



CENTER FOR QUALITY AND COMPETITIVENESS

(Center)

[2016] PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code	QCREJ
Project Title	Development of a Quality Management System (QMS) Certifiable to ISO 9001:2008 for the National Housing Authority
Project Start	November 30, 2014
Project End	March 30, 2016
Project Price	Php 1,623,624.80
Client Organization	National Housing Authority

II. Project Team

Project Manager	Lewina S. Tibe
Team Members	Aileen A. Ricohermoso Ma. Sharona P. Lulu Carolyn N. Caudilla

Supervising Fellow	Evangeline M. Macariola
Consultants/ Resource Persons	N/A

III. Project Details

Project Description	<p>In its commitment to achieve inclusive growth, the PDP 2011-2016 likewise maps out a strategy for poverty alleviation that encompasses a number of key areas such as housing and urban development. The Plan indicates that there is a huge backlog confronting the housing sector and that mass housing programs have to be accelerated to meet this demand. This directive and the enormity of the target is therefore a major challenge for key shelter agencies, one of which is the National Housing Authority.</p>
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Driven by the provisions of PDP 2011-2016 and its mandate, the National Housing Authority envisions that by 2019, it would have "provide[d] 50% of the housing needs for homeless low-income families (based on the 2011 census) primarily those living in waterways, danger areas, and government infrastructure project sites in Metro Manila and all regions nationwide. " In order to realize this vision and in support of its desire to become a world class organization that "provide[s] decent, adequate, and affordable housing to low-income families; and ensures the provision of community facilities, utilities, and access to social services and economic opportunities," while upholding the highest standards of service and corporate governance, the Academy's Center for Quality and Competitiveness has proposed the project: Development of a Quality Management System (QMS) Certifiable to ISO 9001:2008 for the National Housing Authority (NHA).

Project Objective	The project aimed to provide the necessary interventions to facilitate the establishment of ISO 9001:2008 Quality Management System for the NHA.
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Specifically, it:

- a. Enhanced the understanding and appreciation of NHA officers and staff on the principles and requirements of ISO 9001:2008 quality management system;
- b. Developed the capabilities of key officers and staff of the NHA in preparing for and sustaining the ISO 9001 certification; and,
- c. Prepared the documentation and implementation requirements for the certification of the NHA-QMS 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

IV. Project Accomplishments

Key Activity Implemented

1. Training Course on Basic Productivity and Quality (P&Q) Improvement Approaches – This was conducted on February 16-18, 2016 at the Cocoon Boutique Hotel in Quezon City to develop the awareness and understanding of core team members, key officers and staff on the basic tools for good housekeeping and problem solving, and their applications to the established QMS.





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Major Outputs

Top management and members of the Core Team were able to appreciate QMS and how it affected their operation. Employees and personnel appreciated that they played a major role in the realization of its goals and objectives. Members of the Core Team were capacitated with the needed background and knowledge in the effective implementation of QMS.

Project Impact

The project created sensitivity towards meeting deadlines and how it affected the status of compliance of the Core Team regarding the required documentation of QMS. It instilled a deeper sense of responsibility among members of the Core Team in the consolidation of outputs.

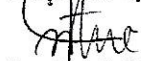
Lessons Learned

Responsibility of each and every one involved in the project matters in the achievement of goals and objectives. Knowing how tedious it maybe to some members of the Core Team who are crafting the needed documentation, it may be helpful to exercise a collaborative effort in coming up with mechanisms to make it a more interesting and challenging task rather than an additional workload.


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