



**CENTER FOR QUALITY AND COMPETITIVENESS**

(Center)

**[2016] PROJECT ACCOMPLISHMENT REPORT**

**I. Project Information**

Project Code	QCROI
Project Title	Expansion of the Certified ISO 9001:2008 Quality Management System of the Philippine Army
Project Start	January 1, 2016
Project End	November 30, 2016
Project Price	Php 675,360.00
Client Organization	Army Signal Regiment (P)

**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>Effective management and good governance are essential elements of quality, which can be easily achieved thru an effective Quality Management System (QMS). In line with the need for government agencies to improve quality in their operations and service delivery in the 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).</p> <p>The Army Signal Regiment (ASR (P)), with its mission to provide signal support for the command and control, and administration of the Philippine Army (PA), faced the challenge of adapting the ISO 9001:2008 certification of the Philippine Army Management and Fiscal Office (PA-MFO) and optimizing its benefits by expanding the scope of the QMS to include its own service processes.</p>
Project Objective	<p>The project aimed to facilitate the expansion of the ISO 9001:2008 certified QMS of PA-MFO to include the ASR (P) in its scope. Specifically, the project:</p> <ol style="list-style-type: none"><li>1. Defined the interplay of the different processes, which are internal and external to the various processes included in the QMS expansion;</li><li>2. Expanded the PA-MFO QMS documentation to include identified processes of the ASR (P) in the quality manual, quality plans and quality procedures, in line with the ISO 9001:2008 requirements;</li><li>3. Enhanced the capability of the QMS Core Team and key officers and personnel on ISO 9001:2008 QMS documentation and implementation;</li></ol>



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4. Enhanced the existing mechanisms for maintaining and sustaining the expanded QMS of the PA; and,
5. Determined the readiness status prior to 3<sup>rd</sup> party certification audit.

Focus Area

Productivity for Economic Development

Project Type

Training and Consultancy

Project Beneficiary

Local Government

Regional Coverage

National Capital Region

**IV. Project Accomplishments**

**Key Activities Implemented**

1. The Orientation on ISO 9001:2008 for Top Management and General Employees was conducted on January 20, 2016, participated by all employees, deputy commander and commanding general of ASR.



2. Training Course on ISO 9001:2008 Requirements and Documentation was conducted on February 9-11, 2016 at Jalandoni Hall, PAOCH, FBMM, Taguig City. Quality Policy was drafted including the required documentation for the installation of QMS.





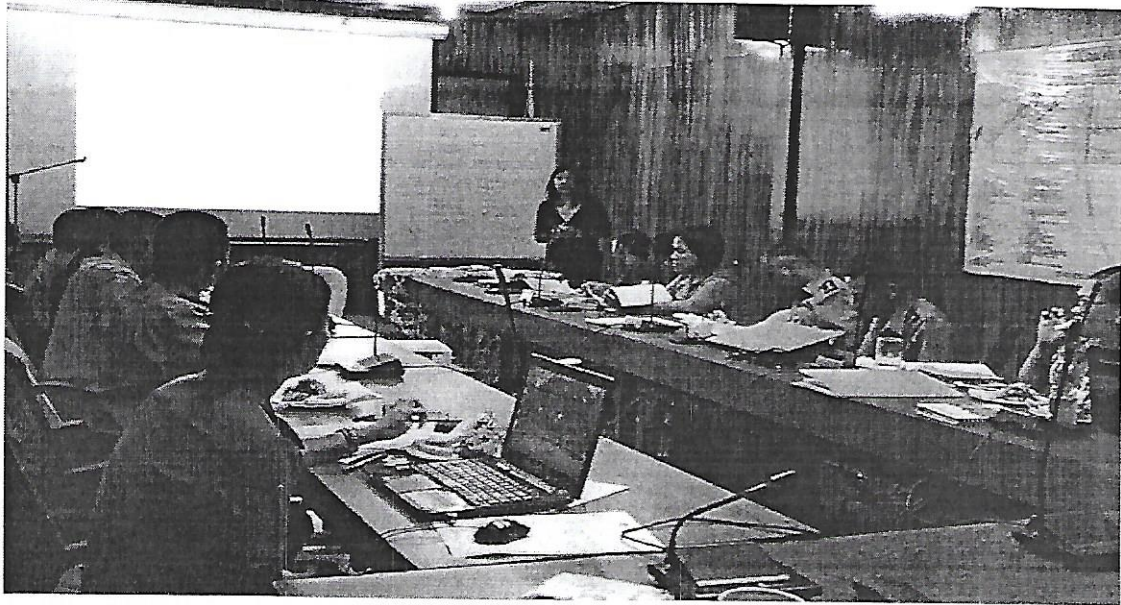


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3. The Technical Guidance on Documentation was conducted on March 8, April 25-27, May 2-3, 10-11, 12, 24. Crafting of the Quality Manual and the six (6) Mandatory Procedures were started and members of the Core Team worked on the documentation process with the guidance of the Project Team.



4. Training Course on Internal Quality Audit (IQA) was conducted on June 21-24, 2016 at Hotel Kimberly in Tagaytay City. The participants were guided on how to fulfill audit requirements and practices. A mock audit was performed to let the participants experience how an audit should be done.





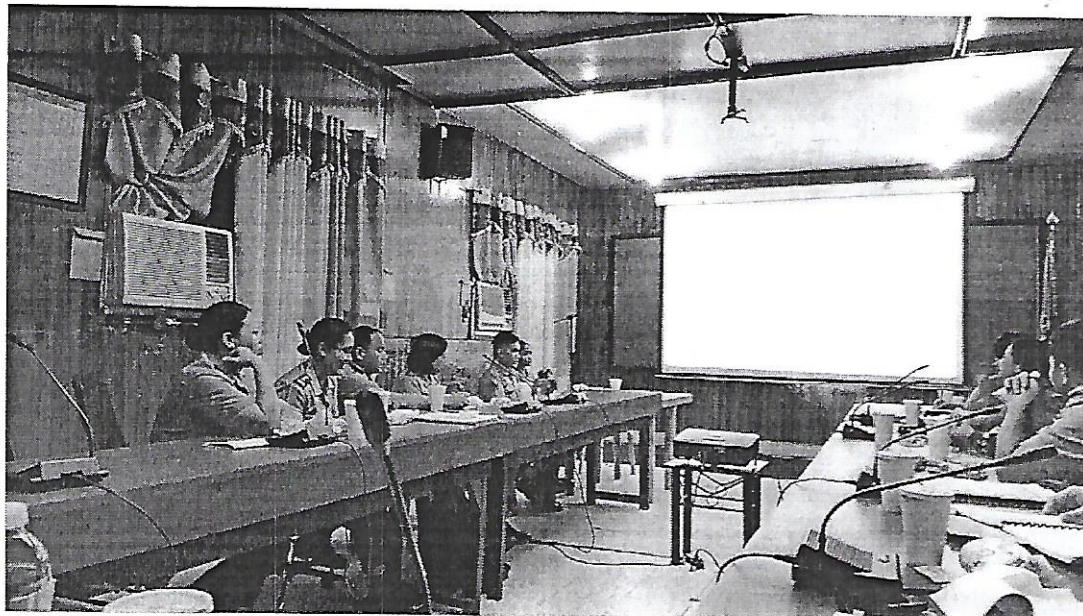


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5. The Technical Guidance on Internal Quality Audit was conducted on July 8, August 9, September 5, and 26, 2016. Core Team members were guided on how to draft audit itinerary, audit criteria and audit report. They were also assisted on how to effectively conduct their first IQA.



6. Technical Guidance on Management Review was conducted on June 7, 2016 and Management Review on September 30, 2016. Required agenda to be discussed during actual MR was tackled during the technical guidance session and suggestions to enhance the conduct of MR were also imparted to ASR.





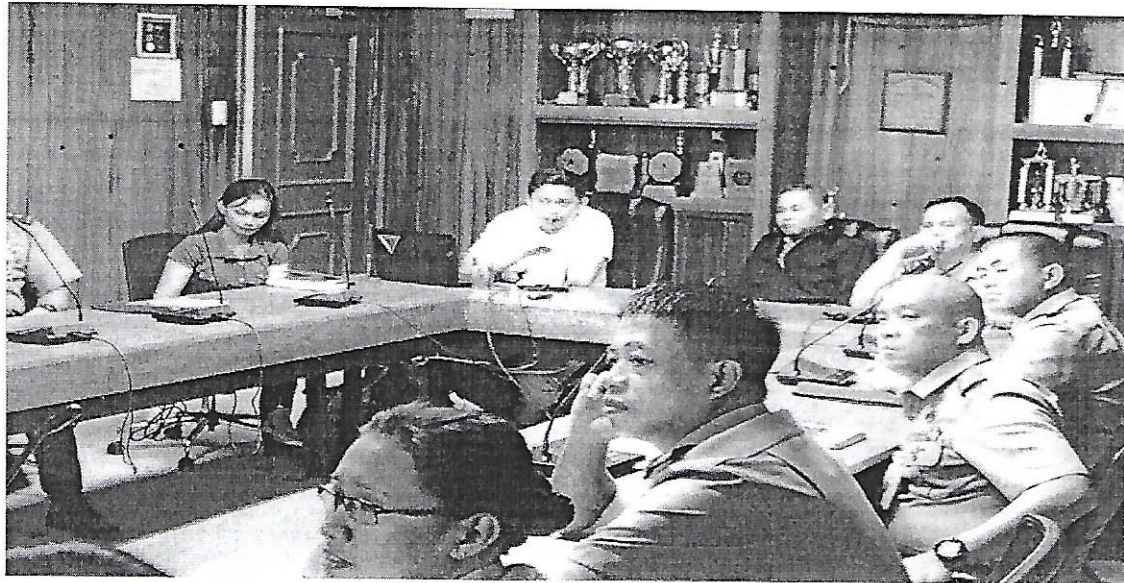


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7. Readiness Assessment was conducted on October 5-7, 2016 to check the effectivity of QMS in ASR and to eliminate gaps, if any.



**Major Outputs**

ASR was able to appreciate QMS and how it greatly affects the organization. Employees and personnel were able to apply their learnings about QMS and gained knowledge on how to sustain it. Members of the Core Team were capacitated with the needed background and knowledge in the effective implementation of QMS.

**Project Impact**

The project instilled discipline on meeting deadlines on submission of the required documentation and adopted a culture of time consciousness. ASR understood QMS fully and created an open mind on the innovation and improvement they need to do.

**Lessons Learned**

Responsibility of each and every one involved in the project, matters in the achievement of goals and objectives to be certified to ISO 9001:2008. Knowing how tedious it may be to some members of the Core Team who crafted the needed documentation, it may be helpful to exercise a collaborative effort to come 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