

**Productivity and Development Center**

(Center)

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

Project Code	QERDA
Project Title	Development of a Quality Management System Certifiable to ISO 9001:2015 Standard for the BARMM-Office of the Chief Minister (BARMM-OCM)
Project Start	May 15, 2023
Project End	March 31, 2024
Project Price	PHP 2,102,800
Client Organization	BARMM-Office of the Chief Minister

**II. Project Team**

Project Manager	Ritchell T. Furigay-Cunanan
Team Members	Ador G. Paulino Ronald Armin F. Ocampo 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 need for government agencies to improve quality in their operations and service delivery has never been more urgent in the light of the current Administration's thrust to enhance the social fabric through ensuring people- centered, clean, and efficient governance, as cited in the "<i>Malasakit</i>" pillar of the Philippine Development Plan 2017-2022. To this goal, the government is leveraging the priorities of its Results-Based Performance Management System, and its people-centered Performance-Based Incentive System under Executive Order No. 80, s. 2012. This is further strengthened with the enactment of Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, which aims to establish transparency, efficiency, and quality in the delivery of government services and ensure citizen satisfaction, thereby improving the competitiveness of the country. There is also an urgent call to improve the citizens' faith and trust in the government's capacity to make the Filipino lives better, safer, and healthier.</p> <p>This clear and compelling direction of the Administration further intensifies the need for government agencies to comply with Executive Order No. 605, <i>Institutionalizing the Structure, Mechanisms, and Standard to Implement the Government Quality Management Program</i>, which was issued to effect improvement in public sector performance by ensuring the consistency of products and services through quality processes. Effective management and good governance are essential elements of quality that can be</p>
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achieved through an effective Quality Management System (QMS). Aligning an organization's planning, service, and support operations to ISO 9001 International Standard is one reliable approach in establishing a QMS. This methodology provides a clear perspective of the quality system requirements and the areas of control to ensure consistency in the quality of services and continuous process improvement intended to generate approaches to improve citizen satisfaction.

The Bangsamoro Autonomous Region in Muslim Mindanao (BARMM) replacing the Autonomous Region in Muslim Mindanao (ARMM) is established through Republic Act No. 11054 - An Act Providing for the Organic Law for the Bangsamoro Autonomous Region in Muslim Mindanao, to ensure the necessary conditions for enduring peace and sustained socio-economic development suitable to the systems of life, needs, and aspirations of its people, provide services to communities, and encourage multi-stakeholders participation and facilitate appropriate partnerships. Hence, the BARMM seeks to continually improve the delivery of its services and transform its current management system to an ISO 9001:2015 certified QMS.

In this regard, the Academy implemented the project entitled, **"Development of a Quality Management System (QMS) Certifiable to ISO 9001:2015 Standard for the Bangsamoro Autonomous Region in Muslim Mindanao-Office of the Chief Minister (BARMM-OCM)."**

**Project Objective**

The project aimed to establish a QMS certifiable to ISO 9001:2015 standard for the BARMM-OCM covering its management, core, and support processes, and effect improvement in the quality of its processes and services for the Bangsamoro people.

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

Project Type

Project Beneficiary

Regional Coverage

Productivity-driven development

Technical Assistance

Public Sector

BARMM

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**[2023] PROJECT ACCOMPLISHMENT REPORT**
**IV. Project Accomplishments**

## Key Activities Implemented

No.	Activity Title	Date of Implementation
1	Orientation on ISO 9001:2015 QMS	June 5
2	Training Course on ISO 9001:2015 QMS Requirements and Documentation	June 6-9
3	Workshop on Process Mapping and Risk-based Quality Planning	June 13-16
4	Training Course on 5S Quality Workplace	June 26-27
5	Workshop on QMS Documentation	August 8-11
6	Training Course on Service Process Improvement	August 14-16
7	Technical Guidance on the Enhancement of Operational Controls and Procedures	September 13-15
8	Technical Guidance on QMS Implementation	November 21-24 & 28
9	Training Course on ISO 19011:2018 Guidelines for Auditing Management Systems	December 11-14
10	Workshop on Auditing QMS	December 15

## Major Outputs

1. Trained participants established a deeper understanding and appreciation of the ISO 9001:2015 QMS concepts, principles, and requirements.
2. Identified 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; and, OPCR/quality objectives and plans to ensure continuing alignment with the agency's QMS objectives and targets.
3. Developed QMS-documented information on the various functions and offices covered by OCM's scope of certification.
4. Trained twenty-five (25) participants in using various tools and techniques in process streamlining.
5. Conducted implementation guidance and submitted an assessment report which included findings and recommendations of the DAP Project Team to further improve QMS implementation.
6. Participants developed their knowledge in auditing QMS from planning to execution and drafted audit program and plan.

## Project Impact

1. Because of the technical guidance sessions provided by the DAP Team, the established QMS documented information, were used in response to the issued Audit Observation Memorandum by the COA to the OCM.
2. Increased awareness of the advantages of having a documented system.
3. The conducted training provided an opportunity for the participants to improve their workplace conditions.

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**[2023] PROJECT ACCOMPLISHMENT REPORT****Lessons Learned**

1. The schedule of payment should be followed strictly to ensure a smooth flow of (succeeding) activities.
2. Provide, at least, a month gap when scheduling the succeeding activity so that the client has ample time to settle the payment for the completed activities.
3. Constant follow-up to the client of the signed CPDA for on-time preparation of the billing request.
4. Should there be any documentary requirements (i.e. accounts payable to DAP), they should be discussed and/or stipulated clearly in the MOA prior commencement of the project.
5. Consult the superiors before taking action on matters needing their decisions.
6. Effective communication minimizes waste.

**V. Attachments**

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

**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



**Training Course on ISO 9001:2015 QMS Requirements and Documentation**  
**June 6-9, 2023**  
**Sardonyx Plaza, Gov. Gutierrez Avenue, Cotabato City**

Item	1	2	3	4	5	Ave
A. COURSE OBJECTIVES				2	16	4.89
B. COURSE EXPECTATIONS			1	2	15	4.78
C. TRAINING MATERIALS/ HANDOUTS			1	3	14	4.72
D. SELECTION, SEQUENCING, ORGANIZATION & SCHEDULING						
1. Selection of Topics				1	17	4.94
2. Usefulness of Course				1	17	4.94
3. Sequencing of Topics				1	17	4.94
4. Organization of Course Activities				3	15	4.83
5. Scheduling of Activities			2	1	15	4.72
6. Length of Course			1	4	13	4.67
E. METHODOLOGY						
1. Program Methodology						
a. Lecture / Discussion				5	13	4.72
b. Presentation				3	15	4.83
c. Exercises					18	5.00
d. Small Group Discussion				3	15	4.83
2. Appropriateness of Instruction Materials				1	17	4.94
F. COURSE LOGISTICS				5	13	
1. Training Site / Venue				5	13	
2. Conference Facilities			3	1	14	
3. Accommodation			1	3	14	
4. Food				2	16	
5. Training Equipment Used			1	5	12	
6. Pre-Training Arrangements / Coordination	1		1	4	12	
G. LEARNING OF PARTICIPANTS						
1. Degree of Learning				8	10	4.56
2. Expectations were adequately met				6	12	4.67
3. Actively Involved in the Learning Process			1	6	11	4.56
	<b>*1-poor, disliked ; 5 - excellent, enjoyed very much</b>					<b>4.80</b>

- \* LEARNING ABOUT THE DELIVERY OF QUALITY SERVICE TO THE CONCERNED STAKEHOLDERS.
- \* Clauses 5 to 10, and their applicability to our work setup
- \* Very useful (2)
- \* Familiarity of topics such as qms principles and qms clauses
- \* Resource persons have extensive knowledge in the subject matter, particularly QMS. Each clause provided in the standard was very well explained, provided with specific examples and situations that are applicable and relatable on the part of the participants. Activities were well organized and timeframe was followed. Energizers were also very engaging as they were not the usual ones that participants get from other trainings.
- \* The topics. The learnings I have acquired especially on the importance of QMS in an organization.
- \* its a refresher course for me.
- \* Learning the concepts, principles, and all the topics that were comprehensively discussed by the amazing resource persons is
- \* Essence of implementing QMS in the organization.
- \* Identifying of processes of our respective offices - it is very appropriate to be familiar with them
- \* I am delighted to learn that there are people/organizations out there who actively look out for others' growth.
- \* Securing knowledge on how QMS should be implemented.
- \* The course allowed for free flowing discussion on matters specifically applicable to the OCM's ISO certification
- \* Over-all, I found the course rewarding in its entirety as I was able to appreciate what are the tools and requirements needed to pursue with the establishment/implementation of the QMS.
- \* Usefulness
- \* The RPs are engaging.

- \* So far methods worked well for me
- \* Interaction with participants
- \* ♥
- \* None so far (1)
- \* More interaction with RPs and participants. Strategies to elicit ideas from participants will also be helpful.
- \* perhaps more actual samples
- \* Interaction with the participants often can be a factor for more interactive sessions.
- \* More illustrative visual presentations.
- \* When everyone participates unafraid of showing and/or sharing their ideas. Kudos to the DAP Team for their energy and passion to share their knowledge to the OCM Team!
- \* More Interaction to participants
- \* More engagement of the participants
- \* None so far. Good job!
- \* Add more interactive visual presentation.
- \* Technical
- \* Keep it up!

# SPEAKER EVALUATION

ADOR G. PAULINO

Training Course on ISO 9001:2015 QMS Requirements and Documentation

June 6-9, 2023

## Part 1: SUBJECT MATTER

Attributes	Low	Satisfactory	Very Good
1. Level of Content		1	15
2. Appropriateness		2	14
3. Applicability		1	15
	Incomplete	Adequately Covered	Complete
4. Level of Coverage		2	14

## Part 2: SPEAKER

	1	2	3	4	5	Ave
A. ACHIEVEMENT OF SESSION OBJECTIVES				2	14	4.88
B. MASTERY OF SUBJECT MATTER						
1. Ability to exhibit knowledge of subject matter				1	15	4.94
2. Ability to answer participants' questions on the subject matter					16	5.00
3. Ability to inject current developments relevant to the topic				2	14	4.88
4. Ability to balance principles/theories with practical applications				3	13	4.81
C. PRESENTATION OF SUBJECT MATTER						
1. Preparedness of speaker				1	15	4.94
2. Ability to organize materials for clarity and precision				2	14	4.88
3. Ability to arouse interest				4	12	4.75
4. Ability to use appropriate instructional materials				2	14	4.88
D. TEACHER-RELATED PERSONALITY TRAITS						
1. Ability to establish rapport				2	14	4.88
2. Considerateness					16	5.00
E. ACCEPTABILITY OF SPEAKER AS RESOURCE PERSON					16	5.00
					Average:	4.90

**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
- \* Yes, the mastery is absolute great!
- \* Yes, very effective. The way he gave accurate examples based on his experience is very effective. Such a great teacher.
- \* Yes, because he encourages engagement of participants.
- \* I can say that the speaker is effective as he was able to impart his expertise and experience to us and shared tips on how to better implement the QMS.
- \* Yes. Sir Ador has deep understanding of the subject matter and their ability to address our queries with clarity further enriched the learning experience.
- \* Sir AGP was effective as a speaker. He manages to present topics in such a way that even newbies in the subject matter would be able to relate well.
- \* Yes, as he is very knowledgeable and experienced
- \* He was effective in delivering his topics as he was able to connect both personal and professional matters/issues in the discussion.
- \* Yes, because the speaker was able to discuss the course with active participation of the participants.
- \* Mr. Ador GP, or he would say, Ador na, Gwapo pa, Pogi pa. Hehe.
- \* Mr. Paulino was effective as well. He was able to create a good connection between what is inside the standard and how does it look like in the real life situation.
- \* Yes, he demonstrated comprehensive understanding, engaged the audience through interactive techniques and delivered the content with clarity and organization.
- \* Yes, because he had satisfactorily achieved the objective of the session.

**B. What is the best thing you can say about him/ her?**

- \* His in-depth knowledge
- \* Proficient yet very humble
- \* HE WAS ABLE TO IMPART KNOWLEDGE ON HIS LECTURES
- \* The best lecturer.
- \* Great!
- \* He is knowledgeable in public administration. He also has sense of humor.
- \* His expertise and passion for the subject were evident throughout the entire session, but the best thing would be his ability to explain complex concepts in a clear and concise manner made it easier for all of us to grasp the principles of Quality Management System
- \* As a visual learner, I appreciate Sir AGP's presentation of some highlights through charts and/or formulas. It helps me retain the well.
- \* Diversified experiences and very knowledgeable
- \* He has the experience to talk about.
- \* The speaker also has a good sense of humor, which I personally believe a must have as a speaker.
- \* The speaker made the topics highly understandable and was able to connect with the listeners. He was also really good with motivating the listeners to answer questions.
- \* Soft-spoken, but masters the topics.
- \* What I like best about him is that he could present the session and give real-life scenarios of the lesson as examples. This really helped contextualize the lessons.

**C. Suggest ways and means in which he/she can improve this particular module/topic**

- \* None (7)
- \* Voice modulation, but overall, he is great.
- \* I think it would be better if the speaker would discuss more practical experiences with QMS implementation. Also, the modulation of his voice needs a little improvement.
- \* Be more energetic and interactive
- \* Overall, I am satisfied as to the outcome of the training. Thank you!
- \* Keep it up!
- \* I was satisfied with his ways.

**SPEAKER EVALUATION**  
**RONALD ARMIN F. OCAMPO**  
**Training Course on ISO 9001:2015 QMS Requirements and Documentation**  
**June 6-9, 2023**

**Part 1: SUBJECT MATTER**

Attributes	Low	Satisfactory	Very Good
1. Level of Content		17	
2. Appropriateness		17	
3. Applicability		17	
	Incomplete	Adequately Covered	Complete
4. Level of Coverage		15	2

**Part 2: SPEAKER**

	1	2	3	4	5	Ave
A. ACHIEVEMENT OF SESSION OBJECTIVES				3	14	4.82
B. MASTERY OF SUBJECT MATTER						
1. Ability to exhibit knowledge of subject matter				2	15	4.88
2. Ability to answer participants' questions on the subject matter				2	15	4.88
3. Ability to inject current developments relevant to the topic				1	16	4.94
4. Ability to balance principles/theories with practical applications				2	15	4.88
C. PRESENTATION OF SUBJECT MATTER						
1. Preparedness of speaker			1		16	4.88
2. Ability to organize materials for clarity and precision			1	2	14	4.76
3. Ability to arouse interest			1	2	14	4.76
4. Ability to use appropriate instructional materials				3	14	4.82
D. TEACHER-RELATED PERSONALITY TRAITS						
1. Ability to establish rapport			1	2	14	4.76
2. Considerateness				1	16	4.94
E. ACCEPTABILITY OF SPEAKER AS RESOURCE PERSON				1	16	4.94
					Average:	4.86

<b>PART III. Please answer the ff: as honestly as you can.</b>	
<b>A. In general, can you say that the speaker was effective? Why or why not?</b>	
<ul style="list-style-type: none"> <li>* Yes</li> <li>* Effective, well-verse as RP</li> <li>* Yes. The way he was able to give detailed examples is very interesting.</li> <li>* Yes. Resource person exemplified his knowledge of the course through sharing his relevant experiences, that are also</li> <li>* Yes, because he displays mastery of the subject matter.</li> <li>* Just average. The speaker's voice and enunciation were sometimes not understood. Sometimes it seemed that he was whispering to himself.</li> <li>* Yes, cuz he delivered his presentation professionally.</li> <li>* Sir Ronald was effective. Throughout the discussion he highlights important points and encourages us to think as to how the clauses will be applicable to the OCM.</li> <li>* Yes, because he gave situational samples</li> <li>* Yes, he was effective in delivering the desired output as expected.</li> <li>* The speaker was able to make the entire session interesting thru making examples and sharing personal experiences.</li> <li>* Delivery Style</li> <li>* Mr. Ocampo was an effective speaker. He was able to realize the planned activities, and in a short span of time, I believe we have also achieved the intended results.</li> <li>* Yes, he showed thorough comprehension, included the audience through participatory methods, and organized and clearly communicated the subject.</li> <li>* Yes, he was since he was able to meet the objectives of the session.</li> </ul>	
<b>B. What is the best thing you can say about him/ her?</b>	
<ul style="list-style-type: none"> <li>* His ability to convey and interact</li> <li>* Eloquent, Witty</li> <li>* HE WAS ABLE TO IMPART KNOWLEDGE ON HIS LECTURES</li> <li>* Expert and a bit funny :)</li>   <li>* He tries to make the lectures / discussions as light as possible, exhibiting his humor so as to minimize overloading of information.</li> <li>* Approachable</li> <li>* Sometimes he throws jokes.</li> <li>* Knowledgeable enough for the topics delivered.</li> <li>* His mastery of the course and incorporation in the discussion of processes specifically applicable to the OCM allows the learners to have a bird's eyeview of the succeeding stages.</li> <li>* Interactive, energetic, humorous and funny</li> <li>* He gets jolly despite rigidity of topics. :)</li> <li>* The speaker has good sense of humor</li> <li>* Nice</li> <li>* He was a fun speaker. He know how to interact with his listeners. Hope to see him again!</li> <li>* Very engaging</li> <li>* He could make the lesson quite engaging.</li> </ul>	
<b>C. Suggest ways and means in which he/she can improve this particular module/topic</b>	
<ul style="list-style-type: none"> <li>* None (7)</li> <li>* He is knowledgeable and he can improve more on his voice modulation.</li> <li>* Before giving lectures, it would be best if the speaker studies the organization they are partnering with. Also, the delivery/approach needs to be improved to elicit interaction with participants.</li> <li>* Be more interactive with the listeners.</li> <li>* Be more strict☺ As in really compel participants to answer him when he asks for a question and is addressed to the participant. Don't let partipants get away from answering by avoiding eye contact with Sir Ronald☺</li> <li>* I am satisfied as to how it was delivered/presented/done.</li> <li>* Engagement to audience</li> </ul>	

**COURSE EVALUATION**  
**Training Course on 5S Quality Workplace**  
**June 26-7, 2023**  
**Sardonyx Plaza, Gov. Gutierrez Avenue, Cotabato City**

Item	1	2	3	4	5	Ave
A. COURSE OBJECTIVES				1	18	4.95
B. COURSE EXPECTATIONS				1	18	4.95
C. TRAINING MATERIALS/ HANDOUTS				3	16	4.84
D. SELECTION, SEQUENCING, ORGANIZATION & SCHEDULING						
1. Selection of Topics				2	17	4.89
2. Usefulness of Course				2	17	4.89
3. Sequencing of Topics				1	18	4.95
4. Organization of Course Activities				2	17	4.89
5. Scheduling of Activities				3	16	4.84
6. Length of Course				4	15	4.79
E. METHODOLOGY						
1. Program Methodology						
a. Lecture / Discussion				3	16	4.84
b. Presentation				3	16	4.84
c. Exercises				2	17	4.89
d. Small Group Discussion				5	14	4.74
2. Appropriateness of Instruction Materials				2	17	4.89
F. COURSE LOGISTICS						
1. Training Site / Venue			3	9	7	
2. Conference Facilities			1	11	7	
3. Accommodation			1	4	11	
4. Food				5	13	
5. Training Equipment Used			1	8	11	
6. Pre-Training Arrangements / Coordination			3	6	10	
G. LEARNING OF PARTICIPANTS						
1. Degree of Learning			1	4	14	4.68
2. Expectations were adequately met			1	3	15	4.74
3. Actively Involved in the Learning Process				6	13	4.68
	<b>*1-poor, disliked ; 5 - excellent, enjoyed very much</b>					<b>4.84</b>

**H. What did you find particularly rewarding/ liked best about the course?**

- \* Topics on cleanliness is very important
- \* Life learning that can be applicable to the office and personal endeavors
- \* Learning ways of organizing and arranging things in the office
- \* The sense of eagerness to apply QMS in our office
- \* The rewarding things I liked about the course is it enhanced my knowledge about the training course on 5S quality workplace which we can use and is very helpful in implementing the QWS in the office
- \* Can clearly segregate 5S and their principles
- \* I've learned what 5S is. Also, being oozy has its equivalent to the organization. I've learned the importance of 5S in the workplace
- \* The ideas on how to make the work simpler, systematized, and effective
- \* Thought of applying in my own home.
- \* The course itself is rewarding since it is lighter compared to other ISO-related training
- \* Enhanced knowledge and appreciation of 5S
- \* It is applicable to personal life
- \* Both the resource speaker(s) and project manager are experts in the field that is being discussed and that all questions from participants were answered appropriately
- \* We were given a workshop wherein we drafted a QWS. I find it very useful
- \* I like the delivery of the topics. It was very educational
- \* The 5S course was rewarding in such a way that individuals are reminded of how to implement the QWS

**I. How can the delivery of the course be enhanced?**

- \* More engaging activities
- \* More time for the training to set unmet expectations like implementation of 5S in the office, crafting memo, etc.
- \* By attending in this training, I learned how 5S works and I can now apply it not just in the office but in my entire living. 5S is a way of life.
- \* Maybe they can give more exercises/workshops so the participants can engage more with each other.
- \* So far the training delivery used was effective
- \* More workshops like how to clean/organize the areas/workplace
- \* It can be enhanced through engaging more, if not all, participants by asking them of their inputs and takeaways.
- \* More interactive activities and discussion
- \* The venue should better internet connection
- \* Make a holistic approach can be considered. After explaining 5S in its very details, I think it can be helpful if it is presented as a whole at the same time to really identify the main difference in all the 5S.
- \* More exercises



**SPEAKER EVALUATION**  
**MARIA VERONICA P. ANGELES**  
**Training Course on 5S Quality Workplace**  
**June 26-27, 2023**

**Part 1: SUBJECT MATTER**

Attributes	Low	Satisfactory	Very Good
1. Level of Content			12
2. Appropriateness			12
3. Applicability			12
	Incomplete	Adequately Covered	Complete
4. Level of Coverage		3	9

**Part 2: SPEAKER**

	1	2	3	4	5	Ave
A. ACHIEVEMENT OF SESSION OBJECTIVES				3	16	4.84
B. MASTERY OF SUBJECT MATTER						
1. Ability to exhibit knowledge of subject matter				2	17	4.89
2. Ability to answer participants' questions on the subject matter				3	16	4.84
3. Ability to inject current developments relevant to the topic				3	16	4.84
4. Ability to balance principles/theories with practical applications				5	14	4.74
C. PRESENTATION OF SUBJECT MATTER						
1. Preparedness of speaker				1	18	4.95
2. Ability to organize materials for clarity and precision				3	16	4.84
3. Ability to arouse interest				5	14	4.74
4. Ability to use appropriate instructional materials				3	16	4.84
D. TEACHER-RELATED PERSONALITY TRAITS						
1. Ability to establish rapport				2	17	4.89
2. Considerateness					19	5.00
E. ACCEPTABILITY OF SPEAKER AS RESOURCE PERSON				1	18	4.95
					Average:	4.86

**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, Ms. Nina is effective in executing her task as speaker. Her voice quality is good.
- \* Yes, most of her examples are contextually fit to OCM
- \* Effective. Able to elicit ideas from participants
- \* Yes. Highly effective. Aside from the good lecture, the speaker possess the quality on how she carries herself
- \* Yes, very articulate and knowledgeable on the topic
- \* Yes, has the mastery of the topic
- \* Effective
- \* Yes, the speaker is effective since I learned a lot
- \* Yes, because she made the topics easier
- \* Yes, the speaker is effective and engaging. Incorporated practical application. Made the topic easier to understand
- \* The speaker was effective because she delivered the course topic easily so that everybody could understand. She is very accommodating and participants will not get intimidated to raise questions and suggestions.
- \* Yes, because she listens to what the participants share, and in turn she asked engaging questions
- \* Yes, because she delivers well all the specified topics
- \* So much effective. She can handle the audience properly
- \* Yes, she can deliver the topics well but effective stage of learning may be enhanced for the participants
- \* Yes, the lectures given able to meet the information needs of the participants
- \* Yes, she was able to deliver the topics well enough

**B. What is the best thing you can say about him/ her?**

- \* She delivers with powerful and enticing voice.
- \* Notoriously beautiful, explains topics with examples
- \* Skilled. Expert in subject matter. She is also approachabke
- \* Speaker is very engaging (2)
- \* Can catch audience's attention, can establish rapport
- \* Perfect
- \* Eloquent and accommodating
- \* She nailed all the questions asked to her
- \* Energetic, lively, and seems to be an expert on this topic
- \* She's pretty and approachable
- \* She is awesome, full of wisdom and very professional
- \* Well-modulated voice
- \* Excellent
- \* Calm
- \* Approachable

**C. Suggest ways and means in which he/she can improve this particular module/topic**

- \* More time for some topics should all participants practice punctuality.
- \* The module can be improved by giving the participants more workshops.
- \* The is only apart that can be improved on, and that is engaging the participants who participate less in the discussion
- \* She can add on other resources such information relative to the topic
- \* None so far, I like everything about her teaching style
- \* None
- \* Let the participants think beyond the expected answer
- \* More fun activities
- \* Loudness of voice may be improved

**SPEAKER EVALUATION**  
**RITCHELL T. FURIGAY-CUNANAN**  
**Training Course on 5S Quality Workplace**  
**June 26-27, 2023**

**Part 1: SUBJECT MATTER**

Attributes	Low	Satisfactory	Very Good
1. Level of Content			12
2. Appropriateness			12
3. Applicability			12
	Incomplete	Adequately Covered	Complete
4. Level of Coverage		2	10

**Part 2: SPEAKER**

	1	2	3	4	5	Ave
A. ACHIEVEMENT OF SESSION OBJECTIVES				2	17	4.89
B. MASTERY OF SUBJECT MATTER						
1. Ability to exhibit knowledge of subject matter				1	18	4.95
2. Ability to answer participants' questions on the subject matter				2	17	4.89
3. Ability to inject current developments relevant to the topic				4	15	4.79
4. Ability to balance principles/theories with practical applications				2	17	4.89
C. PRESENTATION OF SUBJECT MATTER						
1. Preparedness of speaker					19	5.00
2. Ability to organize materials for clarity and precision				1	18	4.95
3. Ability to arouse interest				4	15	4.79
4. Ability to use appropriate instructional materials				1	18	4.95
D. TEACHER-RELATED PERSONALITY TRAITS						
1. Ability to establish rapport				1	18	4.95
2. Considerateness					18	5.00
E. ACCEPTABILITY OF SPEAKER AS RESOURCE PERSON					18	5.00
					Average:	4.92

**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, because she was able to made the topics easy to understand
- \* Yes, she's effective. Given her expertise on the subject matter, I think she eats 5S for breakfast
- \* Very effective. She was able to relate her experiences for as to understand the subject better.
- \* Effective. Was able to state realistic examples
- \* Yes, very experienced of the topics
- \* Effective
- \* Yes, she was effective. For the knowledge learned by the participants
- \* Yes, knows very well how to establish rapport with the audience
- \* The speaker was effective because the topics were well delivered that can easily understand.
- \* Yes, she entertains each question and answers well
- \* Yes, because she delivers well all the topics and came prepared
- \* Yes, she's talented and very approachable
- \* Accommodating
- \* Yes, she was able to synthesize the topics in understandable manner/way
- \* Yes, she was able to build rapport and presented the topics well

**B. What is the best thing you can say about him/ her?**

- \* Ma'am Chel tried as much to relate to her audience
- \* Accommodating and soft-spoken
- \* Adept in 5S. Sometimes funny. She has sense of humor. We have the unfreezing activities she provides.
- \* Possesses 5S quality
- \* Approachable
- \* Professional (2)
- \* She is lively and she doesn't lose her optimistic energy
- \* Less theoretical and more practical as what is more necessary in our office
- \* She is accommodating as well where participants can ask questions and give suggestions
- \* Jolly, friendly, and exerts effort ot get to know the participants and always with eye contact to the pax
- \* She's pretty and very approachable
- \* Have sense of humor
- \* Well prepared on the activities given
- \* Interactive speaker
- \* Kind and considerate

**C. Suggest ways and means in which he/she can improve this particular module/topic**

- \* None (3)
- \* There shall be more engagement to the participants who participates less
- \* She may add on other resources such as information relative to the topic
- \* The microphone should be in good sound; louder voice
- \* She can be strict

COURSE EVALUATION						
Training Course on Service Process Improvement						
August 14-16,2023						
Cocina Isabella Resto Bar, Sinsuat Avenue, Cotabato 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.						
<b>Item</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>Ave</b>
<b>A. COURSE OBJECTIVES</b>	0	0	0	3	18	<b>4.86</b>
<b>B. COURSE EXPECTATIONS</b>	0	0	1	4	16	<b>4.71</b>
<b>C. TRAINING MATERIALS/ HANDOUTS</b>	0	0	0	1	20	<b>4.95</b>
<b>D. SELECTION, SEQUENCING, ORGANIZATION &amp; SCHEDULING</b>						
1. Selection of Topics	0	0	0	4	17	<b>4.81</b>
2. Usefulness of Course	0	0	0	4	17	<b>4.81</b>
3. Sequencing of Topics	0	0	0	3	18	<b>4.86</b>
4. Organization of Course Activities	0	0	0	4	17	<b>4.81</b>
5. Scheduling of Activities	0	0	1	4	16	<b>4.71</b>
6. Length of Course	0	0	2	6	13	<b>4.52</b>
<b>E. METHODOLOGY</b>						
<b>1. Program Methodology</b>						
a. Lecture / Discussion	0	0	0	4	17	<b>4.81</b>
b. Presentation	0	0	0	4	17	<b>4.81</b>
c. Exercises	0	0	0	5	16	<b>4.76</b>
d. Small Group Discussion	0	0	0	3	18	<b>4.86</b>
2. Appropriateness of Instruction Materials	0	0	0	2	19	<b>4.90</b>
<b>F. COURSE LOGISTICS</b>						
1. Training Site / Venue	0	0	0	0	0	<b>Not Applicable</b>
2. Conference Facilities	0	0	0	0	0	<b>Not Applicable</b>
3. Accommodation	0	0	0	0	0	<b>Not Applicable</b>
4. Food	0	0	0	0	0	<b>Not Applicable</b>
5. Training Equipment Used	1	0	1	5	15	<b>4.70</b>
6. Pre-Training Arrangements / Coordination	1	0	1	6	14	<b>4.78</b>
<b>G. LEARNING OF PARTICIPANTS</b>						
1. Degree of Learning	0	0	0	6	15	<b>4.71</b>
2. Expectations were adequately met	0	0	0	4	17	<b>4.81</b>
3. Actively Involved in the Learning Process	0	0	0	6	15	<b>4.71</b>
<i>*1-poor, disliked ; 5 - excellent, enjoyed very much</i>						
<b>Average:</b>				<b>4.78</b>		
<b>H. What did you find particularly rewarding/ liked best about the course?</b>						
The workshops.						
Meeting fellow OCM employees from other offices and learning from them						
We fully understood the streamlining processes.						
The Group Effort						
Streamlining process "short but effective"						
To know more how to be effective and efficient employee thru checking the process of work.						
the outputs of our workshops						
Our group is about procurement and so i have to be knowledgeable about it.						
What I LOVED best about the course is the fact that it is applicable (i.e., streamlining) to every aspect of the operation in our office. I appreciate things that lead our office for the better.						
Very engaging						
It's the fact that somehow there's a possibility that we can achieve our targets as planned because we know we did our part in the establishment of a quality system that everyone needs/deserves.						
It was practical and easy to follow, because of great dynamics both from the faci, rp, and materials.						
Everything						
<b>I. How can the delivery of the course be enhanced?</b>						
By providing more examples.						
I am satisfied.						
I can't ask for more. I needed and loved this course and its conduct.						
More practical examples						
Based on how our group handled the tasks in the workshops, I guess the course is understood and therefore it's a useful tool for the Core Team and OCM in general to move						

SPEAKER EVALUATION						
AILEEN A. RICOHERMOSO						
Training Course on Service Process Improvement						
August 14-16, 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.						
<b>Part 1: SUBJECT MATTER</b>						
<b>Attributes</b>	<b>Low</b>	<b>Satisfactory</b>	<b>Very Good</b>			
1. Level of Content	0	6	18			
2. Appropriateness		6	18			
3. Applicability		6	18			
	<b>Incomplete</b>	<b>Adequately</b>	<b>Complete</b>			
4. Level of Coverage		3	21			
<b>Part 2: SPEAKER</b>						
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>Ave</b>
<b>A. ACHIEVEMENT OF SESSION OBJECTIVES</b>	0	0	0	4	20	4.83
<b>B. MASTERY OF SUBJECT MATTER</b>						
1. Ability to exhibit knowledge of subject matter	0	0	0	5	19	4.79
2. Ability to answer participants' questions on the subject matter	0	0	1	3	20	4.79
3. Ability to inject current developments relevant to the topic	0	0	1	5	18	4.71
4. Ability to balance principles/theories with principles application	0	0	0	7	17	4.71
<b>C. PRESENTATION OF SUBJECT MATTER</b>						
1. Preparedness of speaker	0	0	0	4	20	4.83
2. Ability to organize materials for clarity and precision	0	0	0	4	20	4.83
3. Ability to arouse interest	0	0	2	4	18	4.67
4. Ability to use appropriate instructional materials	0	0	0	3	21	4.88
<b>D. TEACHER-RELATED PERSONALITY TRAITS</b>						
1. Ability to establish rapport	0	0	2	2	20	4.75
2. Considerateness	0	0	1	2	21	4.83
<b>E. ACCEPTABILITY OF SPEAKER AS RESOURCE</b>	0	0	1	2	21	4.83
				<b>Average:</b>	4.79	
<b>PART III. Please answer the ff: as honestly as you can.</b>						
A In General, can you say that speaker was effective? Why or why not ?						
She knows well the topic.						
Effective.						
She is effective because after the discussions she will give us workshops for the application of the topic and she will give comments and suggestions to enhance our outputs.						
Effective.						
Yes, she's very knowledgeable of the subject matter and has open hears for clarification						
Effective						

yes, because she will clarify if the participants understand the topic. If not, she will discuss it again.
Effective
yes, because she will clarify if the participants understand the topic. If not, she will discuss it again.
Effective, yes, because some of the information inclined was very useful for QMS implementation.
She was effective and inspiring. :)
Comprehensive
She was because she was able to carry out her purpose and meet the expectations on her.
Yes, well experienced of the topics.
Yes. Concept was complex but we understood every piece and parcel of it. Especially because they asked what was still cloudy, and explained it there.
Hi Ma'am Ai and Ma'am Haze! Alhamdulillah you did a good job! Because our participants as observed have actively participated in the given workshops. Worth the time
<b>B.What is the best thing you can say about him/ her?</b>
The approach is very engaging.
Effective and good speaker
She is effective resource speaker and friendly. You will not be shy to share the thoughts as participants.
Funny.
Friendly, not-intimidating yet increases our interest and attention
Approachable
Very considerate and appreciative.
Thank you for the knowledge.
I just love to listen to her voice and the words come out of her mouth are fruitful and substantial to my hungry mind.
Reliable speaker
That she's very soft-spoken. She made me want to listen to her more.
Gives practical examples.
effective, efficient, and we really like to hear from them soon, again.
Ma'am Ai was generously giving her best to let the participants underatand the topics presented. Thanks again, Ma'am Aileen
<b>C. Suggest ways and means in which he/she can improve this particular module/topic</b>
More examples in discussing some topics.
So far I really liked her delivery of the course and I look forward to attending to her future courses
She's perfect. Kudos!!!
More practical illustrations



COURSE EVALUATION						
Training Course on ISO 19011:2018 Guidelines for Auditing Management Systems						
11-14 DECEMBER 2023						
Sardonyx Plaza, Gov. Gutierrez Avenue, Rosary Heights VII, Cotabato 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
<b>A. COURSE OBJECTIVES</b>	0	0	0	8	17	<b>4.68</b>
<b>B. COURSE EXPECTATIONS</b>	0	0	1	8	16	<b>4.60</b>
<b>C. TRAINING MATERIALS/ HANDOUTS</b>	0	0	0	8	17	<b>4.68</b>
<b>D. SELECTION, SEQUENCING, ORGANIZATION &amp; SCHEDULING</b>						
1. Selection of Topics	0	0	0	4	23	<b>4.85</b>
2. Usefulness of Course	0	0	0	4	23	<b>4.85</b>
3. Sequencing of Topics	0	0	2	5	20	<b>4.67</b>
4. Organization of Course Activities	0	0	2	5	19	<b>4.65</b>
5. Scheduling of Activities	0	1	2	9	15	<b>4.41</b>
6. Length of Course	0	0	3	8	16	<b>4.48</b>
<b>E. METHODOLOGY</b>						
<b>1. Program Methodology</b>						
a. Lecture / Discussion	0	0	1	6	20	<b>4.70</b>
b. Presentation	0	0	1	6	20	<b>4.70</b>
c. Exercises	0	0	0	6	21	<b>4.78</b>
d. Small Group Discussion	0	0	2	5	20	<b>4.67</b>
2. Appropriateness of Instruction Materials	0	0	1	5	18	<b>4.71</b>
<b>F. COURSE LOGISTICS</b>						
1. Training Site / Venue	0	3	6	10	8	
2. Conference Facilities	0	3	8	9	7	
3. Accommodation	0	1	3	14	6	
4. Food	0	5	6	11	5	
5. Training Equipment Used	0	0	7	10	10	
6. Pre-Training Arrangements / Coordination	0	0	4	10	13	
<b>G. LEARNING OF PARTICIPANTS</b>						
1. Degree of Learning	0	0	4	12	10	<b>4.23</b>
2. Expectations were adequately met	0	0	4	8	14	<b>4.38</b>
3. Actively Involved in the Learning Process	0	0	7	8	11	<b>4.15</b>
	<b>*1-poor, disliked ; 5 - excellent, enjoyed very much</b>					
	<b>Average:</b>		<b>4.60</b>			
<b>H. What did you find particularly rewarding/ liked best about the course?</b>						
Though very technical, speaker discussed comprehensively and always cross-referenced with all other relevant standards						
How does an actual audit is performed and what should an auditee should expect during an audit						
Being able to fully understand the clauses						
Conduct of audit						
The role playing provided rooms to better understand the topics						
The situational problems provided helped us understand the ISO standard more. It also helped us know how we could evaluate if the situation given is in conformity or nonconformity with the standard						
Use of technical terms is very important because each term has a specific related to QMS						
What I liked best about the course are: the topics are interesting and activities are relevant to the course.						

Getting more familiarized with the different ISO 9001:2015 clauses and being able to learn about others and their offices/functions
Simulation of internal audit because it provided participants a hands-on practice on the subject of this course
Getting the basics of being an auditor
The simulation/role-playing session, which can really help to apply & familiarize the modules learned
We learned how to properly audit
The role play activity surely aid the retention of topics, thus I like it that much
Scrutiny of the outputs by the RP
Rewarding to be able to identify the specific clauses in a given situation
<b>I. How can the delivery of the course be enhanced?</b>
More workshops for application of learning -but current set-up suitable as well, considering schedule
Powerpoint presentation -the RP may consider incorporating or including the samples and explanations of clauses in the PPT; Samples and explanations of clauses must be included in the powerpoint presentation to avoid confusions on the part of the participants. This could help the RP in explaining thus making the given examples & clauses more understandable
The presentation could be enhanced if only one document or file is presented for different references
I am well satisfied w/ the flow of the course
The venue to be at a lower ground level instead of 3rd floor; Reduce sodas;
I hope the secretariat support could be more proactive so time and resources could be maximized
Adopt more interactive & energetic management of learning
Engagement w/ the participants
Encourage strong groupmate participation. Strict observance of time especially to those participants who are always absent/late.
Accessibility to internet; more hands-on, actual activities that can be helpful during the actual conduct of activities
The knowledge will be enhanced if we used it especially in Auditing Engagement; this is only the beginning of the at sana it is not just for aiming ISO certification but continuous improvement for the benefit of the organization

SPEAKER EVALUATION						
ANTONIO P. SANTOS						
Training Course on ISO 19011:2018 Guidelines for Auditing Management Systems						
11-14 DECEMBER 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.						
<b>Part 1: SUBJECT MATTER</b>						
<b>Attributes</b>	<b>Low</b>	<b>Satisfactory</b>	<b>Very Good</b>			
1. Level of Content	0	2	18			
2. Appropriateness	0	3	17			
3. Applicability	0	2	18			
	<b>Incomplete</b>	<b>Adequately Covered</b>	<b>Complete</b>			
4. Level of Coverage	0	4	16			
<b>Part 2: SPEAKER</b>						
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>Ave</b>
<b>A. ACHIEVEMENT OF SESSION OBJECTIVES</b>	0	0	0	4	21	4.84
<b>B. MASTERY OF SUBJECT MATTER</b>						
1. Ability to exhibit knowledge of subject matter	0	0	0	3	24	4.89
2. Ability to answer participants' questions on the subject matter	0	0	0	3	24	4.89
3. Ability to inject current developments relevant to the topic	0	0	0	5	22	4.81
4. Ability to balance principles/theories with principles application	0	0	0	4	23	4.85
<b>C. PRESENTATION OF SUBJECT MATTER</b>						
1. Preparedness of speaker	0	0	0	3	24	4.89
2. Ability to organize materials for clarity and precision	0	0	2	5	20	4.67
3. Ability to arouse interest	0	0	3	6	18	4.56
4. Ability to use appropriate instructional materials	0	0	1	5	21	4.74
<b>D. TEACHER-RELATED PERSONALITY TRAITS</b>						
1. Ability to establish rapport	0	0	1	4	22	4.78
2. Considerateness	0	0	0	3	24	4.89
<b>E. ACCEPTABILITY OF SPEAKER AS RESOURCE</b>	0	0	0	3	24	4.89
				<b>Average:</b>		<b>4.81</b>
<b>PART III. Please answer the ff: as honestly as you can.</b>						
<b>A. In General, can you say that speaker was effective? Why or why not ?</b>						
Yes, very effective. Topics too technical but were easy to grasp since speaker explained comprehensively						
Yes, the speaker wa seffective because he has a strong knowledge on what is is discussing						
Effectcive. He was able to realize planned activities & achieved planned results						
Effective indeed!						
Yes, he cites examples and give concrete evidence on the questions						

Yes. His knowledge of the subject matter is evident throughout the course. Provided practical examples for better understanding of the participants
Yes. He shows mastery of the topic
Yes. The RP is well-versed
Yes. His knowledge on the subject is evident
Yes. Because he masters the topic that he teaches us.
Yes. He explained a lot about the topic.
Effective
Yes. He's an expert in ISO 9001:2015/QMS
He is effective because of the activities/workshop that is relevant to the course
Hands down to Sir Tony's in-depth knowledge of the standards. It is commendable that he encourages an organization to not "manufacture" evidences just to comply with the standards
Yes because he was able to achieve the objectives of the course and he was able to carry out the activities to achieve them.
Yes, the topic discussion covered the scope of the course
Yes. Bihasa in the conduct of audit
Yes, he shows mastery of the topic
Yes. He demonstrated mastery of the subject matter.
He is affective because my knowledge on auditing enhanced
<b>B.What is the best thing you can say about him/ her?</b>
Engaging
Knowledgeable and has experiences on what he does
Excellent RP. Too sad we won't be with him anymore
Very knowledgeable
He has a stable energy the whole session
Extensive knowledge
He provided practical examples so participants could grasp the topic being discussed. He also taught us the correct way of evaluating & reporting criteria vs. the condition. He even throws random jokes from time to time.
He is familiar with every references and its relatedness
He's a good instructor and give more example about the topic so that we understand.
He is considerate, patient, ,and knows his topic
He is very charismatic and carries himself well. He also has a lot of patience.
He was able to establish rapport with the participants
Being very detailed, expertise on the clauses terminologies of QMS. Can still locate words/file even if many files are open
He delivered the topics very well and can easily be absorbed by the participants
The guy's a walking ISO encyclopedia -in a good way
He literally has the knowledge of the course; "fantastic" and "genius"!
The RP is well-versed
He injects humor from time to time
Knowledgeable!
Master of ISO
Considerate
<b>C. Suggest ways and means in which he/she can improve this particular module/topic</b>
Keep it up!
Kindly include samples and references in one PPT to avoid confusions
Presentation can be presented in one file including other reference
To make the discussion more interactive
He can improve by having more examples

Just keep up the good work
Perhaps the course duration can be lengthened to decongest the materials and prevent information overload
To be more interactive with the participants
More audience engagement like Q&A in the middle of the discussion to encourage learning discoveries
Engage participants more in activities



**CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED**

Date : 05-Jun-23

Center : PDC Project Code : QERDA  
Project Title : Development of a QMS Certifiable to ISO 9001:2015 Standard for BARMM-OCM  
Client : BARMM-Office of the Chief Minister  
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) The QMS orientation was comprehensive, giving the participants a bird's eye view of what Quality Management System is all about.  
The time allotted for the activity was sufficient.

Authorized Representative/s:

NANCY D. MACOG

Signature over printed name

DIRECTOR III, AMS

Position / Designation



## CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 09-Jun-23

Center : PDC Project Code : QERDA  
Project Title : Development of a QMS Certifiable to ISO 9001:2015 Standard for BARMM-OCM  
Client : BARMM-Office of the Chief Minister  
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: Answers and scores should be shown to the individual participants  
(if any) after the post-evaluation exam for them to personally assess their  
own performance.

Authorized Representative/s:

Signature over printed name

DIRECTOR III, AMS

Position / Designation





## CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 23-Jun-23

Center : PDC Project Code : QERDA  
Project Title : Development of a QMS Certifiable to ISO 9001:2015 Standard for BARMM-OCM  
Client : BARMM-Office of the Chief Minister  
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) Outputs given by pax during workshops are critiqued individually by the resource person which provides better understanding about the principles and concepts being discussed. Overall, the RP for this workshop is highly commendable!

Authorized Representative/s:

Signature over printed name

DIRECTOR III, AMS

Position / Designation



## development academy of the philippines

### CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 27-Jul-23

Center : PDC Project Code : QERDA  
Project Title : Development of a QMS Certifiable to ISO 9001:2015 Standard for BARMM-OCM  
Client : BARMM-Office of the Chief Minister  
Project Manager : Ritchell T. Furigay-Cunanan

#### Deliverable Information/ Report

Project Phase : Project Implementation  
Deliverable : Training Course on 5S Quality Workplace

#### 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) The training course on 5S Quality Workplace was exceptionally well-structured and informative, equipping the OCM's QMS Core Team with practical tools and strategies to improve productivity and quality in the workplace

Authorized Representative/s:

NARCISA D. MACOG

Signature over printed name

DIRECTOR III, AMS

Position / Designation



CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 11-Aug-23

Center : PDC Project Code : QERDA  
Project Title : Development of a QMS Certifiable to ISO 9001:2015 Standard for the BARMM-OCM  
Client : BARMM-Office of the Chief Minister  
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

Project Phase : Project Implementation  
Deliverable : Workshop 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) The readily available templates provided by the Resource Person (Sir Antonio Santos) greatly expedited the process of creating our Quality Manual and Quality Procedures, saving us valuable time and effort.

Authorized Representative/s:

NARCISA D. MACOG

Signature over printed name

DIRECTOR III, PMS

Position / Designation





CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 16-Aug-23

Center : PDC Project Code : QERDA  
Project Title : Development of a QMS Certifiable to ISO 9001:2015 Standard for the BARMM-OCM  
Client : BARMM-Office of the Chief Minister  
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

Project Phase : Project Implementation  
Deliverable : Training Course on Service Process 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: H is suggested to refrain from providing the correct answers during the  
(if any) Pre-Test and only do so right after the Post-Test (for future trainings)

Authorized Representative/s:

NARCISA D. MACOG

Signature over printed name

DIRECTOR III, AMS

Position / Designation



## CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 15-Sep-23

Center : PDC Project Code : QERDA  
Project Title : Development of a QMS Certifiable to ISO 9001:2015 Standard for the BARMM-OCM  
Client : BARMM-Office of the Chief Minister  
Project Manager : Ritchell T. Furigay-Cunanan

### Deliverable Information/ Report

Project Phase : Project Implementation  
Deliverable : Technical Guidance on the Enhancement of 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)

*The Technical Guidance on the Enhancement of Operational Controls and Procedures provided comprehensive insights & practical recommendations for documenting procedures. The RP has an extensive knowledge that greatly enriched the learning experience during the workshop/sessions.*

Authorized Representative/s:

*NARCISA D. MASOG*

Signature over printed name

*Director III, AMS*

Position / Designation



CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 24-Nov-23

Center : PDC Project Code : QERDA  
Project Title : Dev't of a QMS Certifiable to ISO 9001:2015 Standard for the BARMM-OCM  
Client : BARMM-Office of the Chief Minister  
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)

The technical guidance on QMS Implementation provided is comprehensive & insightful. The consultants technical know-how on QMS is evident in their guidance, offering clear & actionable steps for effective implementation

Authorized Representative/s:

NARCISA D. MACOG

Administrative Management Office

Signature over printed name

Director III

Position / Designation



## CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 15-Dec-23

Center : PDC Project Code : QERDA  
Project Title : Dev't of a QMS Certifiable to ISO 9001:2015 Standard for the BARMM-OCM  
Client : BARMM-Office of the Chief Minister  
Project Manager : Ritchell T. Furigay-Cunanan

### Deliverable Information/ Report

Project Phase : Project Implementation  
Deliverable : TrCn on ISO 19011:2018 Guidelines for 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)

The course structure was well-organized, and the consultants' expertise made complex concepts easy to grasp, ensuring participants could apply the knowledge confidently in our own organization.

Authorized Representative/s:

Director III  
Administrative Management Service

Signature over printed name

Director III

Position / Designation