

Productivity and Development Center

(Center)

2023 PROJECT ACCOMPLISHMENT REPORT**I. Project Information**

Project Code: QDGXG
Project Title: GQMP 2023: Expansion of the ISO 9001:2015-Certified Quality Management System of the Bureau of Plant Industry (BPI)
Project Start: 15 March 2023
Project End: 15 October 2023
Project Price: PHP 1,875,000.00
Client Organization: Bureau of Plant Industry

II. Project Team

Project Manager: Eunice M. Botero
Team Members: Angela C. Vargas, Ador G. Paulino, Adelina D. Alvarez, Kamille R. Moraleja, Danielle Marie Irish T. Solana, Melinda F. Escopete, Queenielyn I. Rodaje, Jerome John P. Salut
Supervising Fellow: Christian S. Eparwa
Consultants/
Resource Persons: Jane C. Javier

III. Project Details**Project Description**

The project entitled "GQMP 2023: Expansion of the ISO 9001:2015-Certified Quality Management System of the Bureau of Plant Industry (BPI)" aims to facilitate the expansion of the established QMS of the BPI to cover the management, core, and support processes of the BPI expansion sites and offices located at the La Granja, Negros Occidental, Guimaras, and Davao City. The project is implemented by the Development Academy of the Philippines (DAP), BPI as one of the selected Government Quality Management Program (GQMP) beneficiary agencies.

Project Objective

The project aimed to facilitate the expansion of BPI's ISO 9001:2015 certified QMS in its research centers - La Granja, Guimaras, and Davao, covering its processes in crop research and production, pest management, plant product food safety, seed quality assurance, plant quarantine, variety registration and protection, and biotechnology. Specifically, the project was able to:

- a) Enhance the understanding and appreciation of the additional sites/research centers' key officers and staff on the principles and requirements of ISO 9011:2015 standard, as well as their interpretation of the BPI's QMS;
- b) Develop the capabilities of key officers and staff in expanding and sustaining the ISO 9001:2015-Certified QMS;
- c) Improve the documentation needed for the implementation and maintenance of the expanded QMS; and,
- d) exhibit verifiable process and/or service quality improvement in the delivery of the BPI's services.

Focus Area: Productivity-driven development
Project Type: Technical Assistance
Project Beneficiary: Public Sector
Regional Coverage: Regions 6 and 11

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IV. Project Accomplishments
Key Activities Implemented

Activity/Date(s)	Details	Key Outputs
1. Initial Quality Performance Assessment 12-13 April 2023	The activity evaluated the efficacy of BPI's ISO 9001:2015-certified QMS to establish a shared understanding of their strengths and weaknesses. The outcomes gathered were presented	An Initial Assessment report was presented to the participants as their baseline data on QMS.
2. Orientation on ISO 9001:2015 Quality Management System for the Top Management 20 April 2023	<p>The orientation introduced service and quality concepts and principles; and, developed/enhanced participants' awareness, understanding, and appreciation of ISO 9001:2015 QMS, underlining the importance and benefits of sustaining BPI's ISO 9001:2015-certified QMS.</p> <p>The orientation also provided an overview of the project components, roadmap, as well as, the roles and responsibilities of the top management, key officers, and staff in sustaining the effective implementation of QMS.</p>	<ol style="list-style-type: none"> Enhanced participants' awareness, understanding, and appreciation of service quality in the public sector and ISO 9001:2015 QMS. Gathered commitment of division and center chiefs of BPI expansion sites and offices.
3. Training Course on ISO 9001:2015 QMS Requirements and Documentation 4-7 July 2023	<p>The course developed participants' knowledge and understanding of quality concepts and principles, and the requirements defined in ISO 9001:2015 standard, as well as, relevant statutory and regulatory requirements. The discussions provided an overview on how to establish, implement, maintain, and continually improve the QMS.</p> <p>Workshops and exercises were facilitated to enable the participants to demonstrate their interpretation of the requirements, as well as, to align documented information with the existing QMS of BPI.</p>	<ol style="list-style-type: none"> Thirty (30) participants with enhanced knowledge and skills on ISO 9001:2015 QMS requirements and documentation. Draft of the following aligned with the existing QMS and templates: <ol style="list-style-type: none"> Business Process Model; Scope Statement; Quality Policy; Internal and External Issues; List of Relevant Interested Parties and their Requirements; and, Risks and Opportunity Registry and Action Plan (RORAP)

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Activity/Date(s)	Details	Key Outputs
<p>4. Workshop on Process Mapping and Risk-Based Quality Planning</p> <p>13, 14, 24 & 31 July 2023</p>	<p>The workshop enhanced the scope of BPI QMS to establish, align, and integrate the additional processes of the expansion sites/offices to be covered.</p> <p>It also included the review and enhancement of the identified relevant internal and external issues; needs and expectations of interested parties; quality policy; and, associated risks and opportunities, as well as, quality objectives that may need to be addressed through risk-based quality planning.</p>	<ol style="list-style-type: none"> 1. QMS Core Team members, key officers, and staff capacitated to: <ol style="list-style-type: none"> a. prepare and understand each expansion sites/offices' business process model; b. identify internal and external issues and stakeholders' requirements affecting each unit's strategic and operational performance; and c. determine appropriate actions to address identified risks and opportunities. 2. Enhanced draft of the following: <ol style="list-style-type: none"> a. Business process model; b. Scope statement; c. Quality Policy statement; d. Lists of Internal and External Issues; e. List of Relevant Interested Parties and their Requirements; f. RORAP; and, g. Quality Objectives (SPCR, OPCR)
<p>5. Workshop on Productivity and Service Quality Improvement</p> <p>2-4 August 2023</p>	<p>The workshop equipped the participants with concepts and various approaches to productivity and service quality improvement, as applied to the delivery of government services.</p> <p>It also enabled the participants to come up with process reviews and initial inputs to facilitate improvement in process/service delivery.</p>	<ol style="list-style-type: none"> 1. Process owners, QMS Core Team members, key officers, and staff's enhanced knowledge on productivity and service quality improvement. 2. Initial draft of proposed improvement action plans for the following processes: <ol style="list-style-type: none"> a. Request for Laboratory Analysis b. Production of Seed and Planting Materials c. Distribution of Seed and Planting Materials to Beneficiaries c. Issuance of Certification Tags for Rice Seeds d. Issuance of Phytosanitary Certificate e. Issuance of Clearance for Domestic Transport

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<p>6. Workshop on Enhancement of QMS Documentation and Implementation 15-18 August 2023</p>	<p>The workshop served as a venue for sharing knowledge management practices and techniques to enhance participants' understanding of the importance of managing organizational knowledge for improved efficiency of processes.</p> <p>The BPI QMS Core Team from the Central Office discussed the existing management approaches vis-à-vis the requirements of ISO 9001:2015 standard and ensured the availability, adequacy, and alignment of the QMS documented information of the expansion sites/offices.</p>	<ol style="list-style-type: none"> 1. Reviewed and enhanced the structure and controls for QMS documented information. 2. Enhanced and aligned draft of the following documented information/procedures inclusive of the additional process/sites/offices to be covered: <ol style="list-style-type: none"> a. QMS Manual b. Control of Documented Information c. Internal QMS Audit Program/Procedure d. Control of NC and Corrective Action e. Risk and Opportunities Registry Matrix f. Quality Workplace Standard
<p>7. Training Course on ISO 19011:2018 Guidelines for Auditing Management Systems 29 August – 1 Sept 2023</p>	<p>The course aimed to develop the participants' knowledge and understanding of the concepts, principles, techniques, and practices of performing an effective internal audit in accordance with ISO 19011:2018.</p> <p>It included a review of the requirements of Clause 9.2 of the ISO 9001:2015 standard and its application in the context of an internal audit, with the end goal of improving the established QMS.</p> <p>Workshops and exercises were facilitated for the participants to demonstrate their skills in planning and performing an effective internal audit, as well as reporting of audit findings.</p>	<ol style="list-style-type: none"> 1. Thirty (30) participants composed of QMS Core Team members and Internal Quality Audit Teams from the expansion sites/offices trained on auditing QMS and capacitated to understand, interpret, and audit the QMS requirements, as well as, address the audit findings. The training also enhanced the auditing skills and understanding of the trained auditors on their roles and responsibilities. 2. Enhanced draft of the following: <ol style="list-style-type: none"> a. Audit Plan/Programme; b. Audit Itinerary; c. Audit Checklist; d. Audit Findings Report; and, d. Correction and Corrective Action Report (CCAR) from the conducted simulation audit

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Activity/Date(s)	Details	Key Outputs
8. Technical Guidance on Enhancement of Operational Controls and Procedures 13 – 15 September 2023	Effective controls for all relevant processes of the BPI expansion sites/offices were established during this activity. It included a review of existing process controls and documented information to ensure alignment of operational and support processes.	QMS Core Team members, key officers, and staff are capacitated to prepare, draft, and/or enhance existing operational controls and procedures through the review of the SIPOC Matrix.
9. Technical Guidance on QMS Implementation 20-22, 25 & 26 Sept 2023	The activity ensured the effective implementation of the QMS in conformance with the requirements of ISO 9001:2015 standards. It included guidance sessions on planning for the implementation and cascading of the established QMS throughout the expansion sites/offices of BPI.	1. The QMS Core Team from the Central Office cascaded forms, manuals, templates, and documented information. 2. The QMS Core Team from the expansion sites/offices drafted their final QMS Implementation Plan.
10. Readiness Assessment	The assessment determined the extent and correctness of conformance to the QMS documentation and implementation against the applicable requirements of the ISO 9001:2015 standard, as well as the readiness of the BPI expansion sites/offices in its conclusion to the agency's QMS certification. It likewise intended to identify further opportunities for improvement on the current practices and documentation to achieve effective implementation of the established QMS.	Assessment Report which indicates that BPI expansion sites/offices located at Regions 6 and 11 are "certifiable" and recommendations for QMS enhancements were submitted.

Major Outputs

1. A total of 60 participants were trained by the DAP Project Team on ISO 9001:2015 QMS Requirements and Documentation and on ISO 19011:2018 Guidelines on Auditing Management Systems.
2. The QMS Core Teams from the Central Office were able to cascade and align their implementation plan, QMS guidelines, and templates to the expansion sites/offices.
3. With the workshops and technical guidance conducted, the BPI expansion sites/offices were able to come up and align their respective operations manuals, forms, templates, QMS

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procedures, and guidelines with the Central Office, establishing the ownership of their own documented information.

4. The Readiness Assessment Report was submitted by the DAP to BPI after assessing the established QMS to its expansion sites/offices. The document was utilized to further improve their QMS.

Project Impact

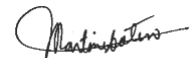
In the process of expanding the BPI's ISO 9001:2015-Certified QMS, the expansion sites/offices collectively recognized the importance of understanding and aligning initial documented information requirements of ISO 9001:2015 as one BPI. The expansion of BPI's QMS is a strategic effort in sustaining their established QMS and an integral part of the organization's commitment to continual improvement. The technical assistance has developed capabilities of the key officers and staff of BPI to ensure consistent and continual improvement of their processes and delivery of services.

Lessons Learned

The approved project duration stated in the MOU is eight (8) months, however, due to the internal delay in finalizing administrative requirements such as approval of the budget and review of the MOU and TOR, the project duration was shortened to six (6) months. Thus, the schedule of activities was in tight intervals. In case the risk of delay in project implementation arises, it is recommended to extend the project duration.

V. Attachments

- Summary of Evaluation for Course and Resource Person (for training program)
- Certificates of Project Deliverable Accepted
- Certificate of Project Closure
- Project Completion Certificate
- One-Point Lesson

Prepared by:**EUNICE M. BOTERO**

Project Manager

Noted / Approved by:
ARNEL D. ABANTO
Vice President, PDC**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