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Productivity and Development Center 2017 PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code : QBRDD
Project Title : GQMP: Development and Certification of ISO9001:2015 Quality Management System for Metropolitan Manila Development Authority
Project Start : July 25, 2017
Project End : March 30, 2018
Project Price : P1,874,096.00
Client Organization : Metropolitan Manila Development Authority

II. Project Team

Project Manager
Team Members

Cherryl DL. Ortega

Homer H. Alcon	Nory Grace Evangelio
Chenier Nicu V. Villanueva	Jelriz Joi C. Lanip
Evangeline M. Macariola	Mylene T. Soriao
Christian A. Eparwa	Elizabeth B. Estanislao

Supervising Fellow

Ma. Theresa A. Agustin

Consultants/Resource
Persons

Homer H. Alcon	Cherryl DL. Ortega
Evangeline M. Macariola	Chenier Nicu V. Villanueva
Christian S. Eparwa	Ma. Elizabeth B. Estanislao

III. Project Details

Project
Description

In line with the Duterte Administration's thrust to enhance the social fabric through ensuring people-centered, clean, and efficient governance as cited in the Philippine Development Plan 2017-2022 and to strengthen the implementation of the Executive Order No. 605, the DAP, by authority of the Government Quality Management Program (GQMP) through Government Quality Management Committee Resolution No. 12, shall provide technical assistance to the Metropolitan Manila Development Authority (MMDA) to facilitate the establishment of a quality management system and its certification to ISO 9001:2015 standard.

The MMDA, as the government agency mandated to provide metro-wide services which have metro-wide impact and transcend local political boundaries or entail huge expenditures such that it would not be viable for said services to be provided by the individual local government units of Metropolitan Manila, seeks to transform its current management system to an ISO 9001:2015 certified QMS.

Project
Objectives:

The project aims to facilitate the establishment and certification of the MMDA's QMS to ISO 9001:2015 QMS. This covers its management, operations and support processes.



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Specifically, it shall:

- a. enhance the understanding and appreciation of MMDA's management on the principles and requirements of ISO 9001:2015 standard;
- b. develop the capabilities of key officers and staff of MMDA in preparing for and sustaining the ISO 9001:2015 certification;
- c. prepare the documentation and implementation requirements for the certification of the MMDA and for maintaining and sustaining the established QMS; and,
- d. facilitate the certification of the MMDA's QMS by a third party certifying body.

Focus Area : Productivity-driven development

Project Type : Training

Regional : National Capital Region

Coverage

IV. Project Accomplishments

Key Activities Implemented	Date Covered	Key Outputs
a. QMS Orientation	July 31	<ul style="list-style-type: none">• Management and employees are made aware of project requirements and their roles and responsibilities in successful implementation of ISO-QMS
b. Process Walkthrough	August 2-3	<ul style="list-style-type: none">• Initial assessment report incorporated in the project work plan
c. Training Course on ISO 9001:2015 QMS Requirements and Documentation	August 9-11	<ul style="list-style-type: none">• Trained 39 members of the QMS Core Team on the requirements of the ISO 9001:2015• Draft QMS documented information
d. Workshop on Process Mapping and Risk-Based Quality Planning	August 17-18 and 22	<ul style="list-style-type: none">• Draft process map, draft quality policy, draft quality objectives and risks, opportunities and improvement action plan
e. Workshop on QMS Documentation	August 29-30 and September 18-19	<ul style="list-style-type: none">• Draft QMS manual, established structure and controls for QMS-required information• Knowledge management tools and forms• Control of nonconformities and corrective action tools



development academy of the philippines

Productivity and Development Center 2017 PROJECT ACCOMPLISHMENT REPORT

f. Basic Course on Productivity and Quality Improvement Approaches	September 27-29	<ul style="list-style-type: none"> Trained 41 members of the QMS Core Team on the use of productivity tools
g. Technical Guidance on Enhancement of Operational Controls and Procedures	Oct 3-6	<ul style="list-style-type: none"> Enhanced operational procedures, and opportunities for improvement in the MMDA's operations
h. Technical Guidance on QMS Implementation	Oct 19-20 (Imple Guidance) Nov. 17 (Imple Check)	<ul style="list-style-type: none"> Technical advice to enhance the implementation of QMS
i. Training Course on Auditing QMS	Nov 21-24	<ul style="list-style-type: none"> Trained 46 members of the Internal audit team who are able to perform QMS audit from planning to execution, and reporting of audit findings
j. Workshop on Auditing QMS	Nov 27-29	<ul style="list-style-type: none"> Annual audit programme and plan, audit checklist and technical advice/ inputs to enhance the conduct of internal audit
k. Technical Guidance on Management Review	Dec 19-20	<ul style="list-style-type: none"> Management review template, feedback/ recommendations to enhance the conduct of management review and the effectiveness of the QMS

Project Impact

- MMDA's appreciation on the importance and benefits of ISO9001:2015 QMS to its metro-wide operations
- MMDA's application and implementation of QMS to its operations
- MMDA's compliance to international standards on quality management system, thus, improving its delivery of services to the public

Lessons Learned

- The critical effect of MMDA's metro-wide services and operations to business, environment, order and safety of the public
- Compliance to the requirements of the ISO9001:2015 Quality Management System in service delivery
- Since the project was unexpectedly transferred from Government Quality Management Program Office (GQMPO) to Productivity and Quality Training Office (PQTO) on July 25, 2017 without any proper documentation, there was a difficulty for the Project Team to take on the project since the team has other ongoing implementations. Moreover, the Project Team had to immediately implement its first



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Productivity and Development Center 2017 PROJECT ACCOMPLISHMENT REPORT

activity on July 31, 2017. Lastly, there was a delay on the approval of the project implementation plan since it needed to be revised with its new team composition. Thus, the activities were already been undertaken even without the approved financial plan.

V. Attachments

- Certificate of Project Deliverable Accepted
- Summary of Course Evaluation and Resource Person (for Training Program)
- Photo documentation

Prepared by:


CHERRYL D. ORTEGA
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

ONE-POINT LESSON

Project	GQMP: Development and Certification of ISO9001:2015 Quality Management System for Metropolitan Manila Development Authority
Prepared by	Cherryl DL. Ortega <i>Cherryl</i>
Noted by	Arnel D. Abanto <i>Arnel</i>
Center	Productivity and Development Center
Date Prepared:	January 23, 2017
File number	OPL-Year-xx 17

Subject/Activity: Transition in project management and late approval of revised project implementation plan

Actual Date (if applicable):

What happened? (State the problem and what was done)	What should have been done? (Recommended corrective and preventive action)
<p>Since the project was unexpectedly transferred from Government Quality Management Program Office (GQMPO) to Productivity and Quality Training Office (PQTO) on July 25, 2017 without any proper documentation, such as an issuance of memorandum for the transfer of project management, there was a difficulty for the Project Team to take on the project since the team has other ongoing implementations.</p> <p>Relatedly, the late approval of revised project implementation plan resulted to delay of obtaining the project code, thus, processing of course certificates and other transactions were also put on hold.</p> <p>Among the issues that were raised were: 1) deduction of 15% from the project price to be given to GQMPO without any notice; 2) confusion on the effectivity of the MOA; and, 3) availability of internal and external RPs.</p> <p>Nevertheless, the Project Team had to immediately implement its first activity on July 31, 2017.</p>	<p>Providing that the transfer of the project was unplanned and immediately scheduled for implementation, an issuance of memorandum for the transfer of project management and conduct of emergency coordination meeting should have been done in order to discuss the requirements of the project and avoid confusion among the project managers.</p> <p>Three (3) activities of the project were already been done prior to the conduct of the coordination meeting on August 7, 2017.</p>

Instructions:

Fill-out all items briefly and completely. Please refer to guidelines for further information. Limit to 1 to 5 sentences. Illustrations can be used.

One template = One Lesson

Submit One-Point Lesson to osvpp@dap.edu.ph