



Productivity and Development Center

(Center)

2016 PROJECT ACCOMPLISHMENT REPORT

I. Project Information

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| Project Code | QCRQX |
| Project Title | Development of a Quality Management System Certifiable to ISO 9001:2008 |
| Project Start | February 2016 |
| Project End | September 2016 |
| Project Price | Php 870,160.00 |
| Client Organization | Philippine Institute of Volcanology and Seismology |

II. Project Team

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|------------------------------|---|
| Project Manager | Ronald Armin F. Ocampo |
| Team Members | Arnel D. Abanto Evangeline M. Macariola Raymond L. Agcaoili Leanne Kym Jane B. Lozañes |
| Supervising Fellow | Evangeline M. Macariola |
| Consultants/Resource Persons | Ronald Armin F. Ocampo Raymond L. Agcaoili Ritchell T. Furigay Ma. Sharona P. Lulu |

III. Project Details

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| Project Description | <p>The need for government agencies to improve quality in their operations and service delivery has never been more urgent in light of the Administration's thrust to adopt transformational leadership. The approved 2011-2016 Philippine Development Plan (PDP) cites enhancing and standardizing the quality of public service delivery to become consistent with the requirements of the International Organization for Standardization (ISO). In particular, it identifies the need to ensure high quality, effective, efficient, transparent, accountable, economically and physically accessible, and non-discriminatory delivery of public as necessary to create an environment where citizens and the private sector can maximize their full potential.</p> <p>The PDP 2011-2016 strengthens compliance to Executive Order No. 605, <i>Institutionalizing the structure, Mechanisms, and Standards to Implement the Government Quality Management Program</i>, which was issued to effect improvement in public sector performance by ensuring</p> |
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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 Standard is one reliable approach in establishing QMS. This methodology provides a clear perspective of the quality system requirements and the areas of control to ensure consistency in the quality of services and continuous process improvement that will improve customer/citizen satisfaction.

In line with the aforementioned thrusts of the government and in support to their vision of becoming a leading global science and technology institution in helping develop communities safe from and resilient to volcanic eruptions, earthquakes, tsunamis and other related hazards, the Philippine Institute of Volcanology and Seismology (PHIVOLCS) has initiated the development and implementation of a QMS certifiable to ISO 9001:2008.

In support of its thrusts and vision, the Academy's Productivity and Development Center has proposed the project: Development of a Quality Management System Certifiable to ISO 9001:2008 for the Philippine Institute of Volcanology and Seismology. The project transformed PHIVOLCS' current management system to a certifiable globally recognized QMS.

Project Objective

The project facilitated the establishment of a QMS certifiable to ISO 9001:2008 for the PHIVOLCS. Specifically, it:

1. Enhanced the understanding and appreciation of the key officers and staff on the principles and requirements of ISO 9001:2008 QMS;
2. Enhanced the capability on ISO-QMS documentation and implementation among concerned key officers and staff;
3. Determined the readiness status prior to 3rd party certification audit for the identified scope; and,
4. Developed the capabilities of key officers and staff in sustaining the established QMS.

Focus Area

Productivity for Economic Development

Project Type

Technical Assistance

Regional Coverage

National Capital Region

IV. Project Accomplishments

| Activity | Details |
|---|--|
| 1. Technical Guidance on QMS documentation and implementation | Date conducted: March 2016-August 2016 – Guidance in the establishment of quality policy, quality objectives, and plans provided. |



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| Activity | Details |
|---|--|
| | <ul style="list-style-type: none">- Guidance in the establishment of quality manual and six mandatory procedures provided.- Approved quality policy, quality objectives, and plans.- Approved quality manual and six mandatory procedures.- Approved operational procedures and work instructions.- Draft Quality Workplace Standard.- Guidance in the implementation of quality policy, quality objectives, and mandatory procedures provided.- Internal Quality Audit conducted.- Management Review conducted. |
| 2. Training Course on Basic Productivity and Quality (P&Q) Improvement Approaches | <p>Date conducted: June 13-15, 2016</p> <ul style="list-style-type: none">• Enhanced understanding of the PHIVOLCS Core Team members, key officers, and staff, on the 5S system of good housekeeping and problem solving tools. |
| 3. Training Course on Internal Quality Audit (IQA) | <p>Date conducted: June 20-21 and 23-24, 2016</p> <ul style="list-style-type: none">• Training on auditing ISO 9001:2008 QMS as per ISO 19011:2011 requirements conducted.• PHIVOLCS Internal Quality Auditors made capable of implementing the established internal quality audit procedure, from planning, executing, and conducting follow-up activities, as well as, addressing audit findings.• Audit plan, audit program, and process-based audit checklist drafted. |
| 4. Readiness Assessment | <p>Date conducted: August 16 and 22, 2016.</p> <ul style="list-style-type: none">• Readiness Assessment conducted to all processes covered by the scope.• Recognized adequacy of established QMS documentation against the requirements of ISO 9001:2008.• Determined level of accuracy of PHIVOLCS' documented statements against the actual practices.• Identified gaps between the established QMS and ISO 9001:2008 standard requirements.• Identified opportunities for improvement to further enhance the established QMS.• Understood auditing approach to be used by the 3rd party auditors.• Certifiable QMS for the PHIVOLCS. |

Major Outputs

- a. Twenty (20) Core Team members, key officers, and staff equipped to develop the quality manual, six QMS mandatory procedures, quality policy, quality objectives, and align operational procedures and work instructions to the requirements of ISO 9001.
- b. Quality manual, six mandatory procedures, quality policy, and



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trained in auditing QMS based on ISO 19011 guidelines and able to perform internal quality audit from planning to execution, and reporting audit findings.

- d. Thirty (30) Core Team members, key officers, and staff trained on the concepts of basic productivity and quality improvement approaches.
- e. Identified gaps and recommended actions to address the gaps prior to certification audit.
- f. Established QMS certifiable to ISO 9001:2008 standard.

Project Impact

- a. Enhanced capability on documenting, implementing, and sustaining the quality management system.
- b. Certifiable QMS for the whole PHIVOLCS operations.
- c. Enhanced products and service quality for the PHIVOLCS.

Lessons Learned

Concerns and challenges encountered that need attention and action to be implemented in the succeeding projects.

- a. Scheduling – Project management and serving as resource person to various project involvements
- b. Internal documentation requirements.

V. Attachments

A. Summary of Evaluation for Course and Resource Person (for training program)

1. Training Course on Basic Productivity and Quality (P&Q) Improvement Approaches

- i. Course Evaluation : 4.48
- ii. Speaker Evaluation
 - Ritchell T. Furigay : 4.36
 - Ma. Sharona P. Lulu : 4.67

2. Training Course on Internal Quality Audit

- i. Course Evaluation : 4.27
- ii. Speaker Evaluation
 - Ronald Armin F. Ocampo : 4.80
 - Raymond L. Agcaoili : 4.12

B. Certificates of Project Deliverable Accepted

- 1. Submission of Project Workplan
- 2. Completion of reviewed Quality Manual
- 3. Completion of reviewed QMS mandatory procedures
- 4. Conduct of Training Course on Basic P&Q Improvement Approaches
- 5. Conduct of Training Course on IQA
- 6. Completion of technical guidance on IQA and Management Review

C. One-Point Lesson

D. Photos



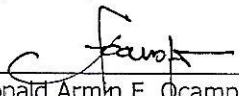
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Approved:



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