



## **Productivity and Development Center**

### **2016 PROJECT ACCOMPLISHMENT REPORT**

#### **I. Project Information**

Project Code	QDRDO
Project Title	Expansion of Quality Management System (QMS) Certifiable to ISO 9001:2008 for Selected Regional Training Centers (RTCs) of the Agricultural Training Institute (ATI)
Project Start	15 July 2014
Project End	15 July 2016
Project Price	Php1,702,800.00 ( <i>inclusive of VAT</i> )
Client Organization	Department of Agriculture – Agricultural Training Institute (DA-ATI)
Status	Completed

#### **II. Project Team:**

Project Manager	Adelina D. Alvarez
Team Members	Christian S. Eparwa, Jomar A. Pastrana, Arlene A. Castillo, Louie M. Franco, Mark Louie Grado, Angela Vargas, Natasha Michelle V. Abaya, Arlene A. Castillo, and Melinda F. Escopete
Supervising Fellow	Monica D. Saliendres
Consultants	Heialea N. Natalia and Maria Luisa C. Jalandoni

#### **III. Project Details**

##### **A. Project Description:**

In August 2014, the Agricultural Training Institute (ATI) Central Office has obtained ISO 9001:2008 Quality Management System (QMS) certification for its core processes. While still in the process of installing ISO-QMS in the central office, ATI expressed interest in developing also the QMS certifiable to ISO 9001:2008 of the seven (7) centers.

The expansion of ATI's QMS to the seven (7) centers helped to further realize ATI's aim for excellence in agricultural extension delivery systems specific to local government units (LGU) for the empowerment of ATI's clients to become more globally competitive.

Again, ATI has engaged the services of the Academy to provide assistance in the Expansion of Quality Management System (QMS) Certifiable to ISO 9001:2008 for Selected RTCs of the ATI.

##### **B. Project Objectives:**

The project aimed to broaden the scope of ATI's QMS certifiable to ISO 9001:2008 to include selected seven (7) RTCs based on applicable standards/framework suitable to its operations covering training and support services in the regions.

Specifically, the project had the following objectives:

1. Develop the awareness and understanding of key officers and staff on QMS certifiable to ISO 9001:2008 of the seven (7) pilot centers of the DA-ATI; and,



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2. Develop capability of key officers and staff of the seven (7) pilot RTCs in meeting the QMS requirements geared towards ISO 9001:2008 certification.

**C. Focus Area: Agriculture Sector**

**D. Project Type:**

The nature of the project was a combination of provision of technical assistance/guidance and capability building intervention.

**E. Project Beneficiary:**

The DA-ATI was both the project's implementer/partner and beneficiary. The primary beneficiaries of the project were the extension workers and capability building service providers for the sector and ultimately DA-ATI's clientele on field – the farmers and fisherfolks.

**F. Regional Coverage: Seven (7) regions in the Philippines**

**IV. Project Accomplishments**

**A. Key Activities Implemented:**

**1. Top Management Orientation (28 July 2014)**

Key officers/management staff of the ATI's RTCs attended the Orientation on ISO 9001:2008 Quality Management System (QMS) held in time for the ATI's regular ManCom Meeting in July 2014. DAP's Vice-President Mr. Arnel Abanto conducted the orientation for ATI-RTC's top management.

At the time of the orientation, the seven (7) RTCs which will be included in ATI's expansion of QMS are not identified yet. However, an initial evaluation was carried-out by the Central Office to determine the RTCs which will be included for ATI's QMS expansion.

**2. General Orientation for Employees and Initial Gap Assessment in Seven (7) RTCs (13 October – 11 December 2014)**

In consideration of geographic location, the DAP team, together with ATI's ISO core team had conducted the GEO and Initial Gap Assessment in seven (7) RTCs from October – December 2014. The back-to-back QMS activity per region provided an opportunity for the team to stimulate awareness and understanding of key officers and staff of the seven (7) RTCs on the concepts and principles of QMS and conduct an initial assessment of how far are the RTCs in terms of conformance to ATI Central Office's established QMS. The seven (7) RTCs include the International Training Center on Pig Husbandry (ITCPH), Cordillera Administrative Region (CAR), Regions 2, 6, 8, 12, and 13 (CARAGA).





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**3. Capability Building Through Training (13 - 21 January 2015)**

Representatives from the seven (7) centers attended two (2) capability building activities – Training Course on Internal Quality Auditing (IQA) and Seminar-Workshop on Productivity and Quality Improvement Approaches (5S Good Housekeeping and Documents and Records Control). The objectives of these training interventions are to equip the QMS Core Team members from the seven (7) centers with the required knowledge and skills for the implementation of ATI's established QMS certifiable to ISO 9001:2008.

**4. Project Status Presentation to Top Management (21 April 2015)**

Since project activities did not push through as scheduled, the DAP team felt the need to meet with the DA-ATI management in order to: (a) to appraise the management on the status of the project; (b) to present the next steps; and, (c) to present the highlights of the initial gap assessment in the seven (7) centers.

**5. Technical Assistance on QMS Implementation (July 2015)**

Out of the seven (7) RTCs, only Region 8 was given technical assistance (TA) by the DAP team on internal quality auditing (IQA). The TA session has provided a venue for practical coaching not only to the DA-ATI Region 8 but also for the IQA Team of the DA-ATI Central Office. The scope of the TA session included checking of QMS documentation requirements and implementation including coaching the IQA team.

**6. Technical Assistance on Management Review (February – March 2016)**

The TA sessions in the conduct of management review (MR) for the seven (7) centers were completed in the presence of ATI's Director Asterio Saliot which shows the commitment of ATI's top management in the deployment of ISO 9001:2008 QMS certification to the centers. The conduct of the MR in the presence of Director Saliot, as the top management provided an opportunity to generate immediate response on the issues raised not only on QMS but for the operations and performance of the centers in general.

**7. Final Gap/Readiness Assessment Review (April – June 2016)**

The seven (7) centers were subjected to a readiness review by the DAP Assessment Team and all the centers have been found to be certifiable with varying levels of conformance to the ISO 9001:2008 and findings. It was advised for the findings to the centers to be circulated to the rest of the centers so that they can also learn from the strengths and significant findings highlighted in the readiness review.

**B. Major Outputs:**

The following were the major outputs produced by the project:

1. Top management (ATI Director and Center Directors) and key employee representatives from the seven (7) centers oriented on ISO 9001:2008 QMS



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2. Consolidated Initial Gap Assessment Reports on ISO 9001:2008 in seven (7) RTCs
3. Representatives from the seven (7) centers trained on 5S Good Housekeeping and Documents and Records Control
4. Report on the results of the TA session on DA-ATI RTC 8
5. Capability-building for the DA-ATI RTC 8 and IQA Team of the DA-ATI Central Office on the implementation of ATI's established QMS
6. Seven (7) TA sessions on the conduct of Management Review for the seven (7) centers completed
7. Seven (7) center-specific and consolidated Final Gap/Readiness Assessment Reports which served as reference in addressing the gaps in the centers' ISO 9001:2008 QMS certification

#### **C. Project Impacts:**

1. Through the conduct of this project, the Academy, being the National Productivity and Development Organization, continues to demonstrate its role in capacitating government employees through development-oriented programs and management systems such as the QMS particularly in the delivery of agricultural extension service of the DA-ATI.
2. Through the conduct of this project, the Academy was able to reinforce its role in advocating for the institutionalization of a Government-wide Management Program towards improving the country's competitiveness and initiating reforms in the public service.
3. The impact on the expansion of QMS in ATIs' seven (7) RTCs has yet to be realized. The seven (7) centers will be included in ATI's ISO 9001:2008 Surveillance Audit within the months of August to September 2016.
4. Having an agriculture extension service with an quality management system that is at par international standards is expected to eventually benefit the agriculture sector in terms of better agriculture extension service provision.

#### **D. Lessons Learned:**

The following were the lessons learned in the different phases of the project:

1. Appraising ATI's top management by DAP's Vice-President on the need to proceed with the identified project activities has helped during the time when the project has been derailed for almost a year.
2. The DAP team, not having a hand in coordinating directly with the seven (7) centers which are essentially the scope of assistance in this project, has limited control in terms of scheduling TA sessions in the centers. The TA sessions could have been fully maximized by DA-ATI for their benefit.





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While it is also acceptable for the ATI-CO QMS Core Team to conduct the TA sessions and handholding with the centers because this could mean that the ATI-CO QMS Core Team is well-capacitated to do the handholding for the centers, it is best that this is discussed prior to project contracting. This input would be valuable for future QMS engagement with ATI.

3. Ideally, it was found out that the Assessors and probably the technical team who will assist the centers should be the same person in order to avoid comparison on the level of details and findings generated during the audit. Perhaps this could have been avoided if the assessors are calibrated when it comes to their judgement and interpretation of the ISO 9001:2008.

**V. Attachments**

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

Prepared by:

**ADELINA D. ALVAREZ**  
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