



PRODUCTIVITY DEVELOPMENT CENTER

(Center)

2016 PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code	QCRGN
Project Title	Development of a Quality Management System Certifiable to ISO 9001:2015 for the Commission on Human Rights
Project Start	November 12, 2015
Project End	December 31, 2016
Project Price	PhP 1,018,080.00
Client Organization	Commission on Human Rights (CHR)

II. Project Team

Project Manager	Aileen A. Ricohermoso
Team Members	Angela C. Vargas Ma. Sharona P. Lulu Arlene A. Castillo Samantha T. Chico Carol N. Caudilla
Supervising Fellow	Evangeline M. Macariola
Consultants/ Resource Persons	Antonio P. Santos

III. Project Details

Project Description

The need for government agencies to improve quality in their operations and service delivery has never been more urgent in the light of the Administration's thrust to adopt transformational leadership. In line with the aforementioned thrusts of the government and in keeping with their vision of a "Philippine Society where human rights and fundamental freedoms are fully enjoyed by everyone, and are respected, protected and fulfilled by the State in accordance with universal human rights principles and standards, and in compliance with its obligations under the international human rights instruments", the Commission on Human Rights (CHR) has initiated the development and implementation of a QMS certifiable to ISO 9001:2015.

In support of the aforementioned, the Academy's Center for Quality and Competitiveness has proposed the project: Development of a Quality Management System Certifiable to ISO 9001:2015 for the Commission on Human Rights. The ISO 9001 shall provide a globally recognized standard that would transform CHR's current management system into a certified QMS.

Project Objective

The project aims to provide the necessary interventions to facilitate the establishment of ISO 9001:2015 QMS for the CHR.

Focus Area

Quality Management



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Project Type

Training and Consultancy

Project Beneficiary

Commission on Human Rights

Regional Coverage

CHR Central Office, Regional Offices III and IV

IV. Project Accomplishments

Key Activities Implemented

1. Technical Guidance on ISO 9001:2015 QMS Documentation
2. Technical Guidance on ISO 9001 Quality Planning
3. Technical Guidance on ISO 9001:2015 QMS Implementation
4. Training Course on Internal Quality Audit (IQA)
5. Training Course on Basic Productivity and Quality (P&Q) Improvement Approaches
6. Technical Guidance on IQA and Management Review
7. Readiness Assessment

Major Outputs

1. Quality Objectives and Plans
2. Control of Nonconformity monitoring tool/s
3. Corrective Action monitoring tool/s
4. Internal Quality Audit process flow and guide
5. Risk monitoring tool/s
6. Enhanced operational process flows for core processes
7. Enhanced Customer Satisfaction Monitoring Tools
8. Organizational Knowledge Monitoring tool/s
9. Management Review Report template
10. Result of readiness assessment through Assessment Report
11. 26 CHR Officers and Staff trained on Basic Productivity and Quality (P&Q) Improvement Approaches
12. 25 CHR Officers and Staff trained on Internal Quality Audit (IQA)

Project Impact

1. The CHR Top Management and personnel gained more confidence in their established QMS as a result of the Readiness Assessment.
2. Enhanced commitment on delivering quality services as a result of the CHR's Core Team's realization during the training.
3. Enhanced capability of DAP project team members (internal Resource Persons) to do research and self-study on topics and modules to be delivered to the client during the training. This was done in the absence of a formal training that should have been provided to the DAP project team prior to the delivery of new modules for the training on Internal Audit for ISO QMS 9001:2015.



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4. One of the criteria for the CHR's 2017 Performance-Based Bonus was met as a result of the technical guidance sessions conducted for the development of the necessary QMS documentation as part of implementing the QMS.

Lessons Learned

1. Any change (including its implication/s to the project) in the documented agreements between and among the client, project team members and relevant authorities should have been discussed to all concerned prior to implementing the said change/s.
2. Work dynamics and politics may greatly affect project implementation; therefore these should be considered at the planning stage of any project.

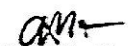
V. Attachments

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

Prepared by:


Aileen A. Ricohermoso
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