



Center for Quality and Competitiveness
2015 PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code	QBRGU
Project Title	Development of Quality Management System Certifiable to ISO9001:2008 for the Local Government of Quezon City
Project Start	01 April 2015
Project End	15 Dec 2015
Project Price	PhP 848,400.00
Client Organization	Local Government of Quezon City

II. Project Team

Project Manager	Homer H. Alcon
Team Members	Arnel D. Abanto, Ma. Theresa A. Agustin , Earl P. Tongol, Raymond P. Arguelles, Chenier N. Villanueva
Supervising Fellow	Ma. Theresa A. Agustin
Consultants/ Resource Persons	N.A.

III. Project Details

Project Description	Capability Building and Technical Guidance for the City Government Key Personnel and Core Team in the Development and Installation of a Quality Management System Certifiable to ISO 9001:2008.
Project Objective	To facilitate the development of a QMS certifiable to ISO 9001:2008 for the Local Government of Quezon City (LGQC)
Focus Area	Quality and Productivity
Project Type	Regular
Regional Coverage	National Capital Region

IV. Project Accomplishments

Key Activities Implemented	Capability Building <ul style="list-style-type: none">• Write Shop on QMS Documentation• Training Course on Internal Quality Audit Technical Guidance
Major Outputs	<ul style="list-style-type: none">• Development of QMS Plan• Development of draft Quality Manual• Internal Quality Audit• Draft Quality Manual• Training Materials for and conduct of<ul style="list-style-type: none">a. Write shop on QMS Documentationb. Internal quality audit,c. Conduct of Mock Auditd. Conduct of Actual audit: audit program, audit itinerary, audit report for management review, Issuance of RFA
Project Impact	<ul style="list-style-type: none">• Enhancement of city government operations affecting stakeholders



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Lessons Learned

- Better effectiveness for the Economic Cluster organization.
- Improvement of organizational culture
- The burden of formatting the draft manual is normally concentrated on one person who keeps all the submitted drafts. Standardization of formatting will ease this burden if this is done first.
- Most of the document review was done on soft copies sent through email. This allowed the project team to review the copies shared on-line through Google drive and drop box. This was done even when the project team members were in remote locations.
- When the venue is held at external locations such as DAP and DAPCC, the LGQC assigns inspectors under the General Services Department (GSD), to observe and validate the actual expenses at the site. They stay at the training venue, partake of meals and lodge at the rooms. This additional expense will have to be treated separately in contracts where the DAP is in charge OPC.
- The Economic Cluster deals with the locally registered business and economic climate. Tax collection and actual income for the LGU is managed in a different cluster.
- The LGU has much control over the budget and expenses. A longer lead time allowance is necessary for changes in project scope and budget. This was discovered when the Mayor expressed his intention to expand the scope to another cluster but the administration could not respond to this intent although verbally, the people involved are aware of the intention.

V. Attachments

Prepared by:


HOMER H. ALCON
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