



Center for Quality and Competitiveness
2016 PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code	QBRGY
Project Title	Development of Quality Management System Certifiable to ISO9001:2008 for the Provincial Government of Camarines Sur Sangguniang Panlalawigan.
Project Start	01 March 2016
Project End	15 December 2016
Project Price	PhP 985,000.00
Client Organization	Provincial Government of Camarines Sur

II. Project Team

Project Manager	Homer H. Alcon
Team Members	Arnel D. Abanto, Ma. Theresa A. Agustin , Ma Elizabeth Estanislao, Earl P. Tongol, Chenier Nicu V. Villanueva, Caesar Valerer Navarro, Nory Grace Evangelio
Supervising Fellow	Ma. Theresa A. Agustin
Consultants/ Resource Persons	N.A.

III. Project Details

Project Description	Capability Building and Technical Guidance for the Sangguniang Panlalawigan of Camarines Sur 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 Provincial Government of Camarines Sur Sangguniang Panlalawigan.
Focus Area	Quality and Productivity
Project Type	Regular
Regional Coverage	Region V

IV. Project Accomplishments

Key Activities Implemented	<ol style="list-style-type: none">1. Pre-Implementation<ol style="list-style-type: none">a. Project mobilization2. Implementation<ol style="list-style-type: none">a. Specialized courses on ISO 9001:2008<ol style="list-style-type: none">i. Top Management and General Employee Orientationii. Requirements and Documentation Course,iii. Internal Quality Audit,iv. Productivity and Quality Approachesb. Technical Guidance:<ol style="list-style-type: none">i. Initial Gap Assessmentii. QMS Documentationiii. Implementation,iv. Internal Quality Auditv. Final Gap Assessment
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Major Outputs

1. Conducted the following
 - a. Executive Briefing,
 - b. Specialized Courses on ISO 9001:2008
 - i. Requirements and Documentation, 1 batch
 - ii. Internal Quality Audit, 1 batch
2. Course design, program and materials for the Orientation and specialized courses
3. Technical guidance on
 - a. Documentation: Draft Quality Manual & Procedures
 - b. QMS implementation
 - c. Internal Quality Audit: Audit Reports, RFAs

Project Impact


- Processes were clarified and a common understanding of the organization's issues and concerns were facilitated thus, highlighting opportunities for improvement.
- Enhancement of Sangguniang Panlalawigan operations affecting stakeholders. Improvement of response time and responsiveness to requirements.
- Operational efficiency for the organization.
- Improvement of organizational culture

Lessons Learned


- With strong Information Technology (IT) support, records for the organization are simplified and the amount of required paper is reduced. The Sangguniang sessions are webcast for interested parties.
- The Sanggunian Panlalawigan is an organization that can bypass the requirement for a building permit. There may be other processes like this. For example, the support department's office structure is substandard. They built this without the necessary building permit. When the infrastructure does not conform to standards, the quality of services may be affected.
- The project team should be armed with all the forms needed during and after implementation or risk client reaction for forms sent from our office to the client the following week.

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