



Productivity and Development Center
(Center)

2016 PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code	QBPOK
Project Title	PQA Application Development Course
Project Start	February 1, 2016
Project End	August 15, 2016
Project Price	PHP 1,083,450.00
Client Organization	Public Sector Organizations

II. Project Team

Project Manager	Ms. Melani Garcia- Mercader
Team Members	Ms. Nory Grace Evangelio Mr. Earl P. Tongol Ms. Mary Jill Myrla Ong gue Mr. Ceazar Valerei Navarro
Supervising Fellow Center Head	Ms. Ma. Theresa A. Agustin Mr. Arnel D. Abanto

III. Project Details

Project Description

This project is in line with the current administration's call for a more responsible, citizen-centric public service delivery. There is a pressing need to heighten awareness and build individual and institutional capabilities in public sector agencies on the adoption of the PQA Framework for organizational/business excellence.

The project is about the conduct of the PQA Application Development Course.

Project Objective

The project aims to provide a training course to understand, interpret and use the PQA Framework in writing a complete and meaningful PQA Application Report. At the end of the training course, the participants will be able to:

- Discuss an integrated approach to strengthen management systems and processes;
- Identify their own organization's strength and opportunities for improvement vis-à-vis the PQA Criteria;
- Assist organizations on how to write a complete and meaningful application report to vie for the PQA and be recognized among the Philippines' best organizations.

Focus Area	PQA Framework
Project Type	Public Offering
Regional Coverage	National



Productivity and Development Center
(Center)

2016 PROJECT ACCOMPLISHMENT REPORT

IV. Project Accomplishments

**Key Activities
Implemented**

Pre-Implementation

1. Preparation and finalization of log frame, financial plan, letter of invitations, terms of references, presentations, kits and brochures.
2. Coordination meeting with the project team, management team and resource persons.
3. Preparation of mailing list and sending of LOIs and brochures to participants.
4. Follow-up confirmation of resource persons and participants.
5. Preparation and coordination of logistical requirements like resource person's contract, venue, food, equipment, etc.

Implementation

6. Actual conduct of the training courses.
7. Facilitation during the training course.
8. Preparation and distribution of certificates.
9. Collection of registration fees, application fees and issuance of billing statements and receipts.
10. Documentation of the training course.

Post- Implementation

11. Consolidation and encoding of resource speaker and course evaluations.
12. Project team debriefing.
13. Liquidation of necessary expenses.
14. Preparation and evaluation for the honoraria of the resource persons.
15. Preparation and finalization of project accomplishment report.

Major Outputs:

- Conducted three (3) batches of the PQA Application Development Course;
- The first batch was conducted on February 16-19, 2016 with thirty-nine (39) participants from sixteen (16) organizations ;
- The second batch was conducted on April 5-8, 2016, with thirty-eight (38) participants from sixteen (16) organizations ;
- The third and last batch was conducted on July 12-15, 2016, with eighteen (18) participants from eight (8) organizations .

Project Impact

- The project started with just one batch but because there was a demand, a total of three (3) batches of the course were conducted.
- Two batches exceeded the number of participants, (twenty per batch), an indicator that the number of public sector organizations that are becoming interested to apply for the PQA is increasing;



Productivity and Development Center
(Center)

2016 PROJECT ACCOMPLISHMENT REPORT

- Improvement and updating of the module (done on the 3rd batch) to accommodate the updates/revision made from the Malcolm Baldrige National Quality Award.
- Appreciation of public sector agencies on the importance of adopting the Business Excellence Framework through the POA Framework.
- Increasing number of advocates of the BE Framework among the participants.
- Promotion of the POA Framework through these training courses.

Lessons Learned

1. More lead time in sending out of invitations to get more participants (for the 3rd batch);
2. Encountered some problems with the new system in doing the finplan and SO. The new system should have been pilot-tested first. The new system was not capable of accommodating on-line revisions of the SO. It resulted in the delay of releasing the revised SO.


V. Attachments

- Attendance Sheets
- Summary of Evaluation Results
- Photos

Prepared by:


MELANI GARCIA-MERCADER
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