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(Center)

[2019] PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code	QBGOM
Project Title	GQMP: Transforming Public Service Delivery through 5S Phase II
Project Start	April 01 2019
Project End	June 30 2020
Project Price	P6, 200,000.00
Client Organization	National Government Agencies-Executive

II. Project Team

Project Manager	Mylene T. Soriao
Team Members	Ryan Vincent Lim, Nory Grace B. Evangelio, Homer H. Alcon, Jelriz Joy C. Lanip, Richmond Q. Acosta, Jazmin Jill Aller, Cherryl Ortega, Mikaela Maria A. Calma, Kate Clarisse K. Tungod
Supervising Fellow	Ma. Theresa A. Agustin
Consultants/Resource Persons	Internal

III. Project Details

Project Description Public-sector organizations focus on enactment of public policies, whereas profit, revenues, and growth are the organizing principles of the private sector. Even before the advent of knowledge economy, citizens were expecting the same level of service and standard from government agencies, similar to the private sector. Making the government 'customer or citizen centered' is one of the many challenges facing public administrators. All too often, citizens complain that they wait too long in lines, get bounced around from office to office, and find government offices closed during the hours most convenient to the public. Improving government services and providing accurate information are the objectives of most governments. They are expected, rightly or wrongly, to be a model of efficiency, innovation and service quality. Such is recognized in the Philippine Development Plan (PDP) 2017-2022. Under the pillar of Enhancing the Social Fabric: 'Malasakit' one of the identified target outcomes, is ensuring people-centered, clean, efficient and effective governance which is tantamount to improving the trust of the people in the government.

To realize this outcome, the institutionalization of a quality workplace system across all government agencies was identified in the PDP 2017-2022 as a viable entry point and strategic tool to realize this outcome. It will further enhance operational efficiency; improve public sector productivity, service quality, employee engagement and customer satisfaction in the public sector.

5S as an entry point of all Quality Improvement Programs (QIPs). As a management tool, it is used as a basic, fundamental, systematic approach for productivity, quality and safety improvement in all types of organizations. Usually, improvement of work processes often is sustained only for a while, and workers drift back to old habits and managers lose the determination and perseverance. 5S in contrast involves all staff members in establishing new disciplines so that they



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become the new norms of the organization, i.e., internalization of concept, and development of a different culture. Furthermore, government offices could improve the optimization of resources, reduce cost and losses, increase budget utilization rate, improve process consistency, fewer hazards and enhance employee morale, among others. More importantly, it develops a quality culture among employees and improves organizational maturity.

The next phase's intent is to build on what has already been started by the previous project by expanding the number of government agencies that can benefit from the activities set forth and that can lead to the proliferation of the 5S culture. Also, additional activities shall be conducted in order to strengthen and enhance the implementation of the project. It also intends to enhance and establish the initial Quality Workplace Standards and publish the same thereat.

As a strategy, the project will be implemented in three (3) phases: (1) Awareness and Capability Building on 5S Good Housekeeping; (2) Support on Promotion, Implementation and Sustenance of 5S Good Housekeeping Program; and (3) Documentation and Showcase of 5S Good Housekeeping Program Implementation Practices. The three (3) phases highlight the transformational and continuous improvement in enhancing the organizational culture by way of 5S.

Project Objective

The project aims to improve the productivity and quality of the interested public sector organizations through the elimination of various organizational wastes, prevention of errors, work simplification, development and implementation of workplace standards, and other related activities that 5S Good Housekeeping will have impact upon. It also seeks to institutionalize 5S Good Housekeeping that shall steer the bureaucracy towards a citizen-centered service delivery consciousness and culture of quality. Specifically, it seeks to provide an opportunity for the selected agencies

- to:
- A. Acquire knowledge on the concepts and principles of 5S Good Housekeeping;
 - B. Gain an understanding and appreciation on the applications and benefits of 5S to the organization;
 - C. Build the capabilities in implementing, evaluating, promoting and sustaining the 5S initiative; and,
 - D. Demonstrate concrete improvements in the delivery of agency services.

Focus Area	Productivity-Driven Development
Project Type	Training
Project Beneficiary	Public Sector
Regional Coverage	Nationwide



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IV. Project Accomplishments

Key Activities Implemented

Activities	Date Covered	Key Outputs
1. Seminar on 5S for the Executives in the Public Sector	<ul style="list-style-type: none"> • July 8, 2019 (Batch 1) 	<ul style="list-style-type: none"> • Forty-one (41) top and middle managers from fifteen (15) agencies oriented on the importance of workplace productivity and how 5S plays an important role in the development of such. • They were also given different strategies on how to champion introduction of workplace productivity through 5S. • Fifteen (15) agencies were in attendance: <ol style="list-style-type: none"> a. Cavite State University b. DOST-STII c. Philippine Retirement Authority d. DILG Region III e. Department of Foreign Affairs f. Inter-Country Adoption Board g. BJMP Region II h. BJMP Region IV-A i. Ilocos Sur Polytechnic State College j. Marikina Polytechnic College k. Philippine Normal University l. National Defense College of the Philippines m. Tanay Water District n. MMDA o. Commission on Filipinos Overseas
	<ul style="list-style-type: none"> • July 22, 2019 (Batch 2) 	<ul style="list-style-type: none"> • Thirty-four (34) top and middle managers from thirteen (13) agencies oriented on the importance of workplace productivity and how 5S plays an important role in the development of such • They were also given different strategies on how to champion introduction of workplace productivity through 5S. • Thirteen (13) agencies were in attendance: <ol style="list-style-type: none"> a. Sultan Kudarat state University b. DOST Regional Offices IX c. Mindanao Development Authority d. Commission on Higher education Region IX e. Department of Agrarian Reform Region VIII f. DPWH Cebu 3rd District Office g. Basilan state College h. CDA-Calamba extension Office i. NAMRIA j. DOLE Region IV-A k. Philippine Ports Authority l. DILG-NCR m. City Government of Tanauan, Batangas



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2. Foundation Course on 5S Good Housekeeping

- July 9,
2019
(Batch 1)

- Forty-three (43) rank and file employees from fourteen (14) agencies oriented on how to apply the concepts and principles of 5S and how such application leads to the improvement of work environment and work practices, and how their full participation plays a vital role in the successful implementation of the 5S program.

- Fourteen (14) agencies were in attendance:
 - a. Cavite State University
 - b. DOST-STII
 - c. Philippine Retirement Authority
 - d. DILG Region III
 - e. Department of Foreign Affairs
 - f. Inter-Country Adoption Board
 - g. BJMP Region II
 - h. BJMP Region IV-A
 - i. Ilocos Sur Polytechnic State College
 - j. Marikina Polytechnic College
 - k. Philippine Normal University
 - l. National Defense College of the Philippines
 - m. Tanay Water District
 - n. MMDA
 - o. Commission on Filipinos Overseas

- July 23,
2019
(Batch 2)

- Forty (40) rank and file employees from fifteen (15) agencies oriented on how to apply the concepts and principles of 5S and how such application leads to the improvement of work environment and work practices, and how their full participation plays a vital role in the successful implementation of the 5S program.

- Fifteen (15) agencies were in attendance:
 - a. DOST Regional Office IX
 - b. Sultan Kudarat state University
 - c. Mindanao Development Authority
 - d. Commission on Higher education Region IX
 - e. Department of Agrarian Reform Region VIII
 - f. Construction Industry Authority of the Philippines
 - g. DPWH Cebu 3rd District Office
 - h. Basila State College
 - i. CDA-Calamba Extension Office
 - j. NAMRIA
 - k. Philippine Contractors Accreditation Board
 - l. PPA
 - m. Philippine Normal University
 - n. DILG-NCR
 - o. City Government of Tanauan, Batangas



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3. Follow-through Meeting with 5S Beneficiary Agencies 2018

(Monitoring & Evaluation)

- July 11,
2019
(Batch 1)

- The status of ten (10) 5S beneficiary Agencies (2018) were determined during the follow-through meeting.
- It was found out that only eight (8) of fifteen (15) 2018 BAs were able to fully implement their action plans. This information enabled the DAP project team to strategize on how to further help the other 2018 BAs to implement the 5S program.
- The next steps/activities that the BAs have to carry out to ensure improvement and/or maintenance of the 5S program were presented and discussed.

4. Training of Trainers on 5S Good Housekeeping

- September
2-6, 2019
(Batch 1)

- One hundred eighteen (118) participants from 18 agencies underwent an intensive five (5)-day training on 5S.
- 118 5S trainers developed and capacitated in assisting their organization in installing, promoting, and sustaining the 5S program.

- September
9-13, 2019
(Batch 2)

- Twenty-five (25) participants from four (4) agencies were in attendance:
 - a. DILG Region III
 - b. DILG NCR
 - c. City Government of Tanauan, Batangas
 - d. NAMRIA

- September
16-20,
2019
(Batch 3)

- Thirty-two (32) participants from five (5) agencies were in attendance:
 - a. University of Eastern Philippines
 - b. CHED Region IX
 - c. DFA
 - d. Cavite State University
 - e. Philippine Normal University

- September
23-27,
2019
(Batch 4)

- Thirty-five (35) participants from five (5) agencies were in attendance:
 - a. CDA Region IV-A
 - b. DPWH Cebu 3rd District
 - c. DAR Region VIII
 - d. DOST-STII
 - e. DOST Region IX

- Twenty-six (26) participants from four (4) agencies were in attendance:
 - a. Basilan State College
 - b. Ilocos Sur Polytechnic State College
 - c. Nueva Vizcaya State University
 - d. Sultan Kudarat State University

5. 5S Forum

- Comments and recommendations for the enhancement of the initial draft of the QWS were provided by thirteen (13) State University and Colleges and thirty-two (32) National Line Agencies.

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- December 16, 2019
(for State Universities and Colleges)
 - Twenty-nine (29) participants from thirteen SUCs were in attendance:
 - a. Bulacan Agricultural State College
 - b. Central Luzon State University
 - c. Central Mindanao state University
 - d. Compostela Valley State University
 - e. Don Mariano Marcos Memorial State University
 - f. Eastern Visayas State University
 - g. Iloilo Science and Technology University
 - h. North Luzon Philippine state College
 - i. Pangasina State
 - j. Southern Luzon State University
 - k. University of Southern Mindanao
 - l. West Visayas State University
 - m. Zamboanga City State Polytechnic College
- December 17, 2019 (for the National Line Agencies)
 - Sixty-one (61) participants from twenty-seven (27) NLAs were in attendance:
 - a. Philippine Retirement Authority
 - b. DILG Local Government Academy
 - c. Employees' Compensation Commission
 - d. TESDA-NCR
 - e. TESDA Region I
 - f. TESDA Region II
 - g. National Irrigation Administration
 - h. DOST III
 - i. DOST VI
 - j. Tariff Commission
 - k. PDIC
 - l. DSWD IV-A
 - m. DSWD IV-B
 - n. DSWD CAR
 - o. Fertilizer and Pesticide Authority
 - p. Department of Agriculture Region VI
 - q. Department of Agriculture Region XI
 - r. DPWH Central Office
 - s. DPWH Region VIII
 - t. DTI Central Office
 - u. DTI Consumer Protection and Advocacy Group
 - v. DAR Central Office
 - w. DENR Forest Management Bureau
 - x. Mines and Geosciences Bureau Region III
 - y. NEDA Region I
 - z. National Youth Commission
 - aa. PPSC



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Major Outputs

1. Seventy-five (75) top and middle managers from twenty-eight (28) agencies oriented on the importance of workplace productivity and how 5S plays an important role in the development of such.
2. Eighty-three (83) rank and file employees from twenty-nine (29) agencies oriented on how to apply the concepts and principles of 5S and how such application leads to the improvement of work environment and work practices.
3. The status of ten (10) 5S Beneficiary Agencies (2018) were ascertained and necessary strategies were determined to help other 5S BAs (2018) agencies to implement their action plans.
4. One hundred eighteen (118) participants from 18 agencies underwent an intensive five (5)-day training on 5S. These participants developed the necessary knowledge and skills effective trainers need in assisting their organization in installing, promoting, and sustaining the 5S program.
5. Comments and recommendations for the enhancement of the initial draft of the QWS were gathered from thirteen (13) State University and Colleges (SUCs) and thirty-two (32) National Line Agencies (NLAs).

Project Impact

1. The large number of agencies and employees that attended the different 5S activities facilitated the proliferation of the importance of the concepts, principles, and practical applications of 5S. This shall pave the way for deeper appreciation, and hopefully, implementation of 5S in their organizations.
2. As a result of the conduct of four (4) batches of Training of Trainers on 5S, one hundred eighteen (118) trainers from eighteen (18) agencies were developed. That is 118 more 5S advocates and practitioners that shall bear witness to how important and beneficial 5S is to organizations. They shall also serve as part of the pool of 5S experts in the government, which can serve as trainers not only to their respective organization, but also to other agencies in the Philippine bureaucracy.
3. The two (2) 5S fora conducted gave organizations (SUCs and NLAs) the opportunity to have a say and provide comments, suggestions, and recommendations on the 5S QWS drafted for their respective sectors. Information gathered during the 5S Forum not only validated the initial draft of the QWS, but also gave the participants the opportunity to get a glimpse of the QWS for their respective sectors.

Lessons Learned

1. Proper turn-over of projects have to be strictly observed. Some of the project activities such as monitoring of the status of 5S implementation of the 2018 beneficiary agencies, development of advocacy materials, and the consolidation of the comments and recommendations of the draft 2018 QWS were not implemented and were not properly endorsed by the previous project team.
2. While waiting for the GAA funding, the planning and preparation for the project should start in January and initial activities such as sending of LOIs and Expression of Interest for 2020 beneficiary agencies should start in February. This is to ensure that all project deliverables will be implemented.
3. A team, solely dedicated to the implementation of the 5S project, must be ensured. This will enable the team to focus on the delivery of different activities, ensuring its completion.



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V. Attachments

- Summary of Evaluation for Course and Resource Person (for training program)
- One-Point Lesson
- Photo Documentation

Prepared by:

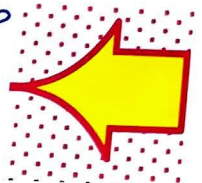
Mylene Soriao
MYLENE T. SORIAO
Project Manager

Approved by:

Theresa A. Agustin
MA. THERESA A. AGUSTIN
Director, PQTO

Noted by:

f. Calender 02/19/2020
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