (ACPC)

#### **II. Project Team**

Project Manager	: Christian S. Eparwa
Team Members	: Melinda F. Escopete Eunice M. Martin
Supervising Fellow	: Monica D. Saliendres
Consultants/ Resource Persons	: Jane C. Javier Raymond L. Agcaoili Heialea N. Natalia

#### **III. Project Details**

##### **Project Description**

The Agricultural Credit Policy Council (ACPC), was created in 1986 by virtue of Executive Order 113 to assist the Department of Agriculture (DA) in synchronizing all credit policies and programs in support of the latter's priority programs. It was also tasked to review and evaluate the economic soundness of all on-going and proposed agricultural credit programs, whether for domestic or foreign funding, prior to approval. Also, ACPC was tasked to undertake measures to increase its funds base and adopt other liquidity interest stabilization and risk cover mechanisms for its various financing programs.

In line with its mission to develop and advocate agri-credit policies and orchestrate programs that promote farmers and fishers access to sustained financial services, the ACPC has requested the assistance of Development Academy of the Philippines (DAP) in establishing a QMS certifiable to ISO 9001:2015 covering all its processes in the Central Office.

##### **Project Objective**

The project was aimed at facilitating the establishment of ISO 9001:2015 QMS for the ACPC covering its management, operation and support processes in the head office.

Specifically, the project was aimed to:

- Enhance the understanding and appreciation of ACPC officers and staff on the principles and requirements of ISO 9001:2015 QMS;
- Develop the capabilities of key officers and staff of the ACPC in preparing for and sustaining the ISO 9001:2015 certification; and,
- Prepare the documentation and implementation requirements for the certification of ACPC QMS and for maintaining and sustaining the established QMS.



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Focus Area: Productivity-driven development  
Project Type: Technical Assistance  
Project Beneficiary: Agriculture Sector  
Regional Coverage: NCR

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

##### **Key Activities Implemented in 2019**

1. Training course on ISO 9001:2015 QMS Requirements and Documentation
2. Workshop on Risk-Based Quality Planning and Process Mapping
3. Workshop on QMS Documentation
4. Technical guidance sessions on Review and Enhancement of Operational Controls and Procedures, QMS Implementation and Management Review.
5. Training course and workshop on Auditing QMS
6. Readiness Assessment

##### **Major Outputs**

1. The ACPC QMS Core Team members, key officers and staff were trained by the DAP Project Team on ISO 9001:2105 Requirements and Documentation. They were able to draft QMS documented information. A total of 21 participants completed the training course on Auditing QMS and all are included in ACPC's internal pool of auditors. They were able to perform audit from planning to execution and reporting of audit findings. For the actual conduct of internal audit in ACPC, 21 trained auditors participated.
2. With the technical guidance sessions provided by the DAP Project Team, ACPC was able to come up with their approved Quality Policy, QMS Manual, Process Map and Risks and Opportunities Registry as well as establish structure and controls for QMS required information. The DAP Project Team were able to provide technical advice/inputs to enhance the implementation of QMS. ACPC completed their QMS-aligned standard operating procedures per Division as required by the ACPC management.
3. ACPC was able to conduct their first management review where DAP provided feedback/recommendations to enhance the conduct of management review and the effectiveness of the QMS.
4. A Report on Readiness Assessment was submitted by DAP to ACPC after a series of auditing of their QMS implementation. This document was utilized by ACPC as a guide to further enhance their QMS.

##### **Project Impact**

In the development of their QMS, ACPC come to realize the existing gaps of their agency's procedures and practices and the importance of their processes on being aligned with ISO 9001: 2015 requirements.

##### **Lessons Learned**

In the development of ACPC's QMS, the project team should constantly monitor the updates to ensure the agency's continuous progress and to emphasize the importance of timely implementation of QMS-related activities.



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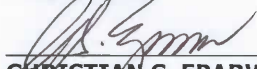
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#### **V. Attachments**

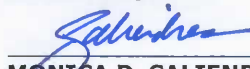
- Summary of Evaluation for Course and Resource Person (for training program)
- Certificate of Project Closure (for all completed projects)

**Prepared by:**



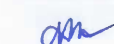
**CHRISTIAN S. EPARWA**  
Project Manager

**Certified by:**



**MONICA D. SALIENDRES**  
Director, PDC-PDRO

**Noted by:**



**ARNEL D. ABANTO**  
Vice President, PDC

**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