



CENTER FOR QUALITY AND COMPETITIVENESS

(Center)

[2016] PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code	QCRRD
Project Title	Development of a Quality Management System (QMS) Certifiable to ISO 9001:2008 for the Department of Social Welfare and Development Field Office I, CAR and CARAGA
Project Start	July 1, 2015
Project End	May 31, 2016
Project Price	Php 1,687,168.00
Client Organization	Department of Social Welfare and Development (DSWD)

II. Project Team

Project Manager	Lewina S. Tibe
Team Members	Aileen A. Ricohermoso Ronald Armin F. Ocampo Angela C. Vargas Ma. Sharona P. Lulu Rochelle E. Gayagay Samantha Sheane T. Chico Natasha Michelle V. Abaya Carol N. Caudilla
Supervising Fellow	Evangeline M. Macariola
Consultants/ Resource Persons	Susan A. Soriano Ma. Elena Avedillo-Cruz

III. Project Details

Project Description	The PDP 2011-2016 strengthens compliance to Executive Order (EO) No. 605, which was issued to effect improvement in public sector performance by ensuring the consistency of products and services through quality processes. Through an effective Quality Management System (QMS), effective management and good governance is achievable. In turn, aligning an organization's planning, service, and support operations to ISO 9001 International Standards is one reliable approach in establishing QMS.
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Recognizing the above legal mandates, the Standards Bureau of the DSWD, with a QMS that has been certified to ISO 9001 recently, is extending to its three (3) identified Field Offices (FO) the establishment and implementation of QMS. In support to this, The Development Academy of the Philippines (DAP) proposed the project: **Development of a Quality Management System Certifiable to ISO 9001:2008 for the Department of Social Welfare and Development (DSWD) Field Offices I, CAR and CARAGA and Capability Building for the Standards Bureau.**

Project Objective	The project aimed to provide necessary interventions to facilitate the establishment of ISO 9001:2008 Quality Management System at the DSWD Field Offices 1, CAR and CARAGA. Specifically, the project:
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- Enhanced understanding and appreciation of the DSWD Field Office employees on the principles and requirements of ISO 9001 Quality Management System;
- Improved the auditing skills of the Standards Bureau internal auditors;
- Established and implemented ISO-QMS that covered the key services of the DSWD FOs; and,
- Prepared the QMS documentation and implementation requirements of ISO 9001 for the certification of the DSWD FOs and for maintaining and sustaining the established QMS.

Focus Area

Productivity for Economic Development

Project Type

Training and Consultancy

Project Beneficiary

Local Government

Regional Coverage

National Capital Region, Region I, CAR and CARAGA

IV. Project Accomplishments

Key Activities Implemented

1. Technical Guidance on Management Review – The DAP Project Team provided guidance in facilitating the first conduct of Management Review to DSWD Field Office I on April 26, 2016 at DSWD Field Office in San Fernando City, La Union, to evaluate the effectiveness and efficiency of QMS and the Field Offices' performance against set objectives.

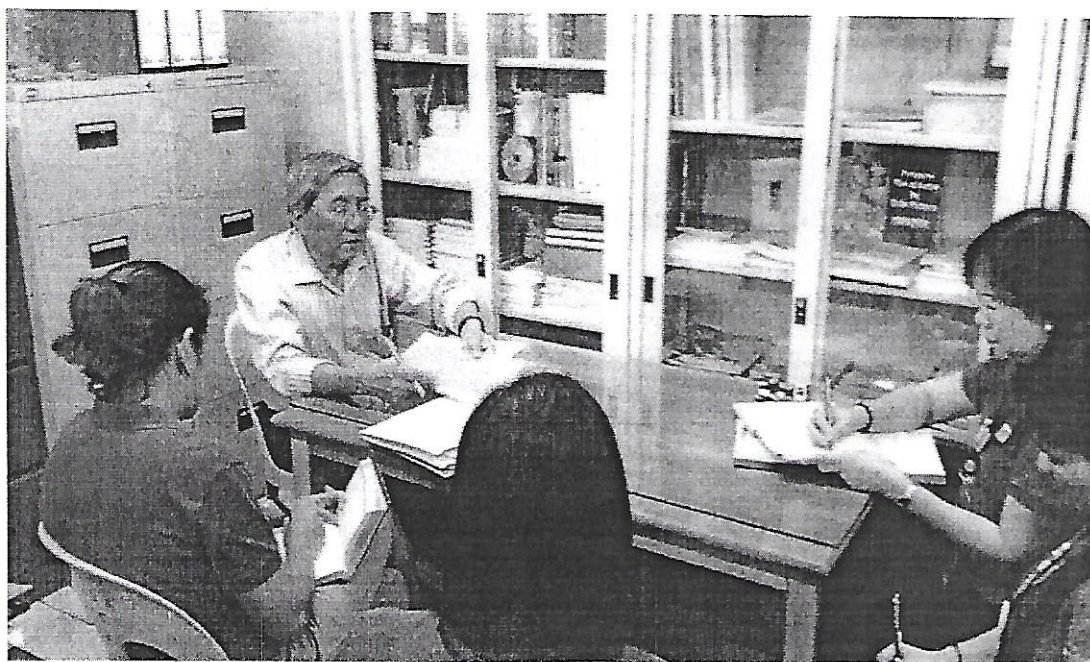


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2. Technical Guidance on QMS Documentation and Implementation – The DAP Project Team provided technical guidance to the DSWD CAR QMS Core Team on May 11-13, 2016, in the documentation of the Quality Manual, Mandatory Procedures, and Quality Policy, including implementation of the established Quality Management System.
3. Final Gap Assessment – The DAP Project Team conducted a final gap assessment to DSWD Field Office I on April 27-28, 2016 at DSWD Field Office in San Fernando City, La Union and for DSWD CAR on June 22-23, 2016 at DSWD Field Office in Baguio City. The team recommended necessary actions to eliminate the gaps. They also recommended final preparations for ISO 9001:2008 certification.



Major Outputs

Top Management and Members of the Core Team gained knowledge on the trainings and technical guidance sessions conducted and applied it on the implementation of QMS in their respective Field Offices. They also learned how to conduct audit, from preparation of audit plan, itinerary and checklist, up to writing nonconformity statements.

Project Impact

The project encouraged support and cooperation from the top management, core team, key officers and staff which made their QMS journey more challenging and inspiring. With DSWD CARAGA being recommended for certification on May 2016, other field offices were inspired to continue with what they have started and aspire for the ISO 9001:2008 Certification.

Lessons Learned

Constant effective communication and support by top management and employees proved to be of great help in the continuing success of the implementation of QMS in an organization. It empowers the employees to strive for excellence and to imbibe the inspiration that it brings.



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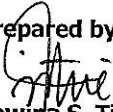
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V. Attachments

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

Prepared by:


Lewina S. Tibe
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