



Productivity and Development Center
2016 PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code	QDRDT
Project Title	Development of Quality Management System (QMS) Certifiable to ISO 9001:2008 for the National Dairy Authority (NDA)
Project Start	15 December 2014
Project End	30 December 2016
Project Price	Php 787,360.00 (<i>inclusive of VAT</i>)
Client Organization	National Dairy Authority (NDA)
Status	Completed

II. Project Team:

Project Manager	Jomar A. Pastrana
Team Members	Christian S. Eparwa, Natasha Michelle V. Abaya and Adelina D. Alvarez
Supervising Fellow	Monica D. Saliendres
Consultants	Jane Javier and Eduardo Fenix

III. Project Details

A. Project Description:

The National Dairy Authority (NDA), an attached agency of the Department of Agriculture (DA), recognizes the need to adopt ISO 9001 QMS to improve its services and operations. This is also to fully realize its mandate of ensuring the "accelerated development of the Philippine dairy industry through policy direction and program implementation."

Having a Quality Management System aligned with international standards will assist further the NDA in its pursuit of excellence toward the achievement of its mission of: 1) accelerating dairy herd build-up and milk production; 2) enhancing dairy business through the delivery of excellent technical services at farm and enterprise levels; 3) increasing the coverage of milk feeding programs and helping reduce malnutrition; and 4) mobilizing broad support for local milk.

B. Project Objectives:

The project assessed and enhanced NDA's current management systems based on applicable standards/framework, i.e., the Government Quality Management Systems Standards (GQMSS) and ISO 9001:2008 Quality Management System standards suitable to NDA's operations covering breeding services, animal health, market assistance, and research and development.

C. Focus Area: Agriculture Sector



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D. Project Type:

The nature of the project was a combination of provision of technical assistance/guidance and capability building intervention.

E. Project Beneficiary:

The NDA was both the project's implementer/partner and beneficiary. The primary beneficiaries of the project were the dairy and direct clients (fish traders, fish processors, vessel operators, etc) of the fish port complex.

F. Regional Coverage: (NCR)

IV. Project Accomplishments

A. Key Activities Implemented:

1. Top Management and General Employees Orientation

Key officers/management staff of the NDA attended the Top Management Orientation (TMO) on ISO 9001:2008 Quality Management System (QMS) which was held in NDA central office in Quezon City on 9 March 2015. Director Evangeline Macariola was the resource speaker for the said orientation for the top management.

A year after the top management orientation, the QMS orientation for general employees (GEO) was conducted at the NDA central office with Director Monica D. Saliendres as resource speaker. The orientation was also attended by NDA employees from Visayas and Mindanao regional offices. The lengthy interval between the conduct of the TMO and GEO was due to NDA's concerns on delay in the recruitment of new personnel which they want to include in the GEO.

2. Capability Building Through Training

The Training Course on ISO 9001:2008 Documentation and Requirements was conducted in DAP Conference Center, Tagaytay City on 17-19 June 2015 with Mr. Eduardo Fenix as the Resource Speakers for the twenty five (25) participants from NDA.

On 16-19 February 2016, twenty five (25) NDA personnel participated the Training Course on Internal Quality Audit (IQA) was conducted in Quezon City with Ms. Christian Eparwa and Adelina Alvarez as resource speakers.

3. Technical Assistance on QMS Documentation

The technical assistance on the development of NDA's QMS documents started right after the Training Course on ISO 9001:2008 Documentation and Requirements. Initial draft on NDA's quality policy and quality objectives were done during the training to serve as a guide for the core team to improve on when they return to their office. Several changes were made on NDA's QMS documents with the guidance of



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Mr. Eduardo Fenix. But due to unseen and unfortunate events, Mr. Fenix was unable to finish his assistance to NDA. With this, DAP tapped Ms. Jane Javier as the new resource person to assist NDA in their QMS documentation. Ms. Javier guided NDA to improve the format and contents of the QMS documents.

4. Technical Assistance on Internal Quality Audit

Right after the Training Course on IQA, DAP assisted NDA on how to properly conduct an IQA. From planning, through the conduct of the IQA to the preparation of IQA result to serve as an input to the management review.

B. Major Outputs:

The following were the major outputs produced by the project:

1. Top management and key employee representatives from the central office and regional offices of NDA oriented on ISO 9001:2008 QMS
2. Representatives from the Central Office, Northern and Southern Luzon Departments trained on Internal Quality Audit
3. TA sessions on the conduct of Management Review for the NDA completed

C. Project Impacts:

1. Through the conduct of this project, the Academy, being the National Productivity and Development Organization, continues to demonstrate its role in capacitating government employees through development-oriented programs and management systems such as the QMS particularly in the development of the dairy industry through NDA.
2. Through the conduct of this project, the Academy was able to reinforce its role in advocating for the institutionalization of a Government-wide Management Program towards improving the country's competitiveness and initiating reforms in the public service.
3. The impact on the implementation of QMS in NDA has been realized when the opportunities for improvement surfaced during the conduct of the IQA
4. For a government organization mandated to develop and implement programs for the national dairy industry, having a quality management system at par with international standard will eventually benefit the agriculture sector in terms of improving the lives of dairy farmers and cooperatives.



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D. Lessons Learned:


The following were the lessons learned in the different phases of the project:

1. To facilitate the identification of the QMS scope, the DAP team should have emphasized the conduct of an initial gap assessment for the NDA.
2. To avoid over-extension of the project, the Academy should set a maximum threshold on the number and period of extension.
3. There should be an ample number of consultants in the pool of experts especially for frequently implemented projects like QMS projects. And to complement this, DAP personnel should be trained further on ISO to serve as internal experts.

V. Attachments

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

Prepared by:


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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