



Productivity and Development Center

(Center)

[2023] PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code	QEGXQ
Project Title	GQMP 2023: Expansion of the ISO 9001:2015-Certified QMS of the Bohol Island State University (BISU)
Project Start	March 1, 2023
Project End	December 31, 2023
Project Price	PHP 1,875,000
Client Organization	Bohol Island State University

II. Project Team

Project Manager	Ritchell T. Furigay-Cunanan
Team Members	Aileen A. Ricohermoso Janina Angeli M. Ferrer Orlando B. Botero, Jr. Hazelyn Anne V. Baure April P. Espino
Supervising Fellow	Samuel C. Rosal
Consultant/ Resource Person	Antonio P. Santos

III. Project Details

Project Description	<p>The Bohol Island State University (BISU) is a state university mandated to provide advanced education, professional and technological instruction in the fields of allied medicine, education, engineering, agriculture, fisheries, environment, arts and sciences, accountancy, cooperative, business and entrepreneurship, technology and other relevant fields of study; undertake research and extension services; and provide progressive leadership in its areas of specialization by Republic Act No. 8659. The BISU has successfully established its Quality Management System (QMS) and has been maintaining its ISO 9001 certification since 2019, but only covers the admission and registration of higher and graduate education entrants and students across all its campuses.</p>
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Upon realizing the significance of ensuring consistent and value-adding public services, and continuous improvement of processes and systems, the BISU has expressed its interest and commitment to expand its ISO 9001:2015-Certified QMS to maximize the QMS benefits and effect actual quality improvement in the delivery of its services.

Thus, as one of the selected GQMP beneficiary agencies that will receive technical assistance in this endeavor, the **DAP** is implementing the project entitled, **"GQMP 2023: Expansion of the ISO 9001:2015-Certified Quality Management System of the Bohol Island State University."**

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Project Objective

The project aimed to facilitate the expansion of the limited process scope of the established QMS and provision of higher and advanced instruction, and research and extension services of the BISU Main Campus and its satellite campuses.

Specifically, it:

- a. enhanced the understanding and appreciation of the additional processes' key officers and staff on the principles and requirements of ISO 9001:2015 standard, as well as, their interpretation of the QMS of BISU;
- b. developed the capabilities of key officers and staff in expanding and sustaining the ISO 9001:2015-Certified QMS;
- c. improved the documentation needed for the implementation and maintenance of the expanded QMS; and,
- d. exhibited verifiable process and/or service quality improvement in the delivery of the services of BISU.

Focus Area

Productivity-driven development

Project Type

Technical Assistance

Project Beneficiary

Public Sector

Regional Coverage

Region VII

IV. Project Accomplishments
Key Activities Implemented

No.	Activity Title	Date of Implementation	No. of Participants
1	Initial Quality Performance Assessment	May 2-3	Day 1: 133 Day 2: 103
2	Orientation on ISO 9001:2015 QMS	May 5	336
3	Training Course on ISO 9001:2015 QMS Requirements and Documentation	June 20-23	28
4	Technical Guidance on QMS Expansion	July 4, 10-11,14	Day 1: 155 Day 2: 103 Day 3: 95 Day 4: 77
		July 17-19	Day 1: 120 Day 2: 97 Day 3: 90
		Aug 4, 17, 29	Day 1: 122 Day 2: 68 Day 3: 62
		Sep 8	30
		Oct 9-12	Day 1: 30 Day 2: 78 Day 3: 63

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No.	Activity Title	Date of Implementation	No. of Participants
			Day 4: 132
		Oct 13	35
5	Training Course on ISO 19011:2018 Guidelines for Auditing Management Systems	Sep 4-7	29
6	Training Course on Root Cause Analysis and Corrective Action Formulation	Sep 27-29	30
7	Technical Guidance on Management Review	Oct 17 & 25	Day 1: 41 Day 2: 35
8	Readiness Assessment	Nov 13-14 & 16-17	80
9	Workshop on Productivity and Service Quality Improvement	Dec 5-7	Day 1: 106 Day 2: 37 Day 3: 22

Major Outputs

1. Trained participants established a deeper understanding and appreciation of the ISO 9001:2015 QMS and strengthened the BISU's commitment to the expansion and sustainability of the ISO 9001:2015-certified QMS.
2. Reviewed/enhanced relevant internal and external issues, needs and expectations of interested parties, and associated risks and opportunities relevant to the additional offices/processes needing to be addressed. It included a review of the effectiveness of existing tools used for risk-based planning and the enhancement of the OPCR's/quality objectives and plans to ensure continuing alignment with the agency's QMS objectives and targets.
3. The BISU's personnel enhanced their awareness and acquired a deeper understanding of the relevant QMS documented information of the various functions and offices covered by the expansion of its scope of certification.
4. Ensured effective and sustained implementation of the QMS in conformance to the requirements of the ISO 9001:2015 standard, determined the adequacy of implementation vis-à-vis the documented information, and identified gaps/improvement areas.
5. Participants developed their knowledge and skills on root causes analysis, corrective action, and management review. Also, enhanced their knowledge and skills in performing QMS audits from planning to execution and reporting of audit findings.
6. Identified processes to be streamlined and drafted improvement action plans.
7. Gap assessment findings and recommendations.
8. QMS certifiable to ISO 9001:2015/ISO 9001:2015 QMS Certification received in November 2023.

Project Impact

1. Through the expansion of the BISU's scope and sites of QMS, employees realized the importance of understanding, aligning, and implementing the unified QMS documented information throughout all campuses.
2. Recognized the strong and efficient governance through developed management and leadership skills of the university officials.

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3. The project activities motivated the management, key officers, and staff to sustain QMS implementation and further their quality journey. More so, to level up BISU's (global) competitiveness in the future through the PQA.

Lessons Learned

1. A proactive action from the management to heighten the awareness of QMS among process owners is crucial.
2. Face-to-face learning fosters interactive and immediate engagement. In-person discussions, group activities, and immediate feedback contribute to a vibrant learning experience.
3. Careful screening of applicants as beneficiary agencies of the GQMP may be helpful to ensure that they are eligible and have met the set policies and guidelines.
4. Engaging two consultants, DAP and a private firm, offering the same activities at the same period, may be a challenge and create confusion among participants as to which templates shall be utilized or whose instructions to follow.

V. Attachments

- Summary of Evaluation for Course and Resource Person (for training programs)
- Certificates of Project Deliverable Accepted
- Certificate of Project Closure

Prepared by:
RITCHELL T. FURIGAY-CUNANAN
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

COURSE EVALUATION						
Training Course on ISO 9001:2015 QMS Requirements and Documentation						
June 20-23, 2023						
Zoom Platform						
INSTRUCTIONS: On a scale of 1 to 5, rate the course in each of the indices below. 5 is the Highest - Strongly Agree and 1 is the Lowest - Strongly Disagree Put (✓) in each number which best indicates your rating of the course on that item.						
Item	1	2	3	4	5	Ave
A. COURSE OBJECTIVES					17	5.00
B. COURSE EXPECTATIONS					17	5.00
C. TRAINING MATERIALS/ HANDOUTS						
D. SELECTION, SEQUENCING, ORGANIZATION & SCHEDULING						
1. Selection of Topics				1	16	4.94
2. Usefulness of Course					17	5.00
3. Sequencing of Topics					17	5.00
4. Organization of Course Activities				1	16	4.94
5. Scheduling of Activities				4	13	4.76
6. Length of Course				5	12	4.71
E. METHODOLOGY						
1. Program Methodology						
a. Lecture / Discussion				1	16	4.94
b. Presentation				1	16	4.94
c. Exercises				1	16	4.94
d. Small Group Discussion				1	16	4.94
2. Appropriateness of Instruction Materials				1	16	4.94
F. COURSE LOGISTICS						
1. Training Site / Venue						
2. Conference Facilities						
3. Accommodation						
4. Food						
5. Training Equipment Used						
6. Pre-Training Arrangements / Coordination				2	13	4.87
G. LEARNING OF PARTICIPANTS						
1. Degree of Learning			1	3	13	4.71
2. Expectations were adequately met			1	4	12	4.65
3. Actively Involved in the Learning Process			1	3	12	4.69
*1-poor, disliked ; 5 - excellent, enjoyed very much						
Average:				4.88		

H. What did you find particularly rewarding/ liked best about the course?
Workshops
As a new member, or as newly designate document control custodian, its an eye opener to understand what is ISO is all about, although there still a need for me to fully grasp the learning..
Collaboration
very engaging
interactive
Very participative and well defined objectives were met.
There are many additional learning inputs
I like so much discussing the QMS Principles
The speaker and the DAP team are so knowledgeable with the topics discussed, very soft spoken, and discussed well. Energizers also allows us to think critically. God Bless po!
Very satisfying, no waste of time.
guided learning
The topics and the speaker
I. How can the delivery of the course be enhanced?
On-site
workshops will be given a longer time...
None
may have possibility of engaging more participants
on-site training
Face to face seminar workshop
face to face training
face to face discussions
The QMS Manual Workshop is too heavy for me, I think. Strategies can be planned to realize it with everyone's participation including the Top Management.
By attending another course

SPEAKER EVALUATION							
Antonio P. Santos							
Training Course on ISO 9001:2015 QMS Requirements and Documentation							
June 20-23, 2023							
INSTRUCTIONS: On a scale of 1 to 5, rate the course in each of the indices below. 5 is the highest which you are strongly Agree and 1 is the Lowest - Strongly Disagree put (✓) in each number which best indicates your rating of the course on that item.							
Part 1: SUBJECT MATTER							
	Attributes	Low	Satisfactory		Very Good		
	1. Level of Content		1		23		
	2. Appropriateness		1		23		
	3. Applicability				24		
		Incomplete	Adequately		Complete		
	4. Level of Coverage		2		22		
Part 2: SPEAKER							
			1	2	3	4	5
A. ACHIEVEMENT OF SESSION OBJECTIVES					2	22	4.92
B. MASTERY OF SUBJECT MATTER							
1. Ability to exhibit knowledge of subject matter					1	22	4.96
2. Ability to answer participants' questions on the subject matter					1	23	4.96
3. Ability to inject current developments relevant to the topic					2	22	4.92
4. Ability to balance principles/theories with principles application					3	21	4.88
C. PRESENTATION OF SUBJECT MATTER							
1. Preparedness of speaker					1	23	4.96
2. Ability to organize materials for clarity and precision						24	5.00
3. Ability to arouse interest					1	23	4.96
4. Ability to use appropriate instructional materials					1	23	4.96
D. TEACHER-RELATED PERSONALITY TRAITS							
1. Ability to establish rapport					3	21	4.88
2. Considerateness					2	22	4.92
E. ACCEPTABILITY OF SPEAKER AS RESOURCE							
					1	22	4.96
				Average:	4.94		

PART III. Please answer the ff: as honestly as you can.		
A. In general, can you say that the speaker was effective? Why or why not?		
Yes. All are explained well.		
Yes		
very effective		
very effective, he was able help me understand deeply in the making of the process thru the support of the clauses as mentioned.		
yes , I learned a lot		
Effective, since he gave his best to let us understand the topics that would be beneficial to BISU.		
Yes, he delivered well the topic. very Excellent		
He is an effective speaker. He can expound the concepts well.		
It is effective. The discussion is clear and well explained		
As a newbie effective because i gained knowledge about ISO		
very effective		
Yes, knowledgeable in his topic discussed.		
Very effective. I am enlightened now about what ISO really is.		
Very effective, clear discussions		
YES, HES EXPERT!		
Effective. We learned a lot.		
The speaker was effective because he was able to deliver all important details in the training module.		
Yes. The speaker is very knowledgeable enough in delivering the topic assigned.		
Yes.he is so very effective..i like his strategy..so very engaging..his example is so relevant and very useful for BISU.		
B. What is the best thing you can say about him/ her?		
informative discussion, knowledgeable enough		
Very knowledgeable		
Calm and articulate		
ability to simplify concepts		
very expert on the topics able to go down at our level.		
highly competent		
knowledgeable and well verse		
His ability to articulate complex concepts in a clear and concise manner, his exceptional communication skills, his talent for inspiring and motivating BISU participants		
Knowledgeable		
Facilitative and virtually approachable		
Excellent		
facilitative		
technologically competent and very knowledgeable in his topics discussed.		
His exposure to ISO is so inspiring. Maraming alam si sir Ton.		
Very accommodating.		
Thank you so much and God bless		
HUMBLE		
He shared with precision and consistent of what he shared with specific resources where he got the information.		
He is expert and knowledgeable about ISO standards.		
Well verse in the topic assigned.		

His strategy..to the details, everything is in place and organized, thus helps us to understand well. Very commendable..
C. Suggest ways and means in which he/she can improve this particular module/top
none
can be hybrid and participated by more
sana may like unfreezer in between talks to catch attention lalo na via online ang training po.
None , but I suggest there will be two speakers
Suggest for a face to face seminar because some have poor connectivity
to have an onsite seminar workshop/training to avoid destruction, so that the participants can focused the activities.
Nothing. Well done! Thank you.
He's just to keep up his best with ISO and other subjects that needs his expertise.
Being first time in the orientation, the team may consider longer time as we are bombarded with a lot of concepts in 4-day. But in overall, we are thankful with all the inputs shared to us. Thank you organizers!
None so far..thank u so much sir Thon! May ur tribe will increase. We are blessed to have you..its an honor to be one of ur participants!

COURSE EVALUATION						
Training Course on ISO 19011:2018 Guidelines for Auditing Management Systems						
September 3-8, 2023						
JJ's Seafood Village, Tagbilaran City						
INSTRUCTIONS: On a scale of 1 to 5, rate the course in each of the indices below. 5 is the Highest - Strongly Agree and 1 is the Lowest - Strongly Disagree Put (✓) in each number which best indicates your rating of the course on that item.						
Item	1	2	3	4	5	Ave
A. COURSE OBJECTIVES				3	25	4.89
B. COURSE EXPECTATIONS				5	23	4.82
C. TRAINING MATERIALS/ HANDOUTS						
D. SELECTION, SEQUENCING, ORGANIZATION & SCHEDULING						
1. Selection of Topics			1	4	23	4.79
2. Usefulness of Course				2	26	4.93
3. Sequencing of Topics			1	6	21	4.71
4. Organization of Course Activities			1	4	23	4.79
5. Scheduling of Activities			1	5	22	4.75
6. Length of Course		1	1	8	18	4.54
E. METHODOLOGY						
1. Program Methodology						
a. Lecture / Discussion				7	21	4.75
b. Presentation				5	23	4.82
c. Exercises				2	25	4.93
d. Small Group Discussion				4	24	4.86
2. Appropriateness of Instruction Materials				3	25	4.89
F. COURSE LOGISTICS						
1. Training Site / Venue						
2. Conference Facilities						
3. Accommodation						
4. Food						
5. Training Equipment Used						
6. Pre-Training Arrangements / Coordination			1	9	18	4.61
G. LEARNING OF PARTICIPANTS						
1. Degree of Learning		1	3	8	16	4.39
2. Expectations were adequately met				10	18	4.64
3. Actively Involved in the Learning Process			2	6	20	4.64
		*1-poor, disliked ; 5 - excellent, enjoyed very much				
		Average:		4.75		

H. What did you find particularly rewarding/ liked best about the course?
Having a speaker that is genuinely expert of the course
Were able to prepare or witnessed the workshop
no waste of time strictly used the time
MANAGEMENT OF AUDIT
How to conduct an audit
USEFUL NOT ONLY IN AUDITING BUT ALSO IN SOME ASSESSMENT PROCESS
I liked that there was an engagement among the participants.
Knowing the conformities of an organization to their processes as well as the ISO standards
Understanding the requirements of the standards; the DAP Team (Sir OB, Ma'am Chel and Sir Tony) is commendable!
The course has provided the participants with the ample time to participate actively and receive recent trends in IQA.
The way the speaker was able to exhibit his expertise and very indepth knowldege sharin always amazed meg
The importance of the forms being used by the auditor
The role playing made a bog impact, learned during this process
I like the roleplay session even though we were really nervous doing it.
All the courses are interesting but, as n new in this training, i wish that the QA office will provide more trainings
The PDCA
The role playing activity
I like the way the speaker discuss the ISO 9001, despite of limited time and more sections of the ISO 9001. He delivers it in an efficient way that we the participants can relate to the topics.
knowing other trainess from other campus
Role Playing
Learning new things especially on IQA
Learning how to audit process
Very informative
I learned a lot about ISO and how to become an internal auditor.
The exposure of the topics in ISO 19011:2018 especially on Clauses matter.
I. How can the delivery of the course be enhanced?
Na
Good job
MORE INVOLVEMENT OF PARTICIPANTS
more small group activities
no comment
Allow more small groups discussion and practical situational problem solving
Follow up training.
Sir Tony is enough, the course could have been a bit better if there was one more resource speaker, though.
It could be more ok if the knowledge level of the participants will be considered first
Everything is going well. Thank you very much for sharing your expertise with us. We greatly appreciate your valuable insights and knowledge.
More role playing
It was already good.
All topics were delivered well.
None

Any activity that can awaken the participants.
More time for the role playing so that we can really understand and to properly apply the learning in the ISO 9001.
the time for discussion is too long
Through continuous training
More workshops
More on role play
More role play
I like the way it was arranged.
Through giving sample situations related to academe or teaching and learning situation. Inject humor sometimes along the discussion process.

SPEAKER EVALUATION							
Antonio P. Santos							
Training Course on ISO 19011:2018 Guidelines for Auditing Management Systems							
September 3-8, 2023							
JJ's Seafood Village, Tagbilaran City							
INSTRUCTIONS: On a scale of 1 to 5, rate the course in each of the indices below. 5 is the highest which you are strongly Agree and 1 is the Lowest - Strongly Disagree put (✓) in each number which best indicates your rating of the course on that item.							
Part 1: SUBJECT MATTER							
	Attributes	Low	Satisfactory		Very Good		
	1. Level of Content		2		26		
	2. Appropriateness	1	1		26		
	3. Applicability		2		26		
		Incomplete	Adequately		Complete		
	4. Level of Coverage						
Part 2: SPEAKER							
		1	2	3	4	5	Ave
A. ACHIEVEMENT OF SESSION OBJECTIVES					4	24	4.86
B. MASTERY OF SUBJECT MATTER							
1. Ability to exhibit knowledge of subject matter					2	26	4.93
2. Ability to answer participants' questions on the subject matter					4	24	4.86
3. Ability to inject current developments relevant to the topic				1	2	25	4.86
4. Ability to balance principles/theories with principles application			1	1	2	24	4.75
C. PRESENTATION OF SUBJECT MATTER							
1. Preparedness of speaker						28	5.00
2. Ability to organize materials for clarity and precision				2	3	23	4.75
3. Ability to arouse interest				3	6	19	4.57
4. Ability to use appropriate instructional materials				1	3	24	4.82
D. TEACHER-RELATED PERSONALITY TRAITS							
1. Ability to establish rapport					5	23	4.82
2. Considerateness				1	2	25	4.86
E. ACCEPTABILITY OF SPEAKER AS RESOURCE							
						28	5.00
		Average:			4.84		

PART III. Please answer the ff: as honestly as you can.		
A. In general, can you say that the speaker was effective? Why or why not?		
Effective. Provided actual examples		
He needs to give practical examples to which we can relate most esp.in dealing with clauses		
YES, HE WAS ABLE EXPLAIN TO US THE TOPICS AND ELABORATE THE CLAUSES OF THE STANDARDS		
Yes, he elaborates subjects discussed		
Yes		
YES, HES EXPERT IN QMS STANDARDS		
Yes, he discussed all the topics in a very clear and detailed way.		
Yes, the speaker was effective. He able to give us relevant examples and discussed the modules well.		
Yes, he was able to deliver with confidence and integrity.		
His knowledge of the topics is very amazing		
He is very effective as our resource speaker. I believe and I subscribe to his idea that understanding everything about the standards won't be achieved in this 4-day training. However, I am learning from his presentation, most especially that the team included in their methodology the simulation activity.		
Yes. He is competent in delivering the topics and considerate towards the participants' level of capacity in grasping the topics being discussed especially in facilitating to achieve the objectives in any individual and group assigned tasks.		
He managed to answer the participants' questions with an open mind. He incorporated concrete examples into the discussion.		
He was highly effective in his approach, as we truly benefited from his expertise, which was evident through our successful role-playing exercises.		
Yes the speaker is effective		
Yes. Very sure. Though, I'm just new in this training, after all I was able to gain some inputs.		
Yes, because I do have a clearer understanding of the standard now.		
Yes, the speaker is effective. He explained which clause is appropriate for a certain scenario.		
The speaker is effective in discussing the ISO 9001 since he is already a master of the topic and he can really explain to us well.		
Yes, he delivered the discussion well.		
Very good		
Yes, his an expert		
Very effective, he's really an expert of the topic.		
Yes		
Yes, he can relay to his audience the objectives of the training satisfactorily.		
very effective		
B. What is the best thing you can say about him/ her?		
Open-minded		
He is very calm in explaining		
GIVES ASSISTANCE TO OUR CONFUSIONS AND COMPETENT IN HIS FIELD		
He can readily gives examples		
very knowledgeable on his topic		
COMMITTED TO LEARN THE TRAINEE		
The speaker is approachable and very knowledgeable on all the topics		
His memory is amazing!		

Sir Tony is calm, considerate, and aggressive (in carrying out the objective of the training)
Very knowledgeable in the IQA matters
He is undoubtedly an expert of his field as an auditor. Hope to have another training with you Sir!
He is competent in discussing the assigned topics in the training. Moreover, he has excellent facilitating skills and friendly attitude which helped the participants to accomplish the assigned task easily and openly expressed one's opinion/ feelings brilliant and kind. He possesses the attitudes an auditor must do.
He is highly approachable and truly an expert in his field.
He is an expert consultant.
Nothing.
Sir Tony is very knowledgeable on the topic and very accommodating to our questions.
He explained each topic exhaustively before moving to the next topic.
Excellent speaker.
He has mastery on the subject matter.
Good in elaborating issues.
Thank you and God bless!
He knows what he's doing.
Very knowledgeable
He is an expert on his field and was able to share his knowledge well.
Expert
C. Suggest ways and means in which he/she can improve this particular module/top
Relate and simplify the clauses to your audience,if the audience are in academe then make examples/processes that is happening in a school setting.
MORE PARTICIPATION OF THE TRAINEE
Please allow more small group discussions.
None so far. Congrats and thank you to our very expert speaker
More trainings for recalibration.
If possible, share examples related to the academe or institutional setting/ situation for the designated faculty / staff to relate the topics especially to the different clauses which are relevant in the institutional environment/ condition. He can inject humor too along the topic engagement to crack the participants' sleepy mood
None
His expertise is unquestionable, solidifying his status as a true authority in his field. Thank you Sir Tony,
None
I wish there could be another training for this that relates in instruction.
This was a really good training/topic. I just hoped that the examples would be related to conducting audits in the academe/institution.
For ISO clauses which used "should", the speaker should give an example how a certain organization complied.
None so far. Keep up the good work.
Free stay in the hotel hehe
Provide more time on role play.
improve the time of discussions

COURSE EVALUATION						
Training Course on Root Cause Analysis and Corrective Action Formulation						
September 27-29, 2023						
Panda Tea Garden Suites, J.A Clarin St., Tagbilaran City, Bohol						
INSTRUCTIONS: On a scale of 1 to 5, rate the course in each of the indices below. 5 is the Highest - Strongly Agree and 1 is the Lowest - Strongly Disagree Put (✓) in each number which best indicates your rating of the course on that item.						
Item	1	2	3	4	5	Ave
A. COURSE OBJECTIVES			2	1	21	4.79
B. COURSE EXPECTATIONS		1	1	1	21	4.75
C. TRAINING MATERIALS/ HANDOUTS						
D. SELECTION, SEQUENCING, ORGANIZATION & SCHEDULING						
1. Selection of Topics			2	3	19	4.71
2. Usefulness of Course			1	3	19	4.78
3. Sequencing of Topics			1	3	20	4.79
4. Organization of Course Activities			1	3	20	4.79
5. Scheduling of Activities			2	2	19	4.74
6. Length of Course			2	4	18	4.67
E. METHODOLOGY						
1. Program Methodology						
a. Lecture / Discussion			2	1	21	4.79
b. Presentation			2	2	20	4.75
c. Exercises			2	2	20	4.75
d. Small Group Discussion			1	3	20	4.79
2. Appropriateness of Instruction Materials			1	3	20	4.79
F. COURSE LOGISTICS						
1. Training Site / Venue						
2. Conference Facilities						
3. Accommodation						
4. Food						
5. Training Equipment Used						
6. Pre-Training Arrangements / Coordination		1	2	6	15	4.46
G. LEARNING OF PARTICIPANTS						
1. Degree of Learning			1	3	19	4.78
2. Expectations were adequately met			2	3	19	4.71
3. Actively Involved in the Learning Process			2	2	20	4.75
		*1-poor, disliked ; 5 - excellent, enjoyed very much				
		Average:		4.74		

H. What did you find particularly rewarding/ liked best about the course?
Very cooperative participants and interactive activities
The analysis of the whole system
All workshops have outputs. Made the participants participative.
Very timely for our external audit
Learning about the root cause analysis.
well organized
I like the workshops.
sufficient time in doing the activities
It is indeed a comprehensive seminar with workshop that really give us holistic or authentic learning.
It's during the workshop because it allows us to present ideas
The training capacitated the process owners
It ignites our passion for work because it is really a WORK
The presentation of the step-by-step process of formulating corrective action for an NC
The Root Cause Analysis is very helpful to address non compliance of a certain process owner
Workshops
Root cause analysis
it is very helpful to us as process owner to address all the nonconformity
Gained insights on the topics plus the group workshop
the workshop presentation and the follow up discussion of Sir Sam.
NA
The opportunity to acquire new knowledge, insights, and experience from the resource speaker, moderator, and participants.
DEFINING ROOT CAUSE ANALYSIS
I. How can the delivery of the course be enhanced?
None
conducive accommodation & alignment of schedule not conflict with other schedule.
Organizers should impose punctuality for the participants.
Just focus on BISU processes
It's ok already.
strictly enforce memo for attendance of participants
none that I can think of
More time to expand more ideas
More materials and time for workshops
It already fine.
The communication informing the participants should be relayed at least 2 days before the schedule.
Excellent training experience.
Informative
By effective implementation
I find it very efficient
Superb already
NA
If the IQA trained team were the ones invited as participants to relate to the previous training
NONE

SPEAKER EVALUATION							
Samuel C. Rosal							
Training Course on Root Cause Analysis and Corrective Action Formulation							
September 27-29, 2023							
Panda Tea Garden Suites, J.A Clarin St., Tagbilaran City, Bohol							
INSTRUCTIONS: On a scale of 1 to 5, rate the course in each of the indices below. 5 is the highest which you are strongly Agree and 1 is the Lowest - Strongly Disagree put (✓) in each number which best indicates your rating of the course on that item.							
Part 1: SUBJECT MATTER							
	Attributes	Low	Satisfactory	Very Good			
	1. Level of Content		5	20			
	2. Appropriateness		4	20			
	3. Applicability		4	20			
		Incomplete	Adequately	Complete			
	4. Level of Coverage		3	20			
Part 2: SPEAKER							
		1	2	3	4	5	Ave
A. ACHIEVEMENT OF SESSION OBJECTIVES				1	4	19	4.75
B. MASTERY OF SUBJECT MATTER							
1. Ability to exhibit knowledge of subject matter				2	1	21	4.79
2. Ability to answer participants' questions on the subject matter				2	2	20	4.75
3. Ability to inject current developments relevant to the topic				2	4	18	4.67
4. Ability to balance principles/theories with principles application				2	2	20	4.75
C. PRESENTATION OF SUBJECT MATTER							
1. Preparedness of speaker				1	4	19	4.75
2. Ability to organize materials for clarity and precision				2	1	21	4.79
3. Ability to arouse interest				2	1	21	4.79
4. Ability to use appropriate instructional materials				2	2	20	4.75
D. TEACHER-RELATED PERSONALITY TRAITS							
1. Ability to establish rapport				2	3	19	4.71
2. Considerateness				1	3	19	4.78
E. ACCEPTABILITY OF SPEAKER AS RESOURCE							
				1	3	20	4.79
				Average:		4.76	

PART III. Please answer the ff: as honestly as you can.		
A. In general, can you say that the speaker was effective? Why or why not?		
Yes. I now understand what root cause analysis and how to do it.		
mastery of the content, very engaging.		
None so far		
yes		
Delivery and connection to the audience		
Yes, the speaker delivered the content with mastery and passion.		
EFFECTIVE , WELL PREPARED, VERY ENGAGING		
Commendable, patient & expert in the field of analysis		
Yes effective because he is very knowledgeable		
He is effective in the delivery of the topic especially in the part of using a rope/straw.		
Yes, because he ia veeey knowledgeable.		
He is effective. He is knowledgeable and practical		
Confident, not in a hurry in discussing the topic		
Absolutely, very knowledgeable on the topic and is conversant in citing examples.		
Yes, he was able discuss the topics in detail and comprehensible in our part.		
Yes, he gave us insights on how to determine/formulate problems.		
Somewhat effective to the general idea of RCA		
YES, HES EXPERT		
He is effective and we learn a lot		
yes! he is was very efficient in the sense that he delivers very well the knowledge about the training about root cause analysis and corrective action formulation.		
Yes. Each unit is gudied on how to comply with all the workshops		
Yes, I learned a lot from him.		
The course delivery by the RS was highly effective, enabling me to thoroughly grasp all six modules covered.		
Yes, because he was able to clearly define each significant term in this training.		
B. What is the best thing you can say about him/ her?		
Kind and accommodating		
can make us do without being pressured		
None so far		
very kind voice		
Knowleadgeable		
Eloquent and very clever to correct some good points in the workshop		
EXPERT IN THE TOPIC		
Smart & intelligent		
Being patient		
He is knowledgeable and experienced in the topic.		
Thank you and God bless!		
Knowledgeable		
Very calm yet with an impact.		
He answered the questions clearly		
He is knowledgeable on his assigned topic		
Good		
ISO EXPERT		
Very knowledgeable, soft spoken and has the charisma to let people participate.		

he is clever and kind
Generous in answering our clarifications
The speaker demonstrated confidence, clarity and an excellent ability to connect with the audience.
very patient and very knowledgeable in his field and soft-spoken. The pressure was manageable because he is very accommodating with all the queries.
C. Suggest ways and means in which he/she can improve this particular module/topic
More focused discussion about BISU processes
none that i could think of at the moment
None
a little bit liveliness in his voice
PARTICIPATION IS REQUIRED , COMPLETION IS A NECESSARY TO FULLY ACHIEVE OBJECTIVES,CAN BE ENHANCED MORE FULLY THRU DIGITAL INPUTS
proper scheduling with controller - planning
To be engaged sometimes
None
You are very good.
None so far.
More engaging like cracking jokes in the discussion hahahahah.
None. Topics are presented clearly.
I don't have any suggestions since i find it very good.
Familiarity with the background and process of the institution
NONE
Needs to modulate voice for bigger groups



CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 01-Apr-23

Center : PDC Project Code : QEGXQ
Project Title : GQMP 2023: Expansion of ISO 9001:2015-Certified QMS of the BISU
Client : Bohol Island State University
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

Project Phase : Project Mobilization
Deliverable : Submission of Project Workplan

Acceptance Information/Report



Approved



Deferred

INSTRUCTIONS: On a scale of 1 to 5, rate the project in each of the relevant indices below. The ends of the scale are 1 - Poor and 5 - Excellent. Encircle the number which best indicates your rating of the project deliverable in that item.

- | | | | | | |
|---|---|---|---|---|---|
| 1. Overall Satisfaction | 1 | 2 | 3 | 4 | 5 |
| 2. Project deliverable was submitted within agreed timeframe | 1 | 2 | 3 | 4 | 5 |
| 3. Project deliverable was acceptable as agreed upon. | 1 | 2 | 3 | 4 | 5 |
| 4. Project deliverable was made within the standards agreed upon. | 1 | 2 | 3 | 4 | 5 |

Comments:
(if any)

Authorized Representative/s:

Murillo M. Vungso
Signature over printed name

University QA Director
Position / Designation



CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 03-May-23

Center : PDC Project Code : QEGXQ
Project Title : GQMP 2023: Expansion of ISO 9001:2015-Certified QMS of the BISU
Client : Bohol Island State University
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

Project Phase : Project Implementation
Deliverable : Initial Quality Performance Assessment

Acceptance Information/Report



Approved



Deferred

INSTRUCTIONS: On a scale of 1 to 5, rate the project in each of the relevant indices below. The ends of the scale are 1 - Poor and 5 - Excellent. Encircle the number which best indicates your rating of the project deliverable in that item.

- | | | | | | |
|---|---|---|---|---|-----|
| 1. Overall Satisfaction | 1 | 2 | 3 | 4 | (5) |
| 2. Project deliverable was submitted within agreed timeframe | 1 | 2 | 3 | 4 | (5) |
| 3. Project deliverable was acceptable as agreed upon. | 1 | 2 | 3 | 4 | (5) |
| 4. Project deliverable was made within the standards agreed upon. | 1 | 2 | 3 | 4 | (5) |

Comments:
(if any)

Authorized Representative/s:

Mutino M. Longido
Signature over printed name

University QA Director

Position / Designation



CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 05-May-23

Center : PDC Project Code : QEGXQ
Project Title : GQMP 2023: Expansion of ISO 9001:2015-Certified QMS of the BISU
Client : Bohol Island State University
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

Project Phase : Project Implementation
Deliverable : Orientation on ISO 9001:2015 QMS

Acceptance Information/Report



Approved



Deferred

INSTRUCTIONS: On a scale of 1 to 5, rate the project in each of the relevant indices below. The ends of the scale are 1 - Poor and 5 - Excellent. Encircle the number which best indicates your rating of the project deliverable in that item.

- | | | | | | |
|---|---|---|---|---|---|
| 1. Overall Satisfaction | 1 | 2 | 3 | 4 | 5 |
| 2. Project deliverable was submitted within agreed timeframe | 1 | 2 | 3 | 4 | 5 |
| 3. Project deliverable was acceptable as agreed upon. | 1 | 2 | 3 | 4 | 5 |
| 4. Project deliverable was made within the standards agreed upon. | 1 | 2 | 3 | 4 | 5 |

Comments:
(if any)

Authorized Representative/s:

Ritchell T. Furigay-Cunanan
Signature over printed name

University QA Director
Position / Designation



CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 23-Jun-23

Center : PDC Project Code : QEGXQ
Project Title : GQMP 2023: Expansion of ISO 9001:2015-Certified QMS of the BISU
Client : Bohol Island State University
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

Project Phase : Project Implementation
Deliverable : TrC on ISO 9001:2015 QMS Requirements and Documentation

Acceptance Information/Report



Approved



Deferred

INSTRUCTIONS: On a scale of 1 to 5, rate the project in each of the relevant indices below. The ends of the scale are 1 - Poor and 5 - Excellent. Encircle the number which best indicates your rating of the project deliverable in that item.

- | | | | | | |
|---|---|---|---|---|---|
| 1. Overall Satisfaction | 1 | 2 | 3 | 4 | 5 |
| 2. Project deliverable was submitted within agreed timeframe | 1 | 2 | 3 | 4 | 5 |
| 3. Project deliverable was acceptable as agreed upon. | 1 | 2 | 3 | 4 | 5 |
| 4. Project deliverable was made within the standards agreed upon. | 1 | 2 | 3 | 4 | 5 |

Comments:
(if any)

Authorized Representative/s:

Putaro M. [Signature]
Signature over printed name

University QA Director

Position / Designation



CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 14-Jul-23

Center : PDC Project Code : QEGXQ
Project Title : GQMP 2023: Expansion of ISO 9001:2015-Certified QMS of the BISU
Client : Bohol Island State University
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

Project Phase : Project Implementation
Deliverable : WS on Process Mapping and Risk-based Quality Planning

Acceptance Information/Report



Approved



Deferred

INSTRUCTIONS: On a scale of 1 to 5, rate the project in each of the relevant indices below. The ends of the scale are 1 - Poor and 5 - Excellent. Encircle the number which best indicates your rating of the project deliverable in that item.

- | | | | | | |
|---|---|---|---|---|---|
| 1. Overall Satisfaction | 1 | 2 | 3 | 4 | 5 |
| 2. Project deliverable was submitted within agreed timeframe | 1 | 2 | 3 | 4 | 5 |
| 3. Project deliverable was acceptable as agreed upon. | 1 | 2 | 3 | 4 | 5 |
| 4. Project deliverable was made within the standards agreed upon. | 1 | 2 | 3 | 4 | 5 |

Comments:
(if any)

Authorized Representative/s:

Signature over printed name

Position / Designation



CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 19-Jul-23

Center : PDC Project Code : QEGXQ
Project Title : GQMP 2023: Expansion of ISO 9001:2015-Certified QMS of the BISU
Client : Bohol Island State University
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

Project Phase : Project Implementation
Deliverable : WS on QMS Documentation

Acceptance Information/Report



Approved



Deferred

INSTRUCTIONS: On a scale of 1 to 5, rate the project in each of the relevant indices below. The ends of the scale are 1 - Poor and 5 - Excellent. Encircle the number which best indicates your rating of the project deliverable in that item.

- | | | | | | |
|---|---|---|---|---|---|
| 1. Overall Satisfaction | 1 | 2 | 3 | 4 | 5 |
| 2. Project deliverable was submitted within agreed timeframe | 1 | 2 | 3 | 4 | 5 |
| 3. Project deliverable was acceptable as agreed upon. | 1 | 2 | 3 | 4 | 5 |
| 4. Project deliverable was made within the standards agreed upon. | 1 | 2 | 3 | 4 | 5 |

Comments:

(if any)

Authorized Representative/s:

RITCHIE M. FURIGAY

Signature over printed name

University QA Director

Position / Designation



CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 29-Aug-23

Center : PDC Project Code : QEGXQ
Project Title : GQMP 2023: Expansion of ISO 9001:2015-Certified QMS of the BISU
Client : Bohol Island State University
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

Project Phase : Project Implementation
Deliverable : Technical Guidance on Operational Controls and Procedures

Acceptance Information/Report



Approved



Deferred

INSTRUCTIONS: On a scale of 1 to 5, rate the project in each of the relevant indices below. The ends of the scale are 1 - Poor and 5 - Excellent. Encircle the number which best indicates your rating of the project deliverable in that item.

- | | | | | | |
|---|---|---|---|---|---|
| 1. Overall Satisfaction | 1 | 2 | 3 | 4 | 5 |
| 2. Project deliverable was submitted within agreed timeframe | 1 | 2 | 3 | 4 | 5 |
| 3. Project deliverable was acceptable as agreed upon. | 1 | 2 | 3 | 4 | 5 |
| 4. Project deliverable was made within the standards agreed upon. | 1 | 2 | 3 | 4 | 5 |

Comments:
(if any)

Authorized Representative/s:

Ritchell T. Furigay-Cunanan

Signature over printed name

University QA Director

Position / Designation



CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 07-Sep-23

Center : PDC Project Code : QEGXQ
Project Title : GQMP 2023: Expansion of ISO 9001:2015-Certified QMS of the BISU
Client : Bohol Island State University
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

Project Phase : Project Implementation
Deliverable : Training Course on ISO 19011:2018 Guidelines on Auditing Mgt Systems

Acceptance Information/Report



Approved



Deferred

INSTRUCTIONS: On a scale of 1 to 5, rate the project in each of the relevant indices below. The ends of the scale are 1 - Poor and 5 - Excellent. Encircle the number which best indicates your rating of the project deliverable in that item.

- | | | | | | |
|---|---|---|---|---|---|
| 1. Overall Satisfaction | 1 | 2 | 3 | 4 | 5 |
| 2. Project deliverable was submitted within agreed timeframe | 1 | 2 | 3 | 4 | 5 |
| 3. Project deliverable was acceptable as agreed upon. | 1 | 2 | 3 | 4 | 5 |
| 4. Project deliverable was made within the standards agreed upon. | 1 | 2 | 3 | 4 | 5 |

Comments:

(if any)

Authorized Representative/s:

Ritchell T. Furigay-Cunanan

Signature over printed name

University QA Director

Position / Designation



CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 13-Oct-23

Center : PDC Project Code : QEGXQ
Project Title : QMP 2023: Expansion of ISO 9001:2015-Certified QMS of the BISU
Client : Bohol Island State University
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

Project Phase : Project Implementation
Deliverable : WS on Auditing QMS

Acceptance Information/Report

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Approved

☐

Deferred

INSTRUCTIONS: On a scale of 1 to 5, rate the project in each of the relevant indices below. The ends of the scale are 1 - Poor and 5 - Excellent. Encircle the number which best indicates your rating of the project deliverable in that item.

- | | | | | | |
|---|---|---|---|---|---|
| 1. Overall Satisfaction | 1 | 2 | 3 | 4 | 5 |
| 2. Project deliverable was submitted within agreed timeframe | 1 | 2 | 3 | 4 | 5 |
| 3. Project deliverable was acceptable as agreed upon. | 1 | 2 | 3 | 4 | 5 |
| 4. Project deliverable was made within the standards agreed upon. | 1 | 2 | 3 | 4 | 5 |

Comments:
(if any)

Authorized Representative/s:

RUTINO M. LOPEJO

Signature over printed name

UGA DIRECTOR

Position / Designation



CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 29-Sep-23

Center : PDC Project Code : QEGXQ
Project Title : QMP 2023: Expansion of ISO 9001:2015-Certified QMS of the BISU
Client : Bohol Island State University
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

Project Phase : Project Implementation
Deliverable : Training Course on Root Cause Analysis and Corrective Action Formulation

Acceptance Information/Report



Approved



Deferred

INSTRUCTIONS: On a scale of 1 to 5, rate the project in each of the relevant indices below. The ends of the scale are 1 - Poor and 5 - Excellent. Encircle the number which best indicates your rating of the project deliverable in that item.

- | | | | | | |
|---|---|---|---|---|---|
| 1. Overall Satisfaction | 1 | 2 | 3 | 4 | 5 |
| 2. Project deliverable was submitted within agreed timeframe | 1 | 2 | 3 | 4 | 5 |
| 3. Project deliverable was acceptable as agreed upon. | 1 | 2 | 3 | 4 | 5 |
| 4. Project deliverable was made within the standards agreed upon. | 1 | 2 | 3 | 4 | 5 |

Comments:
(if any)

Authorized Representative/s:

RITCHIE T. FURIGAY

Signature over printed name

QA Director

Position / Designation



CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 25-Oct-23

Center : PDC Project Code : QEGXQ
Project Title : GQMP 2023: Expansion of the ISO 9001:2015-Certified QMS of BISU
Client : Bohol Island State University
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

Project Phase : Project Implementation
Deliverable : Technical Guidance on Management Review

Acceptance Information/Report

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Approved

☐

Deferred

INSTRUCTIONS: On a scale of 1 to 5, rate the project in each of the relevant indices below. The ends of the scale are 1 - Poor and 5 - Excellent. Encircle the number which best indicates your rating of the project deliverable in that item.

- | | | | | | |
|---|---|---|---|---|---|
| 1. Overall Satisfaction | 1 | 2 | 3 | 4 | 5 |
| 2. Project deliverable was submitted within agreed timeframe | 1 | 2 | 3 | 4 | 5 |
| 3. Project deliverable was acceptable as agreed upon. | 1 | 2 | 3 | 4 | 5 |
| 4. Project deliverable was made within the standards agreed upon. | 1 | 2 | 3 | 4 | 5 |

Comments:
(if any)

Authorized Representative/s:

Murillo M. Infante

Signature over printed name

University QA Director

Position / Designation



CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 20-Oct-23

Center : PDC Project Code : QEGXQ
Project Title : QGMP 2023: Expansion of ISO 9001:2015-Certified QMS of the BISU
Client : Bohol Island State University
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

Project Phase : Project Implementation
Deliverable : Technical Guidance on QMS Implementation

Acceptance Information/Report

☐

Approved

☐

Deferred

INSTRUCTIONS: On a scale of 1 to 5, rate the project in each of the relevant indices below. The ends of the scale are 1 - Poor and 5 - Excellent. Encircle the number which best indicates your rating of the project deliverable in that item.

- | | | | | | |
|---|---|---|---|---|---|
| 1. Overall Satisfaction | 1 | 2 | 3 | 4 | 5 |
| 2. Project deliverable was submitted within agreed timeframe | 1 | 2 | 3 | 4 | 5 |
| 3. Project deliverable was acceptable as agreed upon. | 1 | 2 | 3 | 4 | 5 |
| 4. Project deliverable was made within the standards agreed upon. | 1 | 2 | 3 | 4 | 5 |

Comments:
(if any)

Authorized Representative/s:

RUFINO M. JORESO

Signature over printed name

QA DIRECTOR

Position / Designation

CERTIFICATE OF PROJECT DELIVERABLE ACCEPTEDDate : 24-Nov-23

Center : PDC Project Code : QEGXQ
Project Title : GQMP 2023: Expansion of ISO 9001:2015-Certified QMS of the BISU
Client : Bohol Island State University
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

Project Phase : Project Implementation
Deliverable : Readiness Assessment

Acceptance Information/Report☐

Approved

☐

Deferred

INSTRUCTIONS: On a scale of 1 to 5, rate the project in each of the relevant indices below. The ends of the scale are 1 - Poor and 5 - Excellent. Encircle the number which best indicates your rating of the project deliverable in that item.

1. Overall Satisfaction	1	2	3	4	5
2. Project deliverable was submitted within agreed timeframe	1	2	3	4	5
3. Project deliverable was acceptable as agreed upon.	1	2	3	4	5
4. Project deliverable was made within the standards agreed upon.	1	2	3	4	5

Comments:
(if any)

Authorized Representative/s:

RUFINO M. LOPEJO

Signature over printed name

UQA DIRECTOR

Position / Designation

CERTIFICATE OF PROJECT DELIVERABLE ACCEPTEDDate : 07-Dec-23

Center : PDC Project Code : QEGXQ
Project Title : GQMP 2023: Expansion of ISO 9001:2015-Certified QMS of the BISU
Client : Bohol Island State University
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

Project Phase : Project Implementation
Deliverable : Workshop on Productivity and Service Quality Improvement

Acceptance Information/Report☐

Approved

☐

Deferred

INSTRUCTIONS: On a scale of 1 to 5, rate the project in each of the relevant indices below. The ends of the scale are 1 - Poor and 5 - Excellent. Encircle the number which best indicates your rating of the project deliverable in that item.

1. Overall Satisfaction	1	2	3	4	5
2. Project deliverable was submitted within agreed timeframe	1	2	3	4	5
3. Project deliverable was acceptable as agreed upon.	1	2	3	4	5
4. Project deliverable was made within the standards agreed upon.	1	2	3	4	5

Comments:

(if any)

Authorized Representative/s:

RUFINO M. LONETO

Signature over printed name

UQA DIRECTOR

Position / Designation

CERTIFICATE OF PROJECT CLOSURE

Date: 31 December 2023

Project Title : GQMP 2023: Expansion of the ISO 9001:2015-Certified QMS of the BISU
Project Manager : Ritchell T. Furigay-Cunanan
Center : Productivity and Development Center
Project Duration : March 1 – December 31, 2023
Project Code : QEGXQ
Client : Bohol Island State University

This is to certify that the above-cited project is declared officially closed. It further certifies that all project outputs have been delivered and satisfactorily conform to our agreements and our office's standards.

Overall Satisfaction

Not Satisfied 1 2 3 4 5 Very Satisfied

FEEDBACK (please indicate here your comments and/or suggestions for further improving our services.)

The speakers are very expert in the field. maintain the strict observance of time (from beginning to end). Keep up the good communication strategies and the expertise of the personnel involved in the project.

Authorized Representative of Client Agency:


Signature over printed name

University QA Director
Position/Designation