# 2023

## PRODUCTIVITY AND DEVELOPMENT CENTER

# Training and Events Calendar

**AIM FOR EXCELLENCE | MAKE A DIFFERENCE IN PRODUCTIVITY AND QUALITY**

## 🗓 MARCH 2023

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**MON-FRI**
**27-31**

8:00 AM - 5:00 PM | ZOOM

### Training Course on the Design, Development, and Implementation of Competency Framework for Regulators

✉ Lea S. Peralta - 8631-2163 | mgr@dap.edu.ph

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**TUE-FRI**
**28-31**

8:30 AM - 3:30 PM | ZOOM

### Training Course on ISO 9001:2015 Quality Management System Requirements and Documentation (Batch 1)

✉ Ryan Vincent Lim - 0976 027 8900 | limr@dap.edu.ph

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**AIM FOR EXCELLENCE | MAKE A DIFFERENCE IN PRODUCTIVITY AND QUALITY**

## 📅 APRIL 2023

**MON-TUE**
**03-04**

9:00 AM - 5:00 PM | ZOOM

### 15th Seminar on Consultations in Regulatory Impact Assessment

✉ Lea S. Peralta - 8631-2163 | mgr@dap.edu.ph

**TUE-FRI**
**18-21**

8:30 AM - 3:30 PM | ZOOM

### Training Course on Knowledge Management (Batch 1)

**TUE-FRI**
**25-28**

8:00 AM – 5:00 PM | ZOOM

### Training Course on ISO 19011:2018 Guidelines on Auditing Management Systems (Batch 1)

✉ Ryan Vincent Lim - 0976 027 8900 | limr@dap.edu.ph

# Training Calendar

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## 📅 MAY 2023

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**WED-FRI**
**03-05**

8:00 AM - 5:00 PM | FACE-TO-FACE
### Training Course on Knowledge Management
✉ Ryan Vincent Lim - 0976 027 8900 | limr@dap.edu.ph

**MON-FRI**
**08-12**

9:00 AM - 5:00 PM | ZOOM
### Philippine Quality Award Application Development Course (Batch 2)
✉ Melani Garcia-Mercader - 0917 861 2236 | mercaderm@dap.edu.ph

**MON-FRI**
**08-12**

8:00 AM - 5:00 PM | FACE-TO-FACE
### APO Training Course on Smart Transformation for Agribusiness Enterprises to Achieve Higher Productivity
✉ Ferdz Del Rosario - delrosariof@dap.edu.ph

**TUE-FRI**
**09-12**

8:30 AM - 3:30 PM | ZOOM
### Training Course on Service Process Streamlining (Batch 1)
✉ Ryan Vincent Lim - 0976 027 8900 | limr@dap.edu.ph

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📅 **MAY 2023**

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**TUE-FRI**
**16-19**

8:30 AM - 3:30 PM | ZOOM
### Training Course on Root Cause Analysis and Corrective Action Formulation (Batch 1)

✉️ Ryan Vincent Lim - 0976 027 8900 | limr@dap.edu.ph

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**MON-TUE**
**22-23**

9:00 AM - 5:00 PM | ZOOM
### 16th Seminar on Consultations in Regulatory Impact Assessment

✉️ Lea S. Peralta - 8631-2163 | mgr@dap.edu.ph

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**TUE-THU**
**23-25**

8:00 AM - 5:00 PM | FACE-TO-FACE
### Training Course on ISO 9001:2015 Quality Management System Requirements and Documentation

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**TUE-FRI**
**30**
**TO JUNE 02**

8:30 AM - 3:30 PM | ZOOM
### Training Course on ISO 27001:2013 Information Security Management System (Batch 1)

✉️ Ryan Vincent Lim - 0976 027 8900 | limr@dap.edu.ph

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## 📅 JUNE 2023

**TUE-FRI**
**06-09**

8:00 AM - 5:00 PM | FACE-TO-FACE
### Training Course on ISO 19011:2018 Guidelines on Auditing Management Systems
✉ Ryan Vincent Lim - 0976 027 8900 | limr@dap.edu.ph

**TUE-FRI**
**06-09**

9:00 AM - 5:00 PM | ZOOM
### 27th Basic Course on Regulatory Impact Assessment
✉ Lea S. Peralta - 8631-2163 | mgr@dap.edu.ph

**TUE-FRI**
**13-16**

8:30 AM - 3:30 PM | ZOOM
### Training Course on Knowledge Management (Batch 2)

**WED-FRI**
**14-16**

8:00 AM - 5:00 PM | FACE-TO-FACE
### Training Course on Root Cause Analysis and Corrective Action Formulation
✉ Ryan Vincent Lim - 0976 027 8900 | limr@dap.edu.ph

**AIM FOR EXCELLENCE | MAKE A DIFFERENCE IN PRODUCTIVITY AND QUALITY**

# Training Calendar

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## 📅 JULY 2023

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**TUE-FRI**
**04-07**

8:30 AM - 3:30 PM | ZOOM

### Training Course on ISO 9001:2015 Quality Management System Requirements and Documentation (Batch 2)

✉ Ryan Vincent Lim - 0976 027 8900 | limr@dap.edu.ph

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**TUE-FRI**
**04-07**

9:00 AM - 5:00 PM | ZOOM

### 28th Basic Course on Regulatory Impact Assessment

✉ Lea S. Peralta - 8631-2163 | mgr@dap.edu.ph

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**TUE-FRI**
**11-14**

8:00 AM - 5:00 PM | ZOOM

### Training Course on ISO 19011:2018 Guidelines on Auditing Management Systems (Batch 2)

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**TUE-FRI**
**25-28**

8:30 AM - 3:30 PM | ZOOM

### Training Course on Service Process Streamlining (Batch 2)

✉ Ryan Vincent Lim - 0976 027 8900 | limr@dap.edu.ph

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**AIM FOR EXCELLENCE | MAKE A DIFFERENCE IN PRODUCTIVITY AND QUALITY**

# Training Calendar

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## 📅 AUGUST 2023

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**TUE-FRI**
**01-04**

8:30 AM - 3:30 PM | ZOOM

### Training Course on Root Cause Analysis and Corrective Action Formulation (Batch 2)

✉️ Ryan Vincent Lim - 0976 027 8900 | limr@dap.edu.ph

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**TUE-FRI**
**01-04**

9:00 AM - 5:00 PM | FACE-TO-FACE

### 10th Course on Regulatory Compliance Cost Assessment: Cost Modeling and Streamlining

✉️ Lea S. Peralta - 8631-2163 | mgr@dap.edu.ph

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**MON-FRI**
**14-18**

9:00 AM - 5:00 PM | ZOOM

### Philippine Quality Award Application Development Course (Batch 3)

✉️ Melani Garcia-Mercader - 0917 861 2236 | mercaderm@dap.edu.ph

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**TUE-FRI**
**15-18**

8:30 AM - 3:30 PM | ZOOM

### Training Course on ISO 27001:2013 Information Security Management System (Batch 2)

✉️ Ryan Vincent Lim - 0976 027 8900 | limr@dap.edu.ph

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**AIM FOR EXCELLENCE | MAKE A DIFFERENCE IN PRODUCTIVITY AND QUALITY**

## 📅 AUGUST 2023

**TUE-FRI**
**22-25**

8:30 AM - 3:30 PM | ZOOM
### Training Course on Knowledge Management (Batch 3)

✉ Ryan Vincent Lim - 0976 027 8900 | limr@dap.edu.ph

**TUE-FRI**
**29-31**
TO SEPT. 01

9:00 AM - 5:00 PM | ZOOM
### 29th Basic Course on Regulatory Impact Assessment

✉ Lea S. Peralta - 8631-2163 | mgr@dap.edu.ph

## 📅 SEPTEMBER 2023

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**TUE–FRI**
**05-08**

8:30 AM - 3:30 PM | ZOOM

### Training Course on ISO 9001:2015 Quality Management System Requirements and Documentation (Batch 3)

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**TUE-FRI**
**12-15**

8:00 AM - 5:00 PM | ZOOM

### Training Course on ISO 19011:2018 Guidelines on Auditing Management Systems (Batch 3)

✉️ Ryan Vincent Lim - 0976 027 8900 | limr@dap.edu.ph

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**TUE-FRI**
**19-22**

9:00 AM - 5:00 PM | FACE-TO-FACE

### 11th Course on Regulatory Compliance Cost Assessment: Cost Modeling and Streamlining

✉️ Lea S. Peralta - 8631-2163 | mgr@dap.edu.ph

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## 📅 SEPTEMBER 2023

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**MON–FRI & WED**
## 25-29
**& OCT. 04**

9:00 AM - 5:00 PM | FACE-TO-FACE

### 20th Advanced Course on Regulatory Impact Assessment

✉ Lea S. Peralta - 8631-2163 | mgr@dap.edu.ph

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**TUE-FRI**
## 26-29

8:30 AM - 3:30 PM | ZOOM

### Training Course on Service Process Streamlining (Batch 3)

✉ Ryan Vincent Lim - 0976 027 8900 | limr@dap.edu.ph

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## 📅 OCTOBER 2023

**TUE-FRI**
**03-06**

8:30 AM - 3:30 PM | ZOOM

**Training Course on Root Cause Analysis and Corrective Action Formulation (Batch 3)**

✉ Ryan Vincent Lim - 0976 027 8900 | limr@dap.edu.ph

**MON-FRI**
**16-20**

9:00 AM - 5:00 PM | ZOOM

**Philippine Quality Award Application Development Course (Batch 4)**

✉ Melani Garcia-Mercader - 0917 861 2236 | mercaderm@dap.edu.ph

**TUE-FRI**
**17-20**

8:30 AM - 3:30 PM | ZOOM

**Training Course on ISO 9001:2015 Quality Management System Requirements and Documentation (Batch 4)**

✉ Ryan Vincent Lim - 0976 027 8900 | limr@dap.edu.ph

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# Training Calendar

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## 📅 OCTOBER 2023

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**TUE-FRI
24-27**

8:30 AM - 3:30 PM | ZOOM

### Training Course on Knowledge Management (Batch 4)

✉ Ryan Vincent Lim - 0976 027 8900 | limr@dap.edu.ph

**TUE-FRI
24-27**

8:00 AM - 5:00 PM | FACE-TO-FACE

### APO Training Course on Design and Evaluation of Innovation Policies

✉ Rosario E. De Castro - 8631-2163 | mgr@dap.edu.ph

**AIM FOR EXCELLENCE | MAKE A DIFFERENCE IN PRODUCTIVITY AND QUALITY**

## 📅 NOVEMBER 2023

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**MON-FRI & WED**
**06-10**
**& 15**

9:00 AM - 5:00 PM | FACE-TO-FACE

### 21st Advanced Course on Regulatory Impact Assessment

✉ Lea S. Peralta - 8631-2163 | mgr@dap.edu.ph

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**TUE-FRI**
**07-10**

8:00 AM - 5:00 PM | ZOOM

### Training Course on ISO 19011:2018 Guidelines on Auditing Management Systems (Batch 4)

✉ Ryan Vincent Lim - 0976 027 8900 | limr@dap.edu.ph

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**TUE-FRI**
**14-17**

8:30 AM - 3:30 PM | ZOOM

### Training Course on ISO 27001:2013 Information Security Management System (Batch 3)

✉ Ryan Vincent Lim - 0976 027 8900 | limr@dap.edu.ph

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**MON-FRI & WED**
**20-24**
**& 29**

9:00 AM - 5:00 PM | FACE-TO-FACE

### 22nd Advanced Course on Regulatory Impact Assessment

✉ Lea S. Peralta - 8631-2163 | mgr@dap.edu.ph

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📅 **DECEMBER 2023**

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**MON-THU**
**04-07**

8:30 AM - 3:30 PM | ZOOM

## Training Course on Root Cause Analysis and Corrective Action Formulation (Batch 4)

✉ Ryan Vincent Lim - 0976 027 8900 | limr@dap.edu.ph

**MON-FRI**
**04-08**

9:00 AM - 5:00 PM | ZOOM

## Philippine Quality Award Application Development Course (Batch 5)

✉ Melani Garcia-Mercader - 0917 861 2236 | mercaderm@dap.edu.ph

## PRODUCTIVITY AND QUALITY (P&Q) IMPROVEMENT TOOLS

| TRAINING COURSES | DESCRIPTION | BATCH NO. | SCHEDULE | TRAINING PARTICIPANTS | MODE & VENUE | COURSE FEE |
|---|---|---|---|---|---|---|
| **Training Course on Knowledge Management** | The course aims to enable participants to understand and apply the fundamental concepts, practices and tools in creating, sharing and applying knowledge to enhance organizational productivity and growth. It highlights how knowledge management dovetails with the Philippine Quality Award (PQA) framework and the ISO 30401:2018. | 01 | April 18-21 | Knowledge Management Officers, key officers and technical staff from both public and private sectors | Online Zoom | *PHP 11,200.00 |
| | | - | May 03-05 | | Face-to-Face DAP Building | *PHP 15,000.00 |
| | | 02 | June 13-16 | | Online Zoom | *PHP 11,200.00 |
| | | 03 | August 22-25 | | | |
| | | 04 | October 24-27 | | | |
| **Training Course on Service Process Streamlining** | The course provides an opportunity for participants to demonstrate acquired skills in process streamlining. It highlights the importance and benefits of improving service delivery efficiency and effectiveness in the public sector. | 01 | May 09-12 | Quality Management Representatives, key officers and technical staff from both public and private sectors | Online Zoom | *PHP 11,200.00 |
| | | 02 | July 25-28 | | | |
| | | 03 | September 26-29 | | | |

* Face-to-face courses are inclusive of course certificates, course materials, food, and **12% VAT.**

* Online courses are inclusive of course certificates, course materials, and **12% VAT.**

*Dates and number of batches are subject to change.

**FOR INQUIRIES, PLEASE CONTACT:**
Ryan Vincent Lim – 0976–027–8900 | limr@dap.edu.ph

DAP Productivity and Development Center    www.pdc.dap.edu.ph

## AIM FOR EXCELLENCE | MAKE A DIFFERENCE IN PRODUCTIVITY AND QUALITY

## QUALITY MANAGEMENT SYSTEM COURSES AND OTHER ISO STANDARDS COURSES

| TRAINING COURSES | DESCRIPTION | BATCH NO. | SCHEDULE | TRAINING PARTICIPANTS | MODE & VENUE | COURSE FEE |
|---|---|---|---|---|---|---|
| **Training Course on ISO 9001:2015 Quality Management System Requirements and Documentation** | The course provides the participants knowledge on the quality concepts and principles, the requirements defined in ISO 9001:2015 standard, and relevant statutory and regulatory requirements. It also aims to provide an opportunity to demonstrate the acquired skills in drafting the documented information within the context of their organization. | 01 | March 28-31 | Quality Management Representatives, key officers and technical staff from both public and private sectors | Online Zoom | *PHP 11,200.00 |
| | | - | May 23-25 | | Face-to-Face DAP Building | *PHP 15,000.00 |
| | | 02 | July 04-07 | | Online Zoom | *PHP 11,200.00 |
| | | 03 | September 05-08 | | | |
| | | 04 | October 17-20 | | | |
| **Training Course on Root Cause Analysis and Corrective Action Formulation** | The course aims to contextualize the use of Root Cause Analysis (RCA) in the organization's implementation of the QMS. It enables participants to effectively use practical tools and techniques for analyzing and validating the root cause of existing nonconformities, and formulating solutions for preventing the nonconformities from recurring and/or occuring. | 01 | May 16-19 | Quality Management Representatives, process owners, internal quality auditors, key officers, and technical staff from both public and private Sectors | Online Zoom | *PHP 11,200.00 |
| | | - | June 14-16 | | Face-to-Face DAP Building | *PHP 15,000.00 |
| | | 02 | August 01-04 | | Online Zoom | *PHP 11,200.00 |
| | | 03 | October 03-06 | | | |
| | | 04 | December 04-07 | | | |

* Face-to-face courses are inclusive of course certificates, course materials, food, and **12% VAT.**

* Online courses are inclusive of course certificates, course materials, and **12% VAT.**

* Dates and number of batches are subject to change.

**FOR INQUIRIES, PLEASE CONTACT:**
Ryan Vincent Lim – 0976-027-8900 | limr@dap.edu.ph

DAP Productivity and Development Center     www.pdc.dap.edu.ph

## AIM FOR EXCELLENCE | MAKE A DIFFERENCE IN PRODUCTIVITY AND QUALITY

## QUALITY MANAGEMENT SYSTEM COURSES AND OTHER ISO STANDARDS COURSES

| TRAINING COURSES | DESCRIPTION | BATCH NO. | SCHEDULE | TRAINING PARTICIPANTS | MODE & VENUE | COURSE FEE |
|---|---|---|---|---|---|---|
| **Training Course on ISO 19011:2018 Guidelines on Auditing Management Systems** | The course aims to provide opportunity for participants to demonstrate the skills in planning and conducting an effective internal quality audit, in accordance with ISO 19011:2018, with focus on auditing quality management systems. The participants will also gain learning experience on reporting audit findings. | 01 | April 25-28 | Quality Management Representatives, internal quality auditors, key officers, and technical staff from both public and private sectors | Online Zoom | *PHP 11,200.00 |
| | | - | June 06-09 | | Face-to-Face DAP Building | *PHP 20,000.00 |
| | | 02 | July 11-14 | | Online Zoom | *PHP 11,200.00 |
| | | 03 | September 12-15 | | | |
| | | 04 | November 07-10 | | | |
| **Training Course on ISO 27001:2013 Information Security Management System** | The course enables participants to interpret and apply the requirements for establishing and implementing an information security management system based on the ISO 27001:2013 standard. | 01 | May 30 - June 02 | Information Security Management Officers, key officers, and technical staff from both public and private Sectors | Online Zoom | *PHP 11,200.00 |
| | | 02 | August 15-18 | | | |
| | | 03 | November 14-17 | | | |

* Face-to-face courses are inclusive of course certificates, course materials, food, and **12% VAT.**

* Online courses are inclusive of course certificates, course materials, and **12% VAT.**

* Dates and number of batches are subject to change.

**FOR INQUIRIES, PLEASE CONTACT:**
Ryan Vincent Lim – 0976-027-8900 | limr@dap.edu.ph

## PHILIPPINE QUALITY AWARD (PQA) COURSE

| TRAINING COURSES | DESCRIPTION | BATCH NO. | SCHEDULE | TRAINING PARTICIPANTS | MODE & VENUE | COURSE FEE |
|---|---|---|---|---|---|---|
| **Philippine Quality Award (PQA) Application Development Course** | The course is designed for participants to interpret and use the PQA Performance Excellence Framework to their organization's best advantage, whether for self-assessment, organizational transformation, and/or preparation of an application report for recognition among the Philippines' best organizations. | 02 | May 08-12 | Members of top management, General Managers, Quality Management Representatives, quality auditors, key officers, and technical staff. | Online Zoom | *PHP 14,000.00 |
| | | 03 | August 14-18 | | | |
| | | 04 | October 16-20 | | | |
| | | 05 | December 04-08 | | | |

\* Online courses are inclusive of course certificates, and course materials.

\* Dates and number of batches are subject to change.

**FOR INQUIRIES, PLEASE CONTACT:**
Melani Garcia–Mercader – 0917 861 2236 | mercaderm@dap.edu.ph

## GOOD REGULATORY PRACTICES

| TRAINING COURSES | DESCRIPTION | BATCH NO. | SCHEDULE | TRAINING PARTICIPANTS | MODE & VENUE | COURSE FEE |
|---|---|---|---|---|---|---|
| **Basic Course on Regulatory Impact Assessment** | The course is designed to enable the participants to discuss the importance of RIA in assessing present and in developing new regulations, determine the roles and responsibilities of regulators in conducting RIA, and identify the processes in conducting RIA. Action planning shall also be facilitated to set targets and determine necessary resources for the possible implementation of RIA project/s. Completion of this training course is a prerequisite to the Advanced Course on RIA. | 27th | June 06-09 | Key officers, Directors, Division Chiefs, and technical staff of local government units | Online Zoom | **Free** for the identified training participants (admission subject to submission of documentary requirement and evaluation of the DAP project team) |
| | | 28th | July 04-07 | | | |
| | | 29th | Augusut 29-31 & September 01 | | | |
| **Advanced Course on Regulatory Impact Assessment** | The course aims to enhance the practice of RIA for the priority agencies. Aside from reviewing the concepts necessary in navigating through RIA, participants will study a sample completed RIA, measure various compliance costs arising from regulation, perform detailed RIA on a proposed or existing regulation, and develop a draft Regulatory Impact Statement (RIS) for the said identified regulation, including the parameters for policy/decision-making. | 20th | September 25-29 & October 04 | Key officers, Directors, Division Chiefs, and technical staff of local government units in the Luzon, Visayas, and Mindanao | *Face-to-Face  Luzon  Visayas  Mndanao | |
| | | 21st | November 06-10 & 15 | | | |
| | | 22nd | November 20-24 & 29 | | | |

* Dates and number of batches are subject to change.
* Note for face–to–face course: The participating agency will shoulder the costs related to, but not limited to, transportation of all the participants to and from the venue, accommodation, and daily subsistence allowance (if necessary). The DAP will only shoulder the costs of venue and meals during the official hours of the course––meals for dinner and breakfast are excluded.

FOR INQUIRIES, PLEASE CONTACT:
Lea S. Peralta – 8631-2163 | mgr@dap.edu.ph

## REGULATORY MANAGEMENT

| TRAINING COURSES | DESCRIPTION | BATCH NO. | SCHEDULE | TRAINING PARTICIPANTS | MODE & VENUE | COURSE FEE |
|---|---|---|---|---|---|---|
| **Seminar on Consultations in Regulatory Impact Assessment** | The Seminar on Consultations in RIA aims to contribute to strengthening regulatory quality by enhancing the practice of consultation as a good regulatory practice. Participants will learn the principles and conditions underpinning effective conduct of public consultation in the context of RIA. | **15th** | April 03-04 | Key officers, Directors, Division Chiefs, and technical staff of local and national regulatory agencies (including government-owned and controlled corporations, government financial institutions, local government units, and other instrumentalities) | Online Zoom | **Free** for the identified training participants (admission subject to submission of documentary requirement and evaluation of the DAP project team) |
| | | **16th** | May 22-23 | | | |
| **Course on Regulatory Compliance Cost Assessment: Cost Modeling and Streamlining** | The course aims to support the practice of RIA by streamlining regulatory compliance costs to ensure that the most cost-effective and efficient options are chosen in all areas of regulation. Participants will learn how to recognize and calculate various costs associated with regulatory compliance through the Regulatory Cost Model (RCM) and define areas where undue regulatory burden can be diminished. Participants to the course are required to complete the Basic Course on RIA. | **10th** | August 01-04 | Key officers, Directors, Division Chiefs, and technical staff of national regulatory agencies that have completed the Basic Course on RIA or has prior training on RIA from other institutions | *Face-to-Face NCR | |
| | | **11th** | September 19-22 | | | |

\* Dates and number of batches are subject to change.

\* Note for face-to-face course: The participating agency will shoulder the costs related to, but not limited to, transportation of all the participants to and from the venue, accommodation, and daily subsistence allowance (if necessary). The DAP will only shoulder the costs of venue and meals during the official hours of the course--meals for dinner and breakfast are excluded.

**FOR INQUIRIES, PLEASE CONTACT:**
Lea S. Peralta – 8631-2163 | mgr@dap.edu.ph

## ASIAN PRODUCTIVITY ORGANIZATION COURSES

| TRAINING COURSES | DESCRIPTION | BATCH NO. | SCHEDULE | TRAINING PARTICIPANTS | MODE & VENUE | COURSE FEE |
|---|---|---|---|---|---|---|
| **APO Training Course on Smart Transformation for Agribusiness Enterprises to Achieve Higher Productivity** | The training course aims to explain the concepts, principles, and benefits of smart agricultural transformation for achieving higher productivity; identify digital technologies and innovations that can be applied by (M)SME agribusinesses throughout supply and value chains; and, learn about best practices in modern agribusiness. With the help of this training course, participants will gain insights about smart (M)SME agribusiness transformation for higher productivity and profitability and assist those businesses in becoming more competitive. Consumers will then benefit from higher-quality food at lower prices, with less food waste. | - | May 08-12 | Agricultural professionals and practitioners in government, non-government, and private organizations, CEOs and managers of agribusinesses, and academic researchers working on innovation for productivity | Face-to-Face DAP Building | Free |

FOR INQUIRIES, PLEASE CONTACT:
Ferdz Del Rosario – delrosariof@dap.edu.ph

## MARCH 2023

**TUE 28**

1:30 PM – 3:30 PM | ZOOM

### Public Forum on the 2022 Regulatory Review with Aquaculture (Fish Cage Farming) and Arts, Entertainment and Recreation Industries

✉ Adelina D. Alvarez - 8631-2163 | pdc-mgrpo-gse2@dap.edu.ph

**WED 29**

TBA

### Orientation on the Finalized Guidelines on Regulatory Impact Assessment for FDA

✉ Lea S. Peralta - 8631-2163 | mgr@dap.edu.ph

## APRIL 2023

**WED-THU 12-13**

TBA | ZOOM

### Online Consultations on the Adoption of Evidence-Based Service Quality Standards (SQS) Towards Improvement of Frontline Government Service Delivery

✉ Flordeliza Manalastas - manalastasf@dap.edu.ph

*TBA – to be announced

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## 📅 MAY 2023

**THU**
**11**

9:00 AM – 12:00 NN | ZOOM
**4th Symposium on Service Quality Standards: Towards Quality Service for All Citizens**

✉ Jasmin San Juan - sanjuanj@dap.edu.ph

**THU**
**11**

1:30 PM – 4:30 PM | ZOOM
**Focus Group Discussion on Institutionalizing Service Quality Standards**

✉ Raymund Macanas - macanasr@dap.edu.ph

## 📅 JUNE 2023

**THU**
**01**

2:00 PM - 04:00 PM | ZOOM
**Modernizing Government Regulations 2023 Regulatory Review Launch**

✉ Rosario E. De Castro - 8631-2163 | pdc-mgrpo-gse2@dap.edu.ph

**AIM FOR EXCELLENCE | MAKE A DIFFERENCE IN PRODUCTIVITY AND QUALITY**

PRODUCTIVITY AND DEVELOPMENT CENTER
# Events Calendar

## JUNE 2023

**FRI 15**

TBA | ZOOM

### Government Best Practice Recognition Orientation

✉ Mary Ann I. Mayo - mayom@dap.edu.ph

## AUGUST 2023

**TUE–THU 01-03**

9:00 AM - 11:00 AM | ZOOM

### RiskTalks: A Sharing Session on Strengthening Risk Management in the Public Sector

✉ Edmon Legua – leguae@dap.edu.ph

## OCTOBER 2023

**WED-FRI 25-27**

9:00 AM - 4:00 PM | ZOOM

### Public Sector Quality and Productivity Improvement Forum 2023

✉ Mary Ann I. Mayo - mayom@dap.edu.ph

*TBA – to be announced

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## 📅 NOVEMBER 2023

**WED 08**

9:00 AM - 3:00 PM | ZOOM

### 5th Symposium on Institutionalizing Service Quality Standards

✉ Iremae D. Labucay – 0919 992 3171 | labucayi@dap.edu.ph

## 📅 DECEMBER 2023

**THU 07**

9:30 AM – 12:00 NN | ZOOM

### Modernizing Government Regulations Public Forum on the 2023 Regulatory Review

✉ Rosario E. De Castro - 8631-2163 | pdc-mgrpo-gse2@dap.edu.ph

**THU 07**

1:30 PM – 4:00 PM | ZOOM

### Symposium on Good Regulatory Practices

✉ Ralph Cleon C. Rubio - 8631-2163 | mgr@dap.edu.ph