

Productivity and Development Center
(Center)

[2019] PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code : QCGOC
Project Title : GQMP 2020: Promotion of Relevant Quality and Productivity Improvement Approaches and Management Systems
Project Start : February 15, 2019
Project End : March 30, 2020
Project Price : PHP 1,350,000.00
Client Organization : National Government Agencies

II. Project Team

Project Manager : Mary Ann I. Mayo
Team Members : Angela C. Vargas, Dayanara Betty Angelica C. Imbang, Carolyn N. Caudilla, Daniel Amadeo B. Navarro, Sir Rommel D. Principe
Supervising Fellow : Evangeline M. Macariola
Consultants/ Resource Persons : Lloyd A. Sioson, Charlie A. Marquez, Antonio P. Santos, Arnel D. Abanto, Mylene T. Soriao, Ralph Sherwin S. Corpuz

III. Project Details

Project Description : The GQMP vision, "Improved citizen satisfaction driven by government-wide quality improvement," is a high-level goal that can be realized by ensuring that productivity and quality improvement approaches are promoted and implemented by the public sector. To achieve this, it is imperative to embrace the 4IR by promoting the implementation of related technologies to automate public services and level-up management systems approaches, based on international standards.

Thus, a series of 1-day introductory courses were conducted to generate awareness and appreciation of government agencies on the emerging technologies, standards, and approaches geared towards the future of public service in the midst of innovation and 4IR, that will drive quality and productivity improvement.

Project Objective : Specifically, the project aimed to:

- a. Enhance government agencies' awareness and appreciation of ISO 27001 Information Security Management System, ISO 31000 Risk Management System, ISO 37001 Anti-Bribery Management System, Regulatory Management System, and Introduction to the 4th Industrial Revolution: ISO 37120 Smart City, Internet of Things, Artificial Intelligence and Robotics

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- b. Develop strategic, innovative and concrete solutions to address identified issues and opportunities relative to improving the delivery of their respective agencies, and;
- c. Promote innovation in the public sector gearing towards readiness for the 4IR.

Focus Area : Productivity-driven development

Project Type : Technical Assistance, Training

Project Beneficiary : Public Sector

Regional Coverage : Nationwide

IV. Project Accomplishments

Key Activities Implemented: Five 1-day courses

Major Outputs:

| Course Title | Introductory Course on ISO 27001:2018 Information Security Management System (ISMS) |
|------------------------------|---|
| Date | 18 February 2020 |
| Highlights of Accomplishment | <p>The 1-day Introductory Course for ISO 27001:2018 Information Security Management System (ISMS) was conducted and delivered by Mr. Lloyd A. Sioson, the Chief Information Security Officer of the Home Guaranty Corporation.</p> <p>This course enhanced the awareness and appreciation of the participants for the ISO 27001 ISMS Standard as an improvement approach to level-up their QMS. In addition, the course helped the participants recognize the importance and versatility of keeping information systems secure with a system that has robust checks in place and beneficial to their QMS.</p> <p>The developed roadmap for ISMS integration to QMS was discussed during the course.</p> |
| No. of Course Participants | 29 participants |
| Participating Agencies | <p>The participants were from the following twelve (12) agencies:</p> <ol style="list-style-type: none"> 1. Department of Interior and Local Government-Local Government Academy (DILG-LGA) 2. Parole and Probation Authority (PPA) 3. Philippine Heart Center (PHC) 4. Eastern Visayas Regional Medical Center (EVRMC) 5. National Defense College of the Philippines (NDCP) |

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| | 6. Land Transportation Office-Regional Office 5 (LTO-RO V) 7. National Historical Commission of the Philippines (NHCP) 8. Department of Tourism (DOT) 9. Department of Information and Communications Technology (DICT) 10. Light Railway Transit Authority (LRTA) 11. Office of the Ombudsman 12. National Telecommunications Commission (NTC) |
| Course Evaluation Average Rating | participants gave this course a 4.48 overall rating. |

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|------------------------------|--|
| Course Title | Introductory Course on ISO 31000:2018 Risk Management System (RMS) |
| Date | 20 February 2020 |
| Highlights of Accomplishment | <p>The 1-day Introductory Course for ISO 31000:2018 Risk Management System (RMS) was conducted and delivered by Charlie A. Marquez, a certified QMS Lead Auditor.</p> <p>The course discussed the ISO specific standards for RMS which enabled the participants to recognize the importance of risk-based thinking; identify, analyze, evaluate risks; and, prepare and implement risk treatment for their organizations.</p> <p>A roadmap for RMS integration to QMS was presented and discussed.</p> |
| No. of Course Participants | 63 participants |
| Participating Agencies | <p>The participants were from the following twenty (20) agencies:</p> <ol style="list-style-type: none"> 1. Department of Interior and Local Government-Local Government Academy (DILG-LGA) 2. Philippine High School for the Arts (PHSA) 3. Department of Foreign Affairs (DFA) 4. Parole and Probation Authority (PPA) 5. Philippine Heart Center (PHC) 6. National Defense College of the Philippines (NDCP) 7. Civil Service Commission-Regional Office 5 (CSC-RO V) 8. National Historical Commission of the Philippines (NHCP) 9. Department of Tourism (DOT) 10. Department of Information and Communications |

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| | <p>Technology (DICT)</p> <p>11. Office of the Ombudsman</p> <p>12. Metropolitan Manila Development Authority (MMDA)</p> <p>13. Office of the President (OP)</p> <p>14. Local Government of Tanauan, Batangas</p> <p>15. Light Railway Transit Authority (LRTA)</p> <p>16. Public Private Partnership Commission (PPPC)</p> <p>17. Juvenile Justice and Welfare Council (JJWC)</p> <p>18. Government Procurement Policy Board (GPPB)</p> <p>19. National Telecommunications Commission (NTC)</p> <p>20. Development Academy of the Philippines-Pasig (DAP-Pasig)</p> |
| Course Evaluation Average Rating | The participants gave this course a 4.3 overall rating. |

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| Course Title | Introductory Course on ISO 37001:2016 Anti-Bribery Management System (AbMS) |
| Date | 10 March 2020 |
| Highlights of Accomplishment | <p>The 1-day Introductory Course for ISO 37001:2016 Anti-Bribery Management System (AbMS) was conducted and delivered by Mr. Antonio P. Santos, QMS Expert and Consultant.</p> <p>Specific AbMS concepts and requirements were discussed and presented that enhanced awareness and appreciation of the participants to see this international standard as one approach to level-up and improve productivity and quality. In addition, the participants were familiarized with the key steps in establishing an anti-bribery management system and mechanisms to control bribery.</p> <p>A roadmap for AbMS integration to QMS and other ISO standards were also presented and discussed.</p> |
| No. of Course Participants | 34 participants |
| Participating Agencies | <p>The participants were from the following nine (9) agencies:</p> <ol style="list-style-type: none"> 1. Department of Information and Communications Technology (DICT) 2. Eastern Visayas Regional Medical Center (EVRMC) 3. Palawan State University (PSU) 4. Department of Energy (DOE) 5. Department of Labor and Employment (DOLE) 6. Department of Transportation (DOTr) 7. National Telecommunications Commission (NTC) 8. Philippine Heart Center (PHC) 9. Development Academy of the Philippines (DAP-Pasig) |

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| Course Evaluation Average Rating | The participants gave this course a 4.5 overall rating. |
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| Course Title | Introductory Course on Regulatory Management System |
| Date | 11 March 2020 |
| Highlights of Accomplishment | <p>The 1-day Introductory Course for the Regulatory Management System was conducted and delivered by 2 resource persons from the Development Academy of the Philippines-Pasig, Mr. Arnel D. Abanto, Vice-President and Managing Director for PDC and Ms. Mylene T. Soriano, QMS and 5S Resource Person.</p> <p>This course increased and raised the participants' awareness, as well as, aided them to identify the importance of how this management system can be used by government agencies in the delivery of their regulatory functions.</p> <p>A roadmap for the Regulatory Management System with an integration to the QMS was presented and discussed.</p> |
| No. of Course Participants | 20 participants |
| Participating Agencies | <p>The participants were from the following twelve (12) agencies:</p> <ol style="list-style-type: none"> 1. Department of Interior and Local Government-Local Government Academy (DILG-LGA) 2. Parole and Probation Authority (PPA) 3. Philippine Heart Center (PHC) 4. Eastern Visayas Regional Medical Center (EVRMC) 5. National Defense College of the Philippines (NDCP) 6. Land Transportation Office-Regional Office 5 (LTO-RO V) 7. National Historical Commission of the Philippines (NHCP) 8. Department of Tourism (DOT) 9. Department of Information and Communications Technology (DICT) 10. Light Railway Transit Authority (LRTA) 11. Office of the Ombudsman 12. National Telecommunications Commission |
| Course Evaluation Average Rating | The participants gave this course a 4.7 rating. |

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|------------------------------|---|
| Course Title | Introductory Course on the 4th Industrial Revolution: Smart City, Internet of Things (IoT), Artificial Intelligence (AI), and Robotics |
| Date | 12 March 2020 |
| Highlights of Accomplishment | <p>The 1-day course for the Introduction to the 4th Industrial Revolution was conducted and delivered by Ralph Sherwin A. Corpuz, Ph.D., Resource Person on QMS and has specialization on technologies, including the Smart City.</p> |

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| | <p>This course aimed to identify QMS issues and weaknesses as the basis for 4IR improvements and share agencies' experiences and plans related to 4IR and Smart City initiatives.</p> <p>A roadmap for focusing on how the Smart City and its integration to QMS was presented and discussed.</p> |
| No. of Course Participants | 25 participants |
| Participating Agencies | <p>The participants were from the following six (6) agencies:</p> <ol style="list-style-type: none"> 1. Department of Information and Communications Technology (DICT) 2. Eastern Visayas Regional Medical Center (EVRMC) 3. Civil Service Commission-Regional Office 5 (CSC-RO V) 4. Palawan State University (PSU) 5.. Department of Energy (DOE) 6. Development Academy of the Philippines-Pasig (DAP-Pasig) |
| Course Evaluation Average Rating | The participants gave this course a 4.3 rating. |

Project Impact : 1. The five 1-day courses offered for ISO 27001 Information Security Management System, ISO 31000 Risk Management System, ISO 37001 Anti-Bribery Management System, Regulatory Management System, and Introduction to the 4th Industrial Revolution: ISO 37120 Smart City, Internet of Things, Artificial Intelligence and Robotics, were able to enhance and increase the level of awareness and appreciation of the participants by providing them with the essential concepts, principles and tools of the aforementioned management systems, respectively,

2. Provided the participants with management system requirements and road maps to aid them in integrating each management system with their ISO 9001 Quality Management Systems.

Lessons Learned : Schedule courses with days in between to give ample time for preparation of materials

Anticipate the number of participants to avoid crowding in the venue.

Consider including sharers for each course to reinforce learnings of participants and share experiences and best practices, including issues and concerns encountered and how they were able to address them



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V. Attachments


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


Prepared by:



MARY ANN I. MAYO
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