

Productivity and Development Center

(Center)

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

Project Code	QERHW
Project Title	Expansion and Sustenance of the ISO 9001:2015-Certified Quality Management System of the Quezon City Government (QCG)
Project Start	September 27, 2022
Project End	December 31, 2023
Project Price	PHP 4,284,000
Client Organization	Quezon City Government

II. Project Team

Project Manager	Ritchell T. Furigay-Cunanan
Team Members	Ador G. Paulino Arnel C. Nuñez Maria Veronica P. Angeles 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 Charlie P. Marquez Ingrid C. Manglapus

III. Project Details

Project Description	The Local Government Units, as provided under the Local Government Code of 1991 or the Republic Act No. 7160, assume the primary responsibility for the establishment of an accountable, efficient, and dynamic organizational structure and operating mechanism that will meet the priority needs and service requirements of its citizens.
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In conjunction with the City's thrust to improve local government's productivity and effectiveness of local systems and to elicit stronger work commitment of its employees towards better quality of life for its constituents, the Quezon City Government (QCG) has established a quality management system (QMS) certifiable to ISO 9001 and successfully achieved its ISO 9001 certification for its Revenue Generating Cluster, fifteen (15) departments and offices, and two (2) Quezon City District Hospitals, namely: Quezon City General Hospital (QCGH) and Novaliches District Hospital (NDH).

In line with the administration's direction, the QCG intends to expand the scope of its QMS certification to Rosario Maclang Bautista General Hospital (RMBGH) and sustain the implementation of QMS of the abovementioned departments and hospitals.

In this regard, the Academy proposed the project entitled, **"Expansion and Sustenance of the ISO 9001:2015-Certified**

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Quality Management System of the Quezon City Government."
Project Objective

The project aimed to facilitate the expansion of the established QMS to cover the operations of Rosario Maclang Bautista General Hospital and sustain the established ISO 9001-QMS of the QCG offices, departments, and city hospitals.

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 QCG;
- 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 QCG.

Focus Area

Productivity-driven development

Project Type

Technical Assistance

Project Beneficiary

Public Sector

Regional Coverage

NCR

IV. Project Accomplishments
Key Activities Implemented

No.	Activity Title	Date of Implementation
		2022
1	Orientation on ISO 9001:2015 QMS	October 4
2	Training Course on ISO 9001:2015 QMS Requirements and Documentation	Batch 1: October 25-28 Batch 2: November 8-11
3	Training Course on 5S Quality Workplace	Batch 1: November 15-16 Batch 2: November 17-18
4	Workshop on Process Mapping and Risk-based Quality Planning	November 21-22, 24-25
		2023
	Continuation.. Workshop on Process Mapping and Risk-based Quality Planning	January 12-13, 18-20, 24-25
5	Training Course on Service Process Improvement	Batches 1 & 2: February 1-3
6	Workshop on QMS Documentation	February 7-9
7	Workshop on the Enhancement of QMS Documentation and QMS Implementation Planning	February 16-17, 27-28 March 1

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No.	Activity Title	Date of Implementation
		2023
8	Technical Guidance on the Enhancement of Operational Controls and Procedures	March 7-10
9	Technical Guidance on QMS Implementation	April 12, 13, 14, 18, 20, 25, 27, 28 May 4, 5, 9, 11, 12
10	Training Course on ISO 19011:2018 Guidelines for Auditing Management Systems	Batch 1: May 16-19 Batch 2: May 23-26
11	Workshop on Auditing QMS	May 30-31 July 7, 10-11, 17
12	Training Course on Root Cause Analysis and Corrective Action Formulation	Batch 1: July 10-11 Batch 2: July 12-13
13	Technical Guidance on Management Review	August 11 November 29
14	Readiness Assessment	November 8, 14, 30 December 1, 5, 7, 11-15, 18

Major Outputs

1. The management and employees were made aware and refreshed on the productivity and quality improvement approaches, QMS requirements, and their roles and responsibilities in the successful implementation of the QMS.
2. Forty (40) trained participants developed an in-depth understanding/enhanced knowledge of the requirements of ISO 9001:2015 Standard and various tools and techniques in process streamlining.
3. Established documented information on QMS scope and process map, identified relevant interested parties and their needs and expectations, internal and external issues, risks and opportunities register, quality policy, quality objectives, quality manual, procedures, and identified processes to be streamlined.
4. Knowledge and skills of the forty (40) trained participants in performing QMS audits from planning to execution and reporting of audit findings were enhanced.
5. Developed awareness and understanding of forty (40) participants on the basic tools of good housekeeping; and techniques for analyzing and validating the root cause of existing and potential problems, and formulation of solutions to prevent the problem from recurring and/or occurring were provided to forty (40) participants.
6. Technical guidance sessions for the conduct of the Management Review, feedback, and recommendations to enhance its conduct and make QMS effective were provided.
7. Gap assessment findings and recommendations.
8. QMS certifiable to ISO 9001:2015.

Project Impact

1. Enhanced appreciation of QCG QMS Core Team members, key officers, and staff on the requirements of ISO 9001 on Infrastructure, Work Environment, and Improvement, which complements the implementation of QMS within LGU.
2. The conducted training provided an opportunity for the participants to improve their workplace conditions.

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3. Participants in the training were made aware of the use of different productivity tools, which made it easier for them to address the nonconformities found during QMS implementation.
4. Contributed to the improvement in QCG's growth and development endeavors by the institutionalization of a globally recognized standard that supported QCG's efforts to improve the quality of service that can eventually lead to the growth and development endeavors of the agency.
5. Enhanced appreciation of the importance of adopting QMS in the organization, emphasizing the need to understand and satisfy client expectations.

Lessons Learned

1. The continuous support of top management and high involvement of people in the organization are key factors that contribute to a successful project implementation.
2. Counterpart team that is experienced and knowledgeable on the context of the organization and QMS project played a vital role in achieving the project objectives.
3. For big projects such as the QCG, a reliable, passionate, and adept team is essential to keep the project more organized.
4. Assigning roles and responsibilities make the expectations and deliverables clear, achievable, and on schedule.
5. Review all available options and make decisions that is for the best interest of both parties (DAP and client agency).

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 (QCG)

Training Course on ISO 9001:2015 QMS Requirements and Documentation (Batch 1)

October 25-28, 2022

Quezon City General Hospital, Project 8, Quezon City

Item	1	2	3	4	5	Ave
A. COURSE OBJECTIVES				4	15	4.79
B. COURSE EXPECTATIONS			1	4	14	4.68
C. TRAINING MATERIALS/ HANDOUTS				2	17	4.89
D. SELECTION, SEQUENCING, ORGANIZATION & SCHEDULING						
1. Selection of Topics				2	17	4.89
2. Usefulness of Course					19	5.00
3. Sequencing of Topics				5	14	4.74
4. Organization of Course Activities				4	15	4.79
5. Scheduling of Activities			1	4	14	4.68
6. Length of Course			2	5	12	4.53
E. METHODOLOGY						
1. Program Methodology						
a. Lecture / Discussion			1	3	15	4.74
b. Presentation				7	12	4.63
c. Exercises				7	12	4.63
d. Small Group Discussion				5	14	4.74
2. Appropriateness of Instruction Materials			2	1	16	4.74
F. COURSE LOGISTICS						
1. Training Site / Venue				4	15	
2. Conference Facilities			1	3	15	
3. Accommodation				4	15	
4. Food			1	5	13	
5. Training Equipment Used			1	5	13	
6. Pre-Training Arrangements / Coordination				3	16	
G. LEARNING OF PARTICIPANTS						
1. Degree of Learning				3	16	4.84
2. Expectations were adequately met			1	6	12	4.58
3. Actively Involved in the Learning Process				6	13	4.68
	<i>*1-poor, disliked ; 5 - excellent, enjoyed very much</i>					4.74

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

- * Knowing the ISO clauses
- * Meeting New People and Engaging with them.
- * Workshops and the discussions
- * Sharing of outputs on the workshops
- * The discussions were informative.
- * I learned the concepts of ISO and gain knowledge on how to create our quality manual and/or operations manual.
- * The knowledge about QMS
- * The analogies provided to unite the thought process of the assembly, the ease of sharing files through google drive and of course the comedic extravaganza of Kuya Arnel and Ate Sussan.
- * The training materials are well-organized and on-line prior to discussion, work outputs are also organized by folder in google drive
- * Active participation of each member
- * Knowledge about ISO is enhanced
- * The interaction among the speaker, facilitators, and participants; the pre-lecture activity (learning integration)
- * The resource person/s are approachable
- * The workshop activities after didactics
- * Plenary sessions
- * Clear presentation of the topic and Resource speaker accommodates and answers clarifications clearly
- * Tools in QMS
- * a) the company of my other LGU co-workers b) the energizers c) hand-outs
- * All topics are well explained.

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

- * More detailed example
- * Good/Better sound system (3)
- * Limit on the time prescribed on the workshop proper
- * The pacing could be improved.
- * More time allotment for the workshops and output-based learning
- * Use word file (not powerpoint) for workshops requiring lengthy tables and extensive figures for ease of accomplishment.
- * I would like to suggest that the templates to be used for the actual manual/audit be decided/agreed upon already before the next training session. I also would like to suggest that we use the DAP suggested templates since some of us were not present during the last ISO training and therefore not taught on how to accomplish the old templates.
- * By adding course videos related to the topic
- * We can make bigger group discussions/ mixing up with other departments/agencies to promote better socialization and
- * More visual samples to emphasize the principles being taught. THANK YOU!
- * Shorten the training days from 4 days to 3 days to prevent attention fatigue
- * References
- * By implementing more structured / precise instructional guidelines (workshops)
- * Continue to be excellent in what you do! great energizers! we enjoy it
- * The course should be taken a little longer maybe 5 days.
- * a) more Q&A portions b) presentation of all groups c) adequate SGD opportunities
- * None (2)

COURSE EVALUATION (QCG)

Training Course on ISO 9001:2015 QMS Requirements and Documentation (Batch 2)

November 8-11, 2022

High Rise Building, QC Hall, Diliman, Quezon City

Item	1	2	3	4	5	Ave
A. COURSE OBJECTIVES				5	22	4.81
B. COURSE EXPECTATIONS				6	21	4.78
C. TRAINING MATERIALS/ HANDOUTS			1	3	23	4.81
D. SELECTION, SEQUENCING, ORGANIZATION & SCHEDULING						
1. Selection of Topics				7	20	4.74
2. Usefulness of Course				4	23	4.85
3. Sequencing of Topics				5	22	4.81
4. Organization of Course Activities				5	22	4.81
5. Scheduling of Activities			1	10	16	4.56
6. Length of Course		1	1	9	16	4.48
E. METHODOLOGY						
1. Program Methodology						
a. Lecture / Discussion		1		6	20	4.67
b. Presentation			1	6	20	4.70
c. Exercises				5	22	4.81
d. Small Group Discussion				9	18	4.67
2. Appropriateness of Instruction Materials				4	23	4.85
F. COURSE LOGISTICS						
1. Training Site / Venue			4	12	11	
2. Conference Facilities			4	12	11	
3. Accommodation			2	11	14	
4. Food			4	13	10	
5. Training Equipment Used			1	13	13	
6. Pre-Training Arrangements / Coordination			2	10	15	
G. LEARNING OF PARTICIPANTS						
1. Degree of Learning				12	15	4.56
2. Expectations were adequately met				9	18	4.67
3. Actively Involved in the Learning Process				10	17	4.63
	*1-poor, disliked ; 5 - excellent, enjoyed very much					4.72

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

- * Usefulness of the ISO in improving QCG
- * All
- * In depth knowledge of ISO and Its importance
- * Open forum, ice breaker, management of learning
- * Gained an in-depth knowledge about ISO. Its context and processes.
- * Quality Policy and Quality Objective
- * I was able to focus/organize the processes of the service being rendered.
- * Everything... They made the participant well capacitated and well knowledgeable about the topics
- * I like the pacing of the course, it is not too fast and not too slow.
- * Able to acquire additional course in ISO and share this to our management
- * It is well explained and the speaker is approachable. All of the topics are interesting.
- * The course was given free to the participants and the learnings and knowledge acquired during the training/workshop are invaluable.
- * Good
- * workshop
- * A participative workshop greatly helped to have a wider and in-depth understanding of the concepts and theories in the course.
- * Topic informative and useful in office and home situations
- * Workshops based on the actual experiences in our workplace
- * I learned about QMS ISO 9001:2015
- * The course is important to standard the process of the services and products being offered by the City Government.
- * The course is very timely on how to address the issue in every department
- * Workshops to learn how to complete Sipoc, Rorap, Risks/opps chart
- * Acquired new trends and approaches on ISO
- * Risk and Opportunities and Action Plan
- * Able to acquire new trends and approaches pertaining to ISO
- * I absolutely loved your seminar and found it the most engaging lecture,

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

- * More workshops, shorter sessions.
- * None (5)
- * All examples or scenarios should be relevant or related to public sectors, preferably LGUs (2)
- * The venue can be improved.
- * More graphics.
- * Re-echo to our dept/top management (4)
- * Have a better sound equipment
- * So far, the delivery of the course is efficient and sufficient to the needs of the participants and expectations of the course are met.
- * I think they deliver it very good
- * Need more time to absorb the course and can rest a lot more
- * So far, I am satisfied in the delivery of the course
- * More time to be allotted
- * It can be enhanced by training all departments and offices of the Quezon City Government
- * A little more explanation
- * The delivery of the course is already excellent.
- * Input what was learned to the office to improve the service
- * More samples from other benchmark cities
- * Giving of feedback
- * More training to follow
- * Clear handouts and lively discussion

SPEAKER EVALUATION (QCG)

ARNEL C. NUÑEZ

Training Course on ISO 9001:2015 QMS Requirements and Documentation (Batch 1)

October 25-28, 2022

Part 1: SUBJECT MATTER

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

Part 2: SPEAKER

	1	2	3	4	5	Ave
A. ACHIEVEMENT OF SESSION OBJECTIVES			1	5	12	4.61
B. MASTERY OF SUBJECT MATTER						
1. Ability to exhibit knowledge of subject matter				3	15	4.83
2. Ability to answer participants' questions on the subject matter			1	5	12	4.61
3. Ability to inject current developments relevant to the topic			1	5	12	4.61
4. Ability to balance principles/theories with practical applications			1	4	13	4.67
C. PRESENTATION OF SUBJECT MATTER						
1. Preparedness of speaker				4	14	4.78
2. Ability to organize materials for clarity and precision			1	8	9	4.44
3. Ability to arouse interest			2	5	11	4.50
4. Ability to use appropriate instructional materials			1	7	10	4.50
D. TEACHER-RELATED PERSONALITY TRAITS						
1. Ability to establish rapport			1	4	13	4.67
2. Considerateness				4	14	4.78
E. ACCEPTABILITY OF SPEAKER AS RESOURCE PERSON			1	4	13	4.67
					Average:	4.64

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- knows the subject very well like a the "back of his hand"
- * Very effective, he has well knowledge of the topic
- * Yes, he's knowledgeable re the subject matter however the only comment is sometimes his voice is not clear.
- * Effective!!! Sir Arnel communicates his knowledge well
- * He is knowledgeable on the topic, therefore he was effective and efficient.
- * Yes! Thank you Sir Arnel!

- * The speaker is effective in as far as he could integrate various concepts, principles, tools, methods and framework r/t to the QMS.
- * Yes. I was still able to learn new things from the speaker, however, voice delivery needs to be improved since we cannot hear him at certain points of the discussion because his mic was too far from his mouth.
- * Yes, he was able to cite practical examples to emphasize the principles being taught.
- * Yes. Because he uses a lot of instructional tools (presentations, workshops, illustrations) to ensure that the his listener understand the course/topic
- * Yes (3)

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

- * Knowledgeable on the topic
- * Friendly and I didn't feel bored at all. Thank You.
- * His humility and willingness to share his knowledge
- * He knows the topics very much
- * Nice
- * Fatherly-like 😊
- * Open-minded
- * Use the microphone well when speaking
- * Thank you sir for the knowledge you shared to us
- * He has a different style of stirring thoughts and the ability to make his students express without hesitation
- * He was able to make the discussion of the topics interesting by listening to the participants' suggestions and questions.
- * He deliver the topic efficiently
- * His awareness, will, patience and ability to unite the thought processes and interpretation of the learners of the concepts and theories into the practice and setting of different organizations. Manifests few but sharp humor that meets my standards of comedy - tagalugin natin ang bite da bullet as our target for next time!
- * He is a professional and has shown knowledge expertise on the subject matter
- * He encourages participation and non-threatening.
- * He is a good instructor.
- * Objectivity base on the context of his presentation
- * VERY COURTEOUS

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

- * None
- * Kudos Sir.
- * More simpler example.. Thank you Sir and God bless you po
- * The workshops could be spaced better
- * Improve in his tone of voice, speaking voice
- * Just maintain being effective & efficient
- * Over all the resouce speaker is already expert in his field
- * None for the topic, but in terms of the strategy on where direction should we course into regarding to what we really want to achieve. If he knew that the direction was to used the current QMS and update it. He may have focus his presentation on that.
- * Give more time in the accomplishments of workshops and exercises
- * He is fine for me
- * I believe it would be better if the speaker can direct us on what will be the best templates to be used in all the required documents and not to make reference to the old templates.
- * Just continue being the best!
- * To place his mouth nearer to the mic so we could appreciate his voice better.
- * Receptiveness to ideas and opinion by participants is recommended. Patience is also encouraged.
- * I am a visual person, I would appreciate more photos or diagrams that would make me remember what is being taught. THANK YOU!
- * By increasing the level of his voice a little bit
- * Invite more participation from the audience
- * MODULATE HIS VOICE

SPEAKER EVALUATION

Arnel C. Nuñez

Training Course on ISO 9001:2015 QMS Requirements and Documentation

November 8-11, 2022

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			24
3. Applicability		1	23
	Incomplete	Adequately	Complete
4. Level of Coverage			

Part 2: SPEAKER

	1	2	3	4	5	Ave
A. ACHIEVEMENT OF SESSION OBJECTIVES				3	21	4.88

B. MASTERY OF SUBJECT MATTER

1. Ability to exhibit knowledge of subject matter				2	22	4.92
2. Ability to answer participants' questions on the subject matter				1	23	4.96
3. Ability to inject current developments relevant to the topic			1	4	19	4.75
4. Ability to balance principles/theories with principles application			1	5	18	4.71

C. PRESENTATION OF SUBJECT MATTER

1. Preparedness of speaker				3	21	4.88
2. Ability to organize materials for clarity and precision				5	19	4.79
3. Ability to arouse interest				5	19	4.79
4. Ability to use appropriate instructional materials				6	18	4.75

D. TEACHER-RELATED PERSONALITY TRAITS

1. Ability to establish rapport				4	20	4.83
2. Considerateness				3	21	4.88

E. ACCEPTABILITY OF SPEAKER AS RESOURCE

				3	21	4.88
		Average:	4.83			

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
Effective. I learned.
Sir Arnel did a very good job in sharing his expertise relevant to our training
The speaker is effective since he has expertise on the subject matter
The speaker is effective because he was able to deliver the main goal to impart knowledge about the 9001:2015 QMS Requirements and Documentation to me and to other participants.
Yes because all expectations were met.. Looking forward to the next phase of this w
Very effective and very much incontact with the participants well equipped and lively
He is very effective because he is very knowledgeable on the subject
The speaker is very professional and have clear explanation to the audience
The Speaker was effective because he was able to answer all our questions.
Effective. Able to relay relevant situations to government service.
He is really an effective speaker for me. Everything is well-explained and you can see his eagerness to impart his knowledge to everyone.
Yes, an effective speaker who can communicate well the concepts and theories to be applied in the organization
The speaker is effective as expectations are met.
Yes! He is wonderful
yes the speaker was very effective because he knows the topic very well
yes because he was able to teach us many things
yes
Yes, able to encourage participation from the trainees
The speaker expert in the field of ISO9001:2015
Yes very effective
Yes, discussions were very clear
very effective, the discussion are clear and understandable
Very effective. Clear and understandable explanation
B. What is the best thing you can say about him/ her?
Has a good harmonious and conducive way of discussion
Well experienced speaker
He is very knowledgeable about ISO. A very effective speaker.
Can effectively relate situations raised for clarification.
He is well equipped and he makes the participants be capacitated
Very approachable
He is very energetic and well groomed
Sir A may improve the loudness of his voice
Very knowledgeable on the subject matter. Able to connect topic to current events.
Patient, funny and engaging
He was able to establish rapport to the participants
Very helpful and approachable.
He is eloquent
he knows what he is talking about QMS ISO
Fun and informative
very cool
very accomodating
Approachabe
He knows very well the topic
Sir Arnel is very composed and articulate
very kind and approachable

Patient and approachable
C. Suggest ways and means in which he/she can improve this particular module/top
i think more applications
Louder voice to make the discussion more lively
To use a scenario or examples which are relevant or related to public sector, preferably LGUs.
Maybe use a lapel if speaking for longer periods
So far its all good no suggestion needed
He already did it great
thank you for the great presentation
more graphics
Volume of voice drops every now and then, but it is adequate. Consistency is something to be considered.
Don't forget to use the microphone :)
Nothing so far
None.
no suggestion he is perfect
none
provide more examples/illustrations
N/a/
Nothing more to say
I suggest to use a hands free microphone for better audio
he can use lapel mic
More elaborated explanation

COURSE EVALUATION						
Training Course on 5S Quality Workplace						
November 15-16, 2022						
Quezon City Hall						
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				1	18	4.95
B. COURSE EXPECTATIONS				1	18	4.95
C. TRAINING MATERIALS/ HANDOUTS						
D. SELECTION, SEQUENCING, ORGANIZATION & SCHEDULING						
1. Selection of Topics					19	5.00
2. Usefulness of Course					19	5.00
3. Sequencing of Topics					19	5.00
4. Organization of Course Activities				1	18	4.95
5. Scheduling of Activities			1	5	13	4.63
6. Length of Course		1		4	14	4.63
E. METHODOLOGY						
1. Program Methodology						
a. Lecture / Discussion				3	16	4.84
b. Presentation				4	15	4.79
c. Exercises				2	17	4.89
d. Small Group Discussion				4	15	4.79
2. Appropriateness of Instruction Materials				2	17	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	5	13	4.63
G. LEARNING OF PARTICIPANTS						
1. Degree of Learning					19	5.00
2. Expectations were adequately met				1	18	4.95
3. Actively Involved in the Learning Process					19	5.00
*1-poor, disliked ; 5 - excellent, enjoyed very much						
Average:					4.88	
H. What did you find particularly rewarding/ liked best about the course?						
The discussions were very informative						
Informative						
Understanding the principles of 5S and its applications.						
You gained the knowledge to improve and organize your workspace and be a more efficient and effective govt employee						
New knowledge						
It can practically applied not only in workplace but in daily living as well						
Learning New Knowledge and deep understanding with the 5s, and sharing of Best Practices of Offices						
5S principles						
Application						
N/A						
Tagging						
Participation, comedy, learnings and acquisition of best practices and intellectual discourse.						
Everything						
The expertise of the resource speaker						
Interaction of participants and speaker						
Workshops and discussions						
Very informative and useful						
All						
I. How can the delivery of the course be enhanced?						
Adjust the training dates into 3 days as the sessions tend to go beyond the stated time						
NA						
More time is needed to finish all the activities planned.						
More innovations will make the discussion lovely and better						
More examples						
None						
More time and more activities						
it is already ok						
Informative videos						
time mgt						
Include how to conduct actual audit						
I appreciate the lengthy discussion, but the length of course could have been observed better - training hours exceed 5 pm.						
Hope you can make it longer						
Just continue the efficient delivery of trainings						
Time management						
N/A						
More audiovisuals needed						
none						

COURSE EVALUATION						
TRAINING COURSE ON 5S QUALITY WORKPLACE						
November 17-18, 2022						
Quezon City Hall High Rise Building						
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	0	0	0	1	16	4.94
B. COURSE EXPECTATIONS	0	0	0	2	15	4.88
C. TRAINING MATERIALS/ HANDOUTS	0	0	0	4	13	4.76
D. SELECTION, SEQUENCING, ORGANIZATION & SCHEDULING						
1. Selection of Topics	0	0	0	2	15	4.88
2. Usefulness of Course	0	0	0	0	17	5.00
3. Sequencing of Topics	0	0	0	2	15	4.88
4. Organization of Course Activities	0	0	0	1	16	4.94
5. Scheduling of Activities	0	1	2	4	10	4.35
6. Length of Course	0	1	1	5	10	4.41
E. METHODOLOGY						
1. Program Methodology						
a. Lecture / Discussion	0	0	0	3	14	4.82
b. Presentation	0	0	0	3	14	4.82
c. Exercises	0	0	0	1	16	4.94
d. Small Group Discussion	0	0	0	2	15	4.88
2. Appropriateness of Instruction Materials	0	0	0	1	16	4.94
F. COURSE LOGISTICS						
1. Training Site / Venue	0	0	2	6	9	
2. Conference Facilities	0	0	1	7	9	
3. Accommodation	0	0	3	6	8	
4. Food	0	0	2	9	6	
5. Training Equipment Used	0	0	0	7	10	
6. Pre-Training Arrangements / Coordination	0	0	1	2	14	
G. LEARNING OF PARTICIPANTS						
1. Degree of Learning	0	0	0	4	13	4.76
2. Expectations were adequately met	0	0	0	4	13	4.76
3. Actively Involved in the Learning Process	0	0	0	3	14	4.82
<i>*1-poor, disliked ; 5 - excellent, enjoyed very much</i>						
Average:						4.81
H. What did you find particularly rewarding/ liked best about the course?						

Knowing the concept and principle of the 5S
 Importance of 5S
 workshops. it helps us apply what we learned.
 Inspiration on cleaning up workspace
 Knowing what 5S is all about and how it could improve the workplace
 exercises to apply 5S
 5S Implementation
 Course was given freely to the participants with the initiative of the QCG.
 How to implement the 5s in your organization and i will re echo it to our depaetment
 I learned how to implement and apply the 5S Principles in our workplace
 Its usefulness
 The application of % S principle
 understandable, easy to absorb
 the topic is very importmative specially the 5 s
 It is very useful
 Learning the 5S concept applicable for the workplace and to our personal lives
 It can be applied also in everyday lives.

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

The course has successfully deliver its goal. Recommended to monitor the implementation in the QCG.

Training Venue
 more graphics
 More Examples/Benchmark from other LGU offices
 By sharing the teaching of 5S and how it can be implemented
 more participation
 No more comments
 All is well.

It was already enhanced and very much informative
 No comment. Job well done
 Continuously development
 more time and workshop
 maybe longer time for discussion
 by means of re echo to the DEpartment
 n/a
 Additional Sample Situations and Handouts
 Nothing so far

SPEAKER EVALUATION

Ador G. Paulino
Training Course on 5S Quality Workplace
November 15-16, 2022

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			14
2. Appropriateness			14
3. Applicability			14
	Incomplete	Adequately	Complete
4. Level of Coverage			14

Part 2: SPEAKER

	1	2	3	4	5	Ave
A. ACHIEVEMENT OF SESSION OBJECTIVES				4	10	4.71
B. MASTERY OF SUBJECT MATTER						
1. Ability to exhibit knowledge of subject matter				2	12	4.86
2. Ability to answer participants' questions on the subject matter				2	12	4.86
3. Ability to inject current developments relevant to the topic				4	10	4.71
4. Ability to balance principles/theories with principles application				2	12	4.86
C. PRESENTATION OF SUBJECT MATTER						
1. Preparedness of speaker				4	10	4.71
2. Ability to organize materials for clarity and precision			1	5	8	4.50
3. Ability to arouse interest				3	11	4.79
4. Ability to use appropriate instructional materials			1	3	10	4.64
D. TEACHER-RELATED PERSONALITY TRAITS						
1. Ability to establish rapport				2	12	4.86
2. Considerateness				2	12	4.86
E. ACCEPTABILITY OF SPEAKER AS RESOURCE						
				2	12	4.86
		Average:		4.77		

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?
He was very effective because he managed to explain things quite clearly
Yes
Yes, I have learn so much
Know the subject wel
Yes. He was able to simplify the discussion to help us easily understand a complex theory in general
yes, discussion follows a certain order
very effective
Bridged theories and practice
YES because he provides best example which is applicable to our Offices
He's very effective in a sense of delivery of the subject matter.
effective
He was very much effective in stirring discussions and exchange of ideas.
Yes, he was able to achieve the objectives of the course
B. What is the best thing you can say about him/ her?
He is well informed and highly competent in teaching the course
Very lively
Informative
Idol!
A very good / veteran resource speaker
understanding
subject matter expert
Very knowledgeable
lively discussion with best examples and stories provided
He's expert on the subject matter and love to listen on how he deliver and handle the discussion
very humble
Humility and Mastery of Subject Matter.
He is gentle and witty
C. Suggest ways and means in which he/she can improve this particular module/top
Improve time management and start and end discussions on time
None
He is very much entertaining and informative.
None, just keep it up
More bdays to come sir so you can have more time to share your knowledge to people
follow time table strictly
its already ok
Time management
n/a
More time for the discussion
More examples
Taper lengthy commentaries in the interest of time, but I still love the discussions.
Time management

SPEAKER EVALUATION						
ADOR G. PAULINO						
TRAINING COURSE ON 5S QUALITY WORKPLACE						
November 17-18, 2022						
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	0		1		17
	2. Appropriateness	0		1		17
	3. Applicability	0		0		18
		Incomplete		Adequately		Complete
	4. Level of Coverage	0		1		17
Part 2: SPEAKER						
		1	2	3	4	5
						Ave
A. ACHIEVEMENT OF SESSION OBJECTIVES		0	0	0	2	16
						4.89
B. MASTERY OF SUBJECT MATTER						
1. Ability to exhibit knowledge of subject matter		0	0	0	3	15
						4.83
2. Ability to answer participants' questions on the subject matter		0	0	0	4	14
						4.78
3. Ability to inject current developments relevant to the topic		0	0	0	3	15
						4.83
4. Ability to balance principles/theories with principles application		0	0	0	2	16
						4.89
C. PRESENTATION OF SUBJECT MATTER						
1. Preparedness of speaker		0	0	0	1	17
						4.94
2. Ability to organize materials for clarity and precision		0	0	0	2	16
						4.89
3. Ability to arouse interest		0	0	0	2	16
						4.89
4. Ability to use appropriate instructional materials		0	0	0	2	16
						4.89
D. TEACHER-RELATED PERSONALITY TRAITS						
1. Ability to establish rapport		0	0	0	3	15
						4.83
2. Considerateness		0	0	0	1	17
						4.94
E. ACCEPTABILITY OF SPEAKER AS RESOURCE		0	0	0	2	16
						4.89
					Average:	4.88
PART III. Please answer the ff: as honestly as you can.						
A. In General, can you say that speaker was effective? Why or why not ?						

Effective

effective because he has a lot of experiences to share.

Yes, very knowledgeable on topic

Yes, he successfully delivered the desired output/information we need to know relative to 5S.

Yes very effective

Speaker was effective since the learning expectations were achieved.

Yes the speaker was effective because he has mastery of the subject matter

The speaker is an effective resource person since he has a mastery of principles about QS and especially applications thereof.

effective. was able to make the participants engage in discussion.
YES, he described and explained it well so that the participants will surely understand what was the topic all about
yes because he has the mastery of the course
Yes ...the speaker knows the subject matter
Yes, he explains very well everything in the 5S Principle
Yes, he simplified the topic
Yes, because the speaker was very well versed to the topic and also speaks clearly.
Effective-properly explained and address questions
Yes, he discusses the topics very well and give actual examples
yes best and most helpful things from the entire seminar

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

Good
effective
easy to approach and converse with
The speaker is very knowledgeable in 5S and effective resource speaker.
Impart his expertise effectively
Very accommodating and approachable.
He can relay his knowledge to the participants
He does not bore the audience.
relevant to current issues
He is very approachable and informative
very good speaker, very informative
He engages with his listeners
Job well done Sir
Bery good
He is very well spoken
mastery of the topic
He's kind and approachable
the speaker responses very well

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

N/A
more graphics
better sound system and equipment for clarity of audio
None. He successfully surpass our needs and expectations as our Resource Speaker.
None
None so far.
no more comments
Nothing so far
more specific example, reality based.
He is excellent in this program no need for improvement
none
No need...he explains the subject matter very clearly
Remove the duplicate slides
Keep it up
Nothing more. Mr Ador is excellent in this particular topic
Systematic Approach
none.
keep up the good the good work and congratulations

COURSE EVALUATION (QCG)

Training Course on Service Process Improvement (Batch 1)

February 1-3, 2023

QC Public Library, Quezon City Hall, Diliman, Quezon City

Item	1	2	3	4	5	Ave
A. COURSE OBJECTIVES				3	19	4.86
B. COURSE EXPECTATIONS				4	18	4.82
C. TRAINING MATERIALS/ HANDOUTS				3	19	4.86
D. SELECTION, SEQUENCING, ORGANIZATION & SCHEDULING						
1. Selection of Topics				3	19	4.86
2. Usefulness of Course				2	20	4.91
3. Sequencing of Topics				4	18	4.82
4. Organization of Course Activities	1			1	20	4.77
5. Scheduling of Activities			3	2	17	4.64
6. Length of Course			2	5	15	4.59
E. METHODOLOGY						
1. Program Methodology						
a. Lecture / Discussion				5	17	4.77
b. Presentation				6	16	4.73
c. Exercises				7	15	4.68
d. Small Group Discussion				5	17	4.77
2. Appropriateness of Instruction Materials				4	18	4.82
F. COURSE LOGISTICS						
1. Training Site / Venue			1	9	12	
2. Conference Facilities			1	12	9	
3. Accommodation			2	6	14	
4. Food			2	13	7	
5. Training Equipment Used			3	11	8	
6. Pre-Training Arrangements / Coordination			2	7	13	
G. LEARNING OF PARTICIPANTS						
1. Degree of Learning				4	18	4.82
2. Expectations were adequately met				5	17	4.77
3. Actively Involved in the Learning Process				6	16	4.73
*1-poor, disliked ; 5 - excellent, enjoyed very much						4.78

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

- * Set examples on a particular topic
- * Analyzing the process and identifying the opportunities to improve
- * Interaction with other departments
- * Discussions
- * The process of streamlining
- * Newly added insights/ideas with regards to SIPOC and improvement of the same thru IAP
- * Learning about Service Process Improvement
- * Applicability of course to current streamlining process
- * The sharing of ideas among participants and the discussions we had in our group.
- * The workshops and output sharing
- * Very informative
- * The workshops, comments from the RP and energizers
- * That these learnings can be applied to all types of real-life situation
- * A sense of fulfillment and acquisition of something very useful for self-improvement and improvement of the organization - EFFICIENCY AND PQCDISM!
- * SIPOC before and after
- * Applications of learnings through incorporating them in ice breakers session
- * Being able to gain/learn new things each day.
- * As a participant I have now the appreciation on the importance of streamlining the processes because the workshop showed evidence of how beneficial streamlining can be to our clients.
- * Everything!
- * Reply to questions

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

- * More workshop and examples
- * Improve schedule
- * More examples related to LGU set-up including health
- * By allotting more time in workshop.
- * Validation of individual dept work outputs even offline ;o)
- * Relevant workshops and related activities
- * Improve the sound system and to have additional microphones
- * Limiting/reducing time for off-topic discussion
- * Food: Please add more vegetables. / Venue: Additional chairs to serve as BODEGA for baggage and equipment / Sound System: Avoid Muffled sound quality - use equalizers.
- * Better equipment to be used next time.
- * More interactive discussion
- * None (3)

COURSE EVALUATION (QCG)

Training Course on Service Process Improvement (Batch 2)

February 1-3, 2023

City Treasurer's Office, Quezon City Hall, Diliman, Quezon City

Item	1	2	3	4	5	Ave
A. COURSE OBJECTIVES				4	19	4.83
B. COURSE EXPECTATIONS				3	20	4.87
C. TRAINING MATERIALS/ HANDOUTS				1	22	4.96
D. SELECTION, SEQUENCING, ORGANIZATION & SCHEDULING						
1. Selection of Topics				3	20	4.87
2. Usefulness of Course				3	20	4.87
3. Sequencing of Topics				3	20	4.87
4. Organization of Course Activities				2	21	4.91
5. Scheduling of Activities		1	1	5	16	4.57
6. Length of Course			2	6	15	4.57
E. METHODOLOGY						
1. Program Methodology						
a. Lecture / Discussion				5	18	4.78
b. Presentation				5	18	4.78
c. Exercises				4	19	4.83
d. Small Group Discussion				6	17	4.74
2. Appropriateness of Instruction Materials				2	21	4.91
F. COURSE LOGISTICS						
1. Training Site / Venue			2	7	14	
2. Conference Facilities			2	7	14	
3. Accommodation				8	14	
4. Food			2	9	12	
5. Training Equipment Used			1	6	15	
6. Pre-Training Arrangements / Coordination			1	6	14	
G. LEARNING OF PARTICIPANTS						
1. Degree of Learning				4	19	4.83
2. Expectations were adequately met				4	18	4.82
3. Actively Involved in the Learning Process				5	18	4.78
	*1-poor, disliked ; 5 - excellent, enjoyed very much					4.81

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

- * The workshops
- * Process of streamlining
- * Sharing of best practices
- * Interactive Learning and full cooperation with my co-participants
- * Best tool to enhance knowledge in the streamlining of processes useful for the organization.
- * information on how to reduce waste in process
- * The Process Control
- * It will be able to streamline the process which is redundant in the Office. We could be able to acquire knowledge on the ways to streamline the current process.
- * Enhanced my skills and knowledge relative to process streamlining in order to satisfy the needs and expectations of the clients.
- * Learning the different approach to improve/simplify
- * Our opportunity to present improvement on our process
- * the learnings
- * Sharing best practices among the participants
- * Acquired new trends and knowledge
- * Everyone is willing to improve their processes
- * Discussion on the workshop
- * Time and Motion and Lean Approach
- * All courses, modules and workshops three (3) days trainings/workshops are very rewarding
- * I learned about measure and analyze the process
- * It is a top quality course. Keep going, we need this type of course to improve our ISO. Excellent. Thank you!!

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

- * By providing more examples
- * No comment (4)
- * Always check the audio equipment to be used
- * More examples/related to public service to benchmark workshop output (2)
- * Understanding the processes of other offices so that there will be a collaboration if processes are interrelated to each
- * Learning the different approach to improve/simplify
- * Schedule might be spread a little wider apart.
- * Re-echo to our department (2)
- * By implementing what we have learned from the course
- * So far it is very helpful and none to be enhanced

SPEAKER EVALUATION (QCG)**SAMUEL C. ROSAL****Training Course on Service Process Improvement (Batch 1)****February 1-3, 2023****Part 1: SUBJECT MATTER**

Attributes	Low	Satisfactory	Very Good
1. Level of Content	1		21
2. Appropriateness			21
3. Applicability		1	20
	Incomplete	Adequately Covered	Complete
4. Level of Coverage		4	17

Part 2: SPEAKER

	1	2	3	4	5	Ave
A. ACHIEVEMENT OF SESSION OBJECTIVES				3	18	4.86
B. MASTERY OF SUBJECT MATTER						
1. Ability to exhibit knowledge of subject matter				1	19	4.95
2. Ability to answer participants' questions on the subject matter				2	19	4.90
3. Ability to inject current developments relevant to the topic				3	18	4.86
4. Ability to balance principles/theories with practical applications				3	18	4.86
C. PRESENTATION OF SUBJECT MATTER						
1. Preparedness of speaker					21	5.00
2. Ability to organize materials for clarity and precision				2	19	4.90
3. Ability to arouse interest				8	13	4.62
4. Ability to use appropriate instructional materials				2	19	4.90
D. TEACHER-RELATED PERSONALITY TRAITS						
1. Ability to establish rapport					21	5.00
2. Considerateness					21	5.00
E. ACCEPTABILITY OF SPEAKER AS RESOURCE PERSON					21	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?

- * Effective. I learned a lot from him (2)
- * Yes, he explained the topics very well
- * He is effective and can make participants be engaged in the discussion.
- * Very Effective he is well versed.
- * Yes, he was able to discuss concepts in simple and practical ways
- * Yes, very knowledgeable
- * Yes, the speaker was very effective especially on how he engaged the participants.
- * Efficient and effective (2)
- * Effective because of his expertise on the subject matter (2)
- * Effective, can explain the topic based on the sample and real life practices
- * Yes, by providing simple practical examples that we can correlate with government processes and using metacards to remind participants of key concepts in evaluating work outputs
- * Yes. He accommodates questions even on break time and explain everything efficiently.
- * Yes, he can relate the discussion to everyday simple things and he gives a lot of examples.
- * Mr. Sam Rosal is a very good in terms of harmonizing various personalities and perspectives during discussions, thus, making the attainment of session objectives more effective.
- * Yes, was able to explain well (2)

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

- * He is very straightforward and does not have a lot of words in giving instructions
- * Very knowledgeable (2)
- * He gave clear instructions on how to filling out the templates for the workshop.
- * Very gentle
- * Accomodating to questions
- * Approachable lecturer.
- * Simple yet comprehensive
- * Very humble
- * Very calm, polite, respectful
- * Very professional
- * He is a well-verse and effective resource person
- * A subject matter expertise
- * Considerate in providing time to explain further
- * Concise and clear explanations of concepts with lots of examples.
- * Effective speaker
- * Knowledgeable on the subject matters
- * Very understanding
- * Very accomodating
- * He is knowledgeable and manifests good qualities as engineer, and loving qualities as a father and husband. Humble, warm and meek-hearted but firm. Injects comedy with unusual kick - MAY MGA KATATAWANANG TINALO SI SIR ARNEL NUNEZ. Tinalo ng pabaligtad na Microphone ni Sir Sam ang pa-Bite-the-bullet ni Arnel Nunez! hahaha.

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

- * More examples and information (2)
- * Include more interactive activities
- * No recommendations (3)
- * A little more energy in the discussions would be nice.
- * More insights
- * Familiarize with the system regarding health and hospital for better correlations of the topic.
- * Hope he can smile more frequently
- * Make voice a little louder (or QCG to provide a better quality microphone for speaker's use ;o)
- * More visual explanations of concepts
- * Be more assertive of the principles if it was contested to unite thought process better.
- * Maintain
- * A little voice enhancement

SPEAKER EVALUATION (QCG)**ARNEL C. NUÑEZ****Training Course on Serice Process Improvement (Batch 2)****February 1-3, 2023****Part 1: SUBJECT MATTER**

Attributes	Low	Satisfactory	Very Good
1. Level of Content		1	22
2. Appropriateness		1	22
3. Applicability			23
	Incomplete	Adequately Covered	Complete
4. Level of Coverage		2	22

Part 2: SPEAKER

	1	2	3	4	5	Ave
A. ACHIEVEMENT OF SESSION OBJECTIVES				2	21	4.91
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	21	4.95
3. Ability to inject current developments relevant to the topic				1	22	4.96
4. Ability to balance principles/theories with practical applications			1		22	4.91
C. PRESENTATION OF SUBJECT MATTER						
1. Preparedness of speaker				1	22	4.96
2. Ability to organize materials for clarity and precision					23	5.00
3. Ability to arouse interest			1	2	20	4.83
4. Ability to use appropriate instructional materials				1	22	4.96
D. TEACHER-RELATED PERSONALITY TRAITS						
1. Ability to establish rapport				2	21	4.91
2. Considerateness				4	19	4.83
E. ACCEPTABILITY OF SPEAKER AS RESOURCE PERSON					23	5.00
					Average:	4.93

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, because he incorporates concrete examples during discussion.
- * Yes, he knows what he is saying about the course
- * Very effective in terms of providing critics to our outputs/presentations
- * Yes. insights and explanations were clear
- * I can say he is effective speaker cause he explained the course topic thoroughly
- * Speaker was very effective in the delivery of the course requirement since he takes time to clarify unclear ideas thru comprehensive discussion and examples.
- * Yes, I learn a lot on how to improve our service processes.
- * Speaker was effective in imparting the principles which can be applied in the organization.
- * Very effective
- * The speaker is effective and efficient for me, because I have learned new things to improve the process of our organization.
- * Yes, he clearly explained the topics and very accomodating
- * Effective. Gave chance to interact.
- * He makes sure that we understand the objectives of each workshop
- * Yes the speaker is effective...he knows the course...
- * The speaker was very effective in terms of giving examples and sharing experiences
- * Yes, because he can expressly deliver and discuss the gist of his topic
- * Yes. he knows the subject well
- * Yes, he is knowledgeable with regards to the topic and easily understand through group activity discussion
- * Very Effective/The speaker tackles the course very clear, concise and understandable.
- * Yes , he is very confident and knowledgeable on the topic
- * Yes, the speaker was well prepared and addressed questions and also knowledgeable in the topic he was presented

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

- * Excellent (3)
- * Knowledgeable (4)
- * He can impart knowledge. Indeed a teacher
- * Very Good!
- * Approachable (2)
- * Very patient
- * Speaker is very accommodating and knowledgeable of his craft.
- * He is very accommodating, and he assist us on how to do our workshop activities.
- * Speaker shows enthusiasm in assisting the participants in preparing their respective outputs
- * Clear explanation
- * A veteran
- * He entertains queries during workshops
- * He gives us more examples that we can relate and help us to understand the topics
- * He is patient and try to really explain the subject matter
- * Examples are relative to us
- * Patient, considerate
- * The speaker is an expert in the course of streamlining process improvement.

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

- * More examples
- * Additional examples to benchmark or guide to fill in workshop output
- * None (6)
- * Remove repetitive discussions (powerpoint slides) in the four (4) modules.
- * Give more examples related to Government / Public Service.
- * More elaborated example to easily understand by the participants
- * Motivation to get the interest of the class before teaching
- * I think, this is already enough because he already met my expectation and it was very informative and useful

COURSE EVALUATION						
Training Course on ISO 19011:2018 Guidelines for Auditing Management Systems						
May 16-19, 2023						
Luxent Hotel						
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			1	3	18	4.77
B. COURSE EXPECTATIONS			1	5	16	4.68
C. TRAINING MATERIALS/ HANDOUTS						
D. SELECTION, SEQUENCING, ORGANIZATION & SCHEDULING						
1. Selection of Topics			1	2	19	4.82
2. Usefulness of Course			1	1	20	4.86
3. Sequencing of Topics		2		3	17	4.59
4. Organization of Course Activities		1		6	15	4.59
5. Scheduling of Activities	1			11	10	4.32
6. Length of Course	2			8	12	4.27
E. METHODOLOGY						
1. Program Methodology						
a. Lecture / Discussion		1		9	12	4.45
b. Presentation			1	7	14	4.59
c. Exercises			1	7	14	4.59
d. Small Group Discussion	1			5	16	4.59
2. Appropriateness of Instruction Materials		1		7	14	4.55
F. COURSE LOGISTICS						
1. Training Site / Venue						
2. Conference Facilities						
3. Accommodation						
4. Food						
5. Training Equipment Used						
6. Pre-Training Arrangements / Coordination			1	6	15	4.64
G. LEARNING OF PARTICIPANTS						
1. Degree of Learning			1	9	12	4.50
2. Expectations were adequately met			1	6	15	4.64
3. Actively Involved in the Learning Process			1	5	16	4.68
		*1-poor, disliked ; 5 - excellent, enjoyed very much				
		Average:	4.60			

H. What did you find particularly rewarding/ liked best about the course?
role play and guidance in the preparation of audit plan audit findings report"
It made me appreciate the QMS even more.
Active participation of the co-participants greatly enhance the learning experience.
100
Interactive modules such as role playing and small group discussions
The part wherein the mock audit was conducted
Due to limited of time, the methods of auditing are not properly implemented or observed.
KNOWLEDGE ON HOW TO PLAN AND CONDUCT AUDIT
the Mock Audit
Role playing
Actual examples of how to audit
The knowledge and skills I learned especially in Auditing.
the creation of audit checklist/plan
Workshop - Role Playing, group discussions
discussions/interaction
The course incorporated practical examples(demonstration), enabling us to actively engage with and apply the concepts learned to real-world scenarios, thereby enhancing our analytical reasoning and auditing skills.
Extensive discussion on achieving unambiguous interpretation, appreciation and application of ISO 9001:2015 clauses and relevant standards,.
I truly enjoy the whole course and I learn a lot about internal quality auditing
Internal Audit Role Play
I. How can the delivery of the course be enhanced?
provide adequate time management for every module
more examples and or exercises in critiquing procedures or processes
More time to complete the modules (esp role playing as not enough time was given to gather documents/evidences)
A manual of the conduct of audit will further enhance our understanding if the process
The clauses 7 to 10 are not thoroughly explained and discussed.
BY MAKING IT MORE SIMPLIER
Additional workshop
Longer time to ISO clauses and requirements
Improve presentations and follow schedules especially dismissal times
Probably may employ other resource speakers.
additional audit situations to address
more exercises and examples on situational - ISO clauses
method is ok for me for now
Provision of more sample situations using ISO clauses

COURSE EVALUATION						
Training Course on ISO 19011:2018 Guidelines for Auditing Management Systems						
May 23-26, 2023						
Luxent Hotel						
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	17	4.89
B. COURSE EXPECTATIONS				1	18	4.95
C. TRAINING MATERIALS/ HANDOUTS						
D. SELECTION, SEQUENCING, ORGANIZATION & SCHEDULING						
1. Selection of Topics				2	17	4.89
2. Usefulness of Course				1	18	4.95
3. Sequencing of Topics			1	2	16	4.79
4. Organization of Course Activities				2	17	4.89
5. Scheduling of Activities				6	13	4.68
6. Length of Course			1	5	13	4.63
E. METHODOLOGY						
1. Program Methodology						
a. Lecture / Discussion				5	14	4.74
b. Presentation				4	15	4.79
c. Exercises				1	18	4.95
d. Small Group Discussion				1	18	4.95
2. Appropriateness of Instruction Materials				1	18	4.95
F. COURSE LOGISTICS						
1. Training Site / Venue						
2. Conference Facilities						
3. Accommodation						
4. Food						
5. Training Equipment Used						
6. Pre-Training Arrangements / Coordination				3	16	4.84
G. LEARNING OF PARTICIPANTS						
1. Degree of Learning				9	10	4.53
2. Expectations were adequately met				4	15	4.79
3. Actively Involved in the Learning Process				5	14	4.74
				*1-poor, disliked ; 5 - excellent, enjoyed very much		
				Average: 4.82		

H. What did you find particularly rewarding/ liked best about the course?
Learning to understand the concept of quality audit
I gained additional knowledge about the course especially when engaging group work assignments during the workshop.
role play of the actual audit process
that there's an additional knowledge
This course has been an avenue to a deeper learning and understanding of the ISO 9001, and its significance to the Quezon City Government in effectively and efficiently delivery of its services to the QCitizens.
Discussions on example situations for audit
Sharing of best practices among the participants
I like the role play and evaluation of the participants
the activity workshop
Roleplaying workshop
learning how to audit
Actual demo/presentation for Auditee, Auditors and evaluators
the ad lib of Sir Tony. I remember the pick up line and it goes like, "Geologist may not be assigned as IQA Auditor because they always look for FAULT".
Being an audit evaluator
liked best about the course is the activity between the role player and the evaluator with the auditee, its very informative to know about the auditing part like what does the auditor would ask in the auditee and what are the do's and dont's of being an auditor during the audit
I learned a lot in applying the principles of internal auditing.
I. How can the delivery of the course be enhanced?
By applying what we have learned about quality audit in the workplace
The delivery of the course is beyond excellent, no need to enhance further.
suggest to do a hands-on per module
None, so far. The course delivery is well-paced.
More discussions and additional handouts
More Allotted time for the presentation
through lively discussion and activity workshops
N/A
more practice activity
Provide more time to thoroughly discuss the inputs /outputs of the presentation
more workshops
Should have more actual exercises
maybe the time duration of the course... the time is too short to learn everything that is needed or required as an auditor in making an audit plan, audit program and so on
For newbies like me on the ISO principles especially auditing, there should be specific examples on the clauses as defined in ISO re: audit.

SPEAKER EVALUATION							
Antonio P. Santos							
Training Course on ISO 19011:2018 Guidelines for Auditing Management Systems							
May 23-26, 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		2		19		
	2. Appropriateness		2		19		
	3. Applicability		2		19		
		Incomplete	Adequately		Complete		
	4. Level of Coverage		5		17		
Part 2: SPEAKER							
			1	2	3	4	5
							Ave
A. ACHIEVEMENT OF SESSION OBJECTIVES			1		4	17	4.68
B. MASTERY OF SUBJECT MATTER							
1. Ability to exhibit knowledge of subject matter					2	20	4.91
2. Ability to answer participants' questions on the subject matter					8	14	4.64
3. Ability to inject current developments relevant to the topic			1		8	13	4.50
4. Ability to balance principles/theories with principles application			1		6	15	4.59
C. PRESENTATION OF SUBJECT MATTER							
1. Preparedness of speaker					3	19	4.86
2. Ability to organize materials for clarity and precision		1			5	16	4.59
3. Ability to arouse interest			1	1	7	13	4.45
4. Ability to use appropriate instructional materials			1		5	16	4.64
D. TEACHER-RELATED PERSONALITY TRAITS							
1. Ability to establish rapport				2	3	17	4.68
2. Considerateness				3	4	15	4.55
E. ACCEPTABILITY OF SPEAKER AS RESOURCE							
					2	19	4.90
			Average:		4.67		

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 because he can provide realistic approach applicable to our current setting		
Yes		
He enhances participant's comprehension through cross-referencing to clarify complex ideas by providing additional context from other sources. It helps the participants better understand the subject matter.		
Effective. Course objectives and expectations were met.		
Yes he was able to engage us to be more participative and share our issues and concerns during the discussion		
Yes, he is effective, however, the clauses 7 to 10 are not thoroughly explained and discussed.		
YES, HE IS EFFECTIVE COZ HE KNOWS WHAT HE IS SAYING		
Yes, because he addresses issues and concerns pertaining to audit practices and guidelines		
Effective because he is well-read and updated on the different ISO standards and terminologies		
No, because it is hard to follow his discussions as he always transfers from one material to another.		
I think he needs improvement in making rapport to his audience and me mindful to avoid or minimized discussing topics that were already discussed in order to save time.		
effective because he has a mastery of the subject matter		
Yes. He can explain the subject matter well. He has mastery of the subject.		
Yes, I was able to understand ISO principles better		
The speaker is effective, res ipsa loquitur. He was able to unify the learners' interpretation into one and same page, by explaining ideas and concepts in simple terms using various resources and references.		
He was an effective speaker because he explained every topic really well		
Yes. He knows the topic very well.		
Yes because he is able to give same situational examples to the topic that can be understood easily		
Yes...he is knowledgeable on the course being taught		
B. What is the best thing you can say about him/ her?		
considerate		
Well knowledgeable		
He demonstrates breadth of knowledge and has a comprehensive understanding of the topic and is well-versed in related areas.		
With deep understanding of ISO guidelines, the different ISO versions, and the basis of changes of ISO versions.		
Yes he discussed the subject matter and provides example whenever possible for further understanding		
In terms of the concept, not so much, maybe because it's his mastery and we're all novice in terms of auditing process		
Agree		
He is an expert in his subject		
Probably his mastery of the subject matter.		
very knowledgeable		
Adaptable and flexible.		
I am amazed how he knows every single ISO clause across all ISO manuals/standard		

Sir tony possess deep insights and understanding in QMS, making him the best go-to resource for accurate and reliable information about our topics. He provide valuable insights, guidance, and solutions based on his extensive experience and understanding.
The defining characteristics of sir Tony is his keen ability to cross-reference between multiple references, his unrelenting patience and endurance during discussions. Noone will ever forget the fruitful relationship between DAP and QCG that is crowned by the hilarious sarcasm between Antonio and Susan (preceded by Susan vs. Verdades, Susan vs Joe, Susan and Verdades vs Tony et al.) - this comedic extravaganza, while maintaining professional boundaries and respect, indeed helped in establishing rapport, an ideal student-teacher relationship between professionals, facilitating the learning process devoid of barriers.
He answer the queries in a detailed manner and assure that it is understood by his audiences
evidence-based answers to queries
He involves all the participants in most of the activities
He is well versed on iso 9001 2015
C. Suggest ways and means in which he/she can improve this particular module/top
more examples
To provide more context related to LGU standards.
Allot appropriate time to complete each module.
Not at all
In order to not confuse the participants, the speaker should organize his powerpoint presentation.
More relevant examples that can be specifically applied in our organizations' set-up
We need more discussions in clarifying the actual requirements of all ISO clauses and requirements
Improve presentations and should follow schedules
He may employ a more attractive and interesting presentation materials in order to retain the audience interests.
modestly suggesting that he organizes his AV slides so he wont transferring slides so often
a longer time for explanation and more examples to fully understand the subject matter
It's pretty ok, I got used to his "jumping" teaching materials on the screen :)
We appreciate the lengthy discussions, but time will never be sufficient to cover everything. In the interest of time, lengthy question and answer portions may be regulated with assistance from the secretariat.
I suggest to insert the ISO standards or definitions in the slides to avoid confusion
provide more sample situations appropriate for government organizations, and time for participants to learn the use of ISO clauses in actual audit
More workshop interactions

SPEAKER EVALUATION							
Antonio P. Santos							
Training Course on ISO 19011:2018 Guidelines for Auditing Management Systems							
May 23-26, 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		16		
	2. Appropriateness		1		16		
	3. Applicability		1		16		
		Incomplete	Adequately		Complete		
	4. Level of Coverage		2		15		
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					1	16	4.94
2. Ability to answer participants' questions on the subject matter					4	13	4.76
3. Ability to inject current developments relevant to the topic					4	13	4.76
4. Ability to balance principles/theories with principles application					1	16	4.94
C. PRESENTATION OF SUBJECT MATTER							
1. Preparedness of speaker						17	5.00
2. Ability to organize materials for clarity and precision					3	14	4.82
3. Ability to arouse interest					6	11	4.65
4. Ability to use appropriate instructional materials					1	16	4.94
D. TEACHER-RELATED PERSONALITY TRAITS							
1. Ability to establish rapport					2	15	4.88
2. Considerateness					2	15	4.88
E. ACCEPTABILITY OF SPEAKER AS RESOURCE							
					2	15	4.88
		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?		
I commend the speaker as a subject matter expert		
He was effective		
very effective speaker, he covers all the characteristics of a resource person, he always gives advice and learnings whenever we have question even during break		
The speaker was effective in delivering the lectures and instructional materials to the participants. However, discussions could be made concisely without repetitively going thru the same topics.		
Yes, he is a very effective speaker. The way he connects to the participants made the participants participate during discussions and group works. He speaks clearly and very concise.		
Yes, very talented and very warm in explaining the topic		
Lively discussion		
The speaker is very effective in the internal quality audit by providing the participants with the knowledge and learning on how to conduct an audit and its application, writing the audit program, audit criteria, and audit checklist, and reporting the audit findings and report.		
Yes, he is effective because he can answer all the queries of the participants even though the subject matter was covered by previous resource speakers.		
Very effective. Very knowledgeable on the subject matter.		
yes, he has given detailed information on auditing		
Speaker was effective but ISO really needs a lot of attention. it should have been incorporated as a course with long duration.		
yes, however there must be more practical exercises		
He is effective, he is informative and very capable to discuss about the course we've tackled		
Yes.Mr Santos delivered the topic clearly to the participants with concrete examples		
Speaker is effective esp. In the explanation of the principles.		
B. What is the best thing you can say about him/ her?		
He knows what he is saying and has a wide knowhow about the topic		
for this seminar, the speaker and the team should give a copy of the standard for each attendees as additional material		
The speaker is very accommodating with questions and clarifications. He is attentive to the learning needs of the participants.		
Sir Tony's mastery of the subject matter is beyond excellent.		
Very knowledgeable and will presented perfectly		
Gives examples on real situations about auditing scenario		
The speaker is well-versed in Internal Quality Audit.		
he fully discussed the topic and fully answered all the queries		
Able to adjust accordingly , based on the necessities (and "mood") of the listeners		
he has a good sense of humor		
he is very knowledgeable.		
Has mastery of the subject matter but must impart the same in a more understandable way		
he is very good especially in memorizing the content of the iso 9001:2015 standard		
Knowledgeable on his topic		
Speaker thoroughly explained the principles and objectives of each course.		
C. Suggest ways and means in which he/she can improve this particular module/top		

suggest to maybe to do a workshop per module of the audit topics
cite more applicable and examples for additional reference
The speaker's mastery of the course is impressive, there is no need to improve on that area, except for the repetitive discussions during lectures which sometimes tend to deviate from course outline and fails to keep participants interest and attention.
none
Give more time for the presentation (actual demo)
N/A
add more practice activity to enhance understanding of the audit task
more workshops.
More examples and practical exercises
no need for suggestion, he is very capable and knowledgeable enough to educate the participants
None except the time element..we only have limited time for the presentation
Specific examples in each clauses should be cited.

COURSE EVALUATION

Training Course on Root Cause Analysis and Corrective Action Formulation

July 10-11, 2023

Quezon City General Hospital, Seminary Road, Project 8, Quezon City

Item	1	2	3	4	5	Ave
A. COURSE OBJECTIVES				1	21	4.95
B. COURSE EXPECTATIONS				2	20	4.91
C. TRAINING MATERIALS/ HANDOUTS				3	19	4.86
D. SELECTION, SEQUENCING, ORGANIZATION & SCHEDULING						
1. Selection of Topics				4	18	4.82
2. Usefulness of Course				1	21	4.95
3. Sequencing of Topics				2	20	4.91
4. Organization of Course Activities			1	1	20	4.86
5. Scheduling of Activities				5	17	4.77
6. Length of Course			1	7	14	4.59
E. METHODOLOGY						
1. Program Methodology						
a. Lecture / Discussion				3	19	4.86
b. Presentation				2	19	4.90
c. Exercises				6	16	4.73
d. Small Group Discussion				5	17	4.77
2. Appropriateness of Instruction Materials				7	15	4.68
F. COURSE LOGISTICS						
1. Training Site / Venue				2	20	
2. Conference Facilities				4	18	
3. Accommodation			1	4	17	
4. Food			4	7	11	
5. Training Equipment Used				7	15	
6. Pre-Training Arrangements / Coordination				4	17	
G. LEARNING OF PARTICIPANTS						
1. Degree of Learning				2	20	4.91
2. Expectations were adequately met				3	19	4.86
3. Actively Involved in the Learning Process				7	15	4.68
	<i>*1-poor, disliked ; 5 - excellent, enjoyed very much</i>					4.83

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

- * Time was given for workshops
- * More in-depth knowledge on RCA
- * Doing RCA
- * Workshops and discussions
- * Very informative
- * New knowledge about root cause analysis
- * Learning the RCA
- * The mind-stirring and insightful exchange of ideas and opinions.
- * All
- * Expectations were met, learned a lot about RCA.
- * All the topics discussed were very relevant
- * The workshops , the attendees, DAP team, Resource Speaker
- * All topics
- * Root cause analysis and its application to addressing our NCs
- * The course can be applicable in everyday office activity
- * Well discussed topics; relevant issues
- * Small group discussions
- * Excellent topics and speaker
- * Applicable to work

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

- * Stick to schedules
- * More friendly interactive discussions
- * More samples
- * More exercises
- * More workshops
- * The 2 batches could have been merged so that the res ipsas inter pares of auditors and auditees is ensured
- * More lively
- * Very satisfied at the moment
- * Resource materials given a day prior to the Course
- * Lower brightness of LED monitor to avoid eye strain
- * Much more activity and workshop
- * Please add another day of training
- * Addition of workshop to actually fill-out the given RFA form using the sample nonconformity.
- * None (2)

COURSE EVALUATION

Training Course on Root Cause Analysis and Corrective Action Formulation for the Quezon City Government

Quezon City General Hospital / Jul 12 & 13, 2023

Item	1	2	3	4	5	Ave
A. COURSE OBJECTIVES	0	0	0	1	17	4.94
B. COURSE EXPECTATIONS	0	0	0	0	19	5.00
C. TRAINING MATERIALS/ HANDOUTS	0	0	0	1	18	4.95
D. SELECTION, SEQUENCING, ORGANIZATION & SCHEDULING						
1. Selection of Topics	0	0	0	0	18	5.00
2. Usefulness of Course	0	0	0	0	18	5.00
3. Sequencing of Topics	0	0	0	1	17	4.94
4. Organization of Course Activities	0	0	1	0	18	4.89
5. Scheduling of Activities	0	0	0	2	17	4.89
6. Length of Course	0	0	0	4	15	4.79
E. METHODOLOGY						
1. Program Methodology						
a. Lecture / Discussion	0	0	0	2	17	4.89
b. Presentation	0	0	0	1	18	4.95
c. Exercises	0	0	0	0	19	5.00
d. Small Group Discussion	0	0	0	2	17	4.89
2. Appropriateness of Instruction Materials	0	0	0	1	18	4.95
F. COURSE LOGISTICS						
1. Training Site / Venue	0	0	0	0	0	#DIV/0!
2. Conference Facilities	0	0	0	0	0	#DIV/0!
3. Accommodation	0	0	0	0	0	#DIV/0!
4. Food	0	0	0	0	0	#DIV/0!
5. Training Equipment Used	0	0	0	3	16	4.84
6. Pre-Training Arrangements / Coordination	0	0	0	2	17	4.89
G. LEARNING OF PARTICIPANTS						
1. Degree of Learning	0	0	0	3	16	4.84
2. Expectations were adequately met	0	0	0	2	17	4.89
3. Actively Involved in the Learning Process	0	0	0	1	18	4.95
	*1-poor, disliked ; 5 - excellent, enjoyed very much					4.92
H. What did you find particularly rewarding/ liked best about the course?						
RCA						
about the process in handling RCA						
games						
learning experience						
formulation of corrective action						
was able to realize finer points to improve process/service						
to gain knowledge on how to do a root cause analysis						
gaining of additional learnings and insights which are useful in the development and improvement of the QMS						
sharing learning insights among the participants						
the learning experience and additional knowledge						
the discussion of the nonconformity and corrective actions						
very impressive						
the opportunity of having this training is a privilege						
problem solving analysis						
knowing how to identify root cause analysis						
slides are attractive. Topics appropriate						

COURSE EVALUATION

Training Course on Root Cause Analysis and Corrective Action Formulation for the Quezon City Government

Quezon City General Hospital / Jul 12 & 13, 2023

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

more graphics
nithing
more example work from other audited agencies
more examples
set more examples
course delivery has been effective and efficient
none
maybe by giving more situational examples
excellent
it's excellent already
more specific examples
by implementing hands on training
the course is well delivered

SPEAKER EVALUATION**ADOR G. PAULINO****Training Course on Root Cause Analysis and Corrective Action Formulation****July 10-11, 2023****Part 1: SUBJECT MATTER**

Attributes	Low	Satisfactory	Very Good
1. Level of Content			21
2. Appropriateness		1	20
3. Applicability		1	20
	Incomplete	Adequately Covered	Complete
4. Level of Coverage		4	17

Part 2: SPEAKER

	1	2	3	4	5	Ave
A. ACHIEVEMENT OF SESSION OBJECTIVES				3	18	4.86
B. MASTERY OF SUBJECT MATTER						
1. Ability to exhibit knowledge of subject matter					21	5.00
2. Ability to answer participants' questions on the subject matter				3	18	4.86
3. Ability to inject current developments relevant to the topic				2	19	4.90
4. Ability to balance principles/theories with practical applications				4	17	4.81
C. PRESENTATION OF SUBJECT MATTER						
1. Preparedness of speaker				1	20	4.95
2. Ability to organize materials for clarity and precision				2	19	4.90
3. Ability to arouse interest				4	17	4.81
4. Ability to use appropriate instructional materials				3	18	4.86
D. TEACHER-RELATED PERSONALITY TRAITS						
1. Ability to establish rapport				2	19	4.90
2. Considerateness				1	20	4.95
E. ACCEPTABILITY OF SPEAKER AS RESOURCE PERSON				2	19	4.90
					Average:	4.89

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?

- * Able to practicaly explain clarifications raised by participants
- * Well explained topic
- * Yes because he had rapport with the group
- * Very effective. Very knowledgeable
- * Very effective due to the mastery of subject matter
- * Yes, well knowledagble on the subject matter
- * Very effective and informative
- * Yes, he was able to clarify "fuzzy" issues and gave recommendations
- * Yes, very effective because of his familiarity with the processes of the hospital also
- * Great
- * Very effective, he enticed the audience to listen attentively.
- * Sir Ador is an effective speaker, he was able to accomplish the objective of the training course.
- * He was very effective, knew the topic sooo well
- * Effective, able to explain the subject matter clearly
- * Yes. He is an effective instigator of human ideas.
- * Highly Efficient
- * Yes, because he has mastery of the subject matter, accommodating to questions, inject humor to discussions and courteous
- * Yes he (Sir Ador) was a very effective speaker. I gained a lot of knowledge from him that I may soon apply to our section's present situation in dealing with RCA most especially.
- * Yes because he can explain the subject matter very well.
- * Speaker was effective. Ideas were presented clearly. Questions were answered sufficiently.

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

- * Very accomodating to queries
- * Great example
- * He is knowledgeable
- * Full of ideas and information, articulate
- * Lively speaker
- * Explain the topic cleary
- * Have positive and open outlook
- * Gentle
- * Approachable
- * Good job
- * Experienced facilitator and knows his topics excellently.
- * He has the ability to establish rapport to participants and open to queries and able to suggests solutions
- * Not boring speaker, may dating Ang mga sinasabi
- * Patient, understanding
- * What I like about sir Ador is his peculiar ability to stir ones mind in answering questions that serves as discussion material. There is something in his aura, vocal tone, intonation, use of humor, sarcasm and minute facial muscular movements that makes you question your own respuestas y preguntas, thus, making the discussion all the more interesting and discussion.
- * Sir Ador always has this wonderful equilibrium effect on my level of understanding
- * Intelligent and modest
- * Aside from a very effective speaker, he is also a jolly speaker. Hindi po ako inaatok sa mga lectures nya. 😊
- * A very interesting speaker and very accomodative to answer questions
- * He is able to lead the flow of discussions.

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

- * Include more examples
- * More workshops
- * The speaker is subject matter expert
- * Additional practical examples of matters being discussed. Thank you!
- * Show actual sample of RCA not just the template
- * Continue his style + additional wit
- * None (2)

SPEAKER EVALUATION

ADOR G. PAULINO

Training Course on Root Cause Analysis and Corrective Action Formulation for the
Quezon City Government
Quezon City General Hospital / Jul 12 & 13, 2023

Part 1: SUBJECT MATTER

Attributes	Low	Satisfactory	Very Good
1. Level of Content	0	3	19
2. Appropriateness	1	2	18
3. Applicability	0	2	18
	Incomplete	Adequately	Complete
4. Level of Coverage	0	2	19

Part 2: SPEAKER

	1	2	3	4	5	Ave
A. ACHIEVEMENT OF SESSION OBJECTIVES	0	0	0	5	16	4.76
B. MASTERY OF SUBJECT MATTER						
1. Ability to exhibit knowledge of subject matter	0	0	0	4	17	4.81
2. Ability to answer participants' questions on the subject matter	0	0	0	5	16	4.76
3. Ability to inject current developments relevant to the topic	0	0	0	5	16	4.76
4. Ability to balance principles/theories with practical applications	0	0	0	7	14	4.67
C. PRESENTATION OF SUBJECT MATTER						
1. Preparedness of speaker	0	0	0	4	17	4.81
2. Ability to organize materials for clarity and precision	0	0	0	4	17	4.81
3. Ability to arouse interest	0	0	0	6	15	4.71
4. Ability to use appropriate instructional materials	0	0	0	5	16	4.76
D. TEACHER-RELATED PERSONALITY TRAITS						
1. Ability to establish rapport	0	0	0	7	14	4.67
2. Considerateness	0	0	0	4	17	4.81
E. ACCEPTABILITY OF SPEAKER AS RESOURCE PERSON	0	0	0	5	16	4.76
					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, because he was able to meet the expectations of every participants

yes. Knowledgeable

yes cause he has broad knowledge about his topic

effective (2x)

effective because he entertains questions to clarify the subject

yes, he entertains questions to clarify the subject

yes, he entertains questions and asuggestions

effective. Very knowledgeable to the course topic about RCA and CAR

Yes the speaker was effective. Sir Ador knows the course

Yes. He knows the subject matter well

yes, very effective since he explained his topic very well

the speaker is effective in the delivery of the training course and explained very well the topic

Yes. Encourage the participants to ask questions

effective. Knowledgeable on the topic

speaker was effective since he is knowledgeable about the course

knowledgeable on the topic

yes topics are clearly explained

yes very effective

the speaker is effective because he is well versed on the training course on root cause analysis

SPEAKER EVALUATION
ADOR G. PAULINO

Training Course on Root Cause Analysis and Corrective Action Formulation for the
Quezon City Government
Quezon City General Hospital / Jul 12 & 13, 2023

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

very knowledgeable on the subject

he is very clear and loud when explaining the topic

intelligent

listens and explains thoroughly with the comments asked

with sense of humor

he can impart his knowledge

clear delivery of topic

approachable

he is knowledgeable and well verse on the subject matter

he is a cool speaker

happy to discuss

he is expert in the training course

very accommodating in answering questions

he was able to share his expertise on the subject matter

he is approachable and helpful when asked for clarifications

expert in his topics

good speaker

effective speaker

excellent

he is knowledgeable on the training course

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

No need to improve. He is an excellent RP

nothing. Thumbs up

more time

more examples of other agency work

longer time to give examples to understand more the topic being discussed

none so far

more specific examples

SPEAKER EVALUATION

SAMUEL C. ROSAL

**Training Course on Root Cause Analysis and Corrective Action Formulation for the
Quezon City Government
Quezon City General Hospital / Jul 12 & 13, 2023**

Part 1: SUBJECT MATTER

Attributes	Low	Satisfactory	Very Good
1. Level of Content	0	3	18
2. Appropriateness	0	2	18
3. Applicability	0	1	19
	Incomplete	Adequately	Complete
4. Level of Coverage	0	1	19

Part 2: SPEAKER

	1	2	3	4	5	Ave
A. ACHIEVEMENT OF SESSION OBJECTIVES	0	0	0	4	16	4.80
B. MASTERY OF SUBJECT MATTER						
1. Ability to exhibit knowledge of subject matter	0	0	0	4	16	4.80
2. Ability to answer participants' questions on the subject matter	0	0	0	5	15	4.75
3. Ability to inject current developments relevant to the topic	0	0	0	4	16	4.80
4. Ability to balance principles/theories with practical applications	0	0	0	4	16	4.80
C. PRESENTATION OF SUBJECT MATTER						
1. Preparedness of speaker	0	0	0	3	17	4.85
2. Ability to organize materials for clarity and precision	0	0	0	3	17	4.85
3. Ability to arouse interest	0	0	0	4	15	4.79
4. Ability to use appropriate instructional materials	0	0	0	2	17	4.89
D. TEACHER-RELATED PERSONALITY TRAITS						
1. Ability to establish rapport	0	0	0	3	17	4.85
2. Considerateness	0	0	0	3	17	4.85
E. ACCEPTABILITY OF SPEAKER AS RESOURCE PERSON	0	0	0	3	17	4.85
					Average:	4.82

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?

Same thing with Sir Ador, they are very knowledgeable on the topic effective. Complete package
very effective in terms of topics he discussed
effective because he is open for suggestions
yes, very effective since he explained his topic very well
yes the speaker is effective because he is well adept on the course being discussed
very effective
yes, because he entertained questions and suggestions
effective, knowledgeable also in the course topic
yes. We understand the lesson well
yes, his lecture can easily be understood
yes. Knowledgeable in subject matter. (2x)
yes, he is knowledgeable and made the participants arouse interest in the topic presented
yes, he has a very clear explanation to the topic presented
speaker is effective since he is knowledgeable about the subject matter
the speaker is effective because he is an expert in the training/seminar conducted
yes, very impressive

SPEAKER EVALUATION
SAMUEL C. ROSAL

**Training Course on Root Cause Analysis and Corrective Action Formulation for the
Quezon City Government**

Quezon City General Hospital / Jul 12 & 13, 2023

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

very professional

wonderful

approachable

has mastery of the subject matter

calm and happy to answer any questions

he is knowledgeable and well versed on the course training

effective speaker

clear explanation of topic

intelligent

patient

accommodating

speaks clearly

he is very lively during discussion

he is very humble and enjoyable when asked for clarifications about the course or topic

the speaker is knowledgeable about the training course

excellent

accommodating and clear explanation

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

thumbs up

to allot more time

don't skip next time the discussion in Pareto Analysis since it is included in the Pre and Post-Test Exam

more examples of actual work of other agencies

set/give more samples

the topic is well delivered

no need to improve he is excellent

be happy always all the time. God bless!

none so far

more specific examples



CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 04-Oct-22

Center : PDC Project Code :
Project Title : Expansion and Sustenance of ISO 9001:2015-Certified QMS of QCG
Client : Quezon City Government
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:

MIRIAM EUPOMELDA A. TANHA

Signature over printed name

Chief Admin. Officer

Position / Designation



CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 28-Oct-22

Center : PDC Project Code : QERHW
Project Title : Expansion and Sustenance of ISO 9001:2015-Certified QMS of QCG
Client : Quezon City Government
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

Project Phase : Project Implementation
Deliverable : TrC on ISO 9001:2015 QMS Requirements and Documentation (B1)

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
MERIAM EUDOMELDA A. TAMAYO
Chief Administrative Officer
Management and Organization Division

Position / Designation



CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 11-Nov-22

Center : PDC Project Code : QERHW
Project Title : Expansion and Sustenance of ISO 9001:2015-Certified QMS of QCG
Client : Quezon City Government
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

Project Phase : Project Implementation
Deliverable : TrC on ISO 9001:2015 QMS Requirements and Documentation (B2)

Acceptance Information/Report



Approved



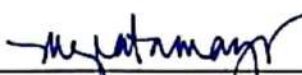
Deferred

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
MIRIAM EUDOMILLA A. TAMAYO
Chief Administrative Officer
Management and Organization Division

Position / Designation

CERTIFICATE OF PROJECT DELIVERABLE ACCEPTEDDate : 16-Nov-22

Center : PDC Project Code : QERHW
Project Title : Expansion and Sustenance of ISO 9001:2015-Certified QMS of QCG
Client : Quezon City Government
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

Project Phase : Project Implementation
Deliverable : TrC on 5S Quality Workplace (B1)

Acceptance Information/Report

Approved



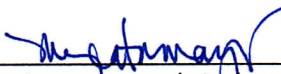
Deferred

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 | <u>4</u> | 5 |
| 2. Project deliverable was submitted within agreed timeframe | 1 | 2 | 3 | <u>4</u> | 5 |
| 3. Project deliverable was acceptable as agreed upon. | 1 | 2 | 3 | <u>4</u> | 5 |
| 4. Project deliverable was made within the standards agreed upon. | 1 | 2 | 3 | <u>4</u> | 5 |

Comments:
(if any)

Authorized Representative/s:



Signature over printed name
MIRIAM EUDOMELDA A. TAMAYO
Chief Administrative Officer
Management and Organization Division

Position / Designation



CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 18-Nov-22

Center : PDC Project Code : QERHW
Project Title : Expansion and Sustenance of ISO 9001:2015-Certified QMS of QCG
Client : Quezon City Government
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

Project Phase : Project Implementation
Deliverable : TrC on 5S Quality Workplace (B2)

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

MIRIAM EUDOMELDA A. TAMAYO

Chief Administrative Officer
Management and Organization Division

Position / Designation



CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 23-Jan-23

Center : PDC Project Code : QERHM
Project Title : Expansion and Sustenance of the ISO 9001:2015-Certified QMS of the QCG
Client : Quezon City Government
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

Project Phase : Project Implementation
Deliverable : Workshop 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 | <u>4</u> | 5 |
| 2. Project deliverable was submitted within agreed timeframe | 1 | 2 | 3 | <u>4</u> | 5 |
| 3. Project deliverable was acceptable as agreed upon. | 1 | 2 | 3 | <u>4</u> | 5 |
| 4. Project deliverable was made within the standards agreed upon. | 1 | 2 | 3 | <u>4</u> | 5 |

Comments:
(if any)

Authorized Representative/s:

Signature over printed name

MIRIAM EUDOMELDA A. TAMAYO

Chief Administrative Officer

Management and Organization Division

Position / Designation



CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 03-Feb-23

Center : PDC Project Code : QERHW
Project Title : Expansion and Sustenance of ISO 9001:2015-Certified QMS of QCG
Client : Quezon City Government
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

Project Phase : Project Implementation
Deliverable : Training Course on Service Process Improvement (Batch 1)

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

MIRIAM EUDOMELDA A. TAMAYO

Chief Administrative Officer
Management and Organization Division

Position / Designation



CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 03-Feb-23

Center : PDC Project Code : QERHW
Project Title : Expansion and Sustenance of ISO 9001:2015-Certified QMS of QCG
Client : Quezon City Government
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

Project Phase : Project Implementation
Deliverable : Training Course on Service Process Improvement (Batch 2)

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
MIRIAM EUDOMELDA A. TAMAYO
Chief Administrative Officer
Management and Organization Division

Position / Designation



CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 09-Feb-23

Center : PDC Project Code : QERHW
Project Title : Expansion and Sustenance of the ISO 9001:2015-Certified QMS of the QCG
Client : Quezon City Government
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)

Authorized Representative/s:

Signature over printed name

Position / Designation

CERTIFICATE OF PROJECT DELIVERABLE ACCEPTEDDate : 02-Mar-23

Center : PDC Project Code : QERHW
Project Title : Expansion and Sustenance of the ISO 9001:2015-Certified QMS of the QCG
Client : Quezon City Government
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

Project Phase : Project Implementation
Deliverable : WS on the Enhancement of QMS Documentation and Implementation 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 | <u>4</u> | 5 |
| 2. Project deliverable was submitted within agreed timeframe | 1 | 2 | 3 | <u>4</u> | 5 |
| 3. Project deliverable was acceptable as agreed upon. | 1 | 2 | 3 | <u>4</u> | 5 |
| 4. Project deliverable was made within the standards agreed upon. | 1 | 2 | 3 | <u>4</u> | 5 |

Comments:
(if any)

Authorized Representative/s:



Signature over printed name
MIRIAM EUDOMELDA A. YAMAYO
Chief Administrative Officer
Management and Organization Division

Position / Designation



CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 10-Mar-23

Center : PDC Project Code : QERHW
Project Title : Expansion and Sustenance of the ISO 9001:2015-Certified QMS of the QCG
Client : Quezon City Government
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:

Signature over printed name

MIRIAM EUDOMELDA A. TAMAYO

Chief Administrative Officer

Management and Organization Division

Position / Designation



CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 12-May-23

Center : PDC Project Code : QERHW
Project Title : Expansion and Sustenance of the ISO 9001-Certified QMS of the Quezon City Government
Client : Quezon City Government
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:

Signature over printed name

MIRIAM EUDOMELDA A. TANAYO

Chief Administrative Officer
Management and Organization Division

Position / Designation

CERTIFICATE OF PROJECT DELIVERABLE ACCEPTEDDate : 19-May-23

Center : PDC Project Code : QERHW
Project Title : Expansion and Sustenance of the ISO 9001:2015-Certified QMS of the QCG
Client : Quezon City Government
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

Project Phase : Project Implementation
Deliverable : TrC on ISO 19011:2018 Guidelines for Auditing Management Systems (B1)

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
MIRIAM EUDOMELDA A. TAMAYO
Chief Administrative Officer
Management and Organization Division

Position / Designation

CERTIFICATE OF PROJECT DELIVERABLE ACCEPTEDDate : 26-May-23

Center : PDC Project Code : QERHW
Project Title : Expansion and Sustenance of the ISO 9001:2015-Certified QMS of the QCG
Client : Quezon City Government
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

Project Phase : Project Implementation
Deliverable : TrC on ISO 19011:2018 Guidelines for Auditing Management Systems (B2)

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
MIRIAM EUDOMELDA A. CAMAYO
Chief Administrative Officer
Management and Organization Division

Position / Designation

CERTIFICATE OF PROJECT DELIVERABLE ACCEPTEDDate : 01-Jun-23

Center : PDC Project Code : QERHW
Project Title : Expansion and Sustenance of the ISO 9001:2015-Certified QMS of the QCG
Client : Quezon City Government
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

Project Phase : Project Implementation
Deliverable : Workshop on Auditing QMS

Acceptance Information/Report

Approved



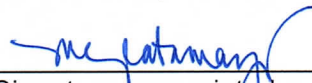
Deferred

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 | <u>4</u> | 5 |
| 2. Project deliverable was submitted within agreed timeframe | 1 | 2 | 3 | <u>4</u> | 5 |
| 3. Project deliverable was acceptable as agreed upon. | 1 | 2 | 3 | <u>4</u> | 5 |
| 4. Project deliverable was made within the standards agreed upon. | 1 | 2 | 3 | <u>4</u> | 5 |

Comments:
(if any)

Authorized Representative/s:



Signature over printed name
MIRIAM EUDOMELDA A. TAMAYO
Chief Administrative Officer
Management and Organization Division

Position / Designation

CERTIFICATE OF PROJECT DELIVERABLE ACCEPTEDDate : 11-Aug-23

Center : PDC Project Code : QERHW
Project Title : Expansion and Sustenance of ISO 9001:2015-Certified QMS of QCG
Client : Quezon City Government
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

Project Phase : Project Implementation
Deliverable : Training Course on Root Cause Analysis and Corrective Action Formulation (Batch 1)

Acceptance Information/Report

Approved



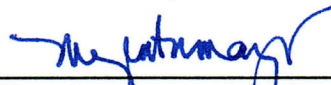
Deferred

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 | <u>4</u> | 5 |
| 2. Project deliverable was submitted within agreed timeframe | 1 | 2 | 3 | <u>4</u> | 5 |
| 3. Project deliverable was acceptable as agreed upon. | 1 | 2 | 3 | <u>4</u> | 5 |
| 4. Project deliverable was made within the standards agreed upon. | 1 | 2 | 3 | <u>4</u> | 5 |

Comments: _____
(if any) _____

Authorized Representative/s:



Signature over printed name

MIRIAM EUDOMELDA A. TAMAYOChief Administrative Officer
Management and Organization Division

Position / Designation

CERTIFICATE OF PROJECT DELIVERABLE ACCEPTEDDate : 13-Aug-23

Center : PDC Project Code : QERHW
Project Title : Expansion and Sustenance of ISO 9001:2015-Certified QMS of QCG
Client : Quezon City Government
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

Project Phase : Project Implementation
Deliverable : Training Course on Root Cause Analysis and Corrective Action Formulation (Batch 2)

Acceptance Information/Report

Approved



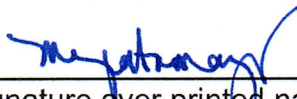
Deferred

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 | <u>4</u> | 5 |
| 2. Project deliverable was submitted within agreed timeframe | 1 | 2 | 3 | <u>4</u> | 5 |
| 3. Project deliverable was acceptable as agreed upon. | 1 | 2 | 3 | <u>4</u> | 5 |
| 4. Project deliverable was made within the standards agreed upon. | 1 | 2 | 3 | <u>4</u> | 5 |

Comments:
(if any)

Authorized Representative/s:



Signature over printed name

MIRIAM EUDOMELDA A. TAMAYOChief Administrative Officer
Management and Organization Division

Position / Designation



CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 29-Nov-23

Center : PDC Project Code : QERHW
Project Title : Expansion and Sustenance of the ISO 9001:2015 Certified QMS of QCG
Client : Quezon City Government
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

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

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
MIRIAM EUDOMELDA A. TAMSI
Chief Administrative Officer
Management and Organization Division

Position / Designation



CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 18-Dec-23

Center : PDC Project Code : QERHW
Project Title : Expansion and Sustenance of the ISO 9001:2015 Certified QMS of QCG
Client : Quezon City Government
Project Manager : Ritchell T. Furigay-Cunanan

Deliverable Information/ Report

Project Phase : Project Implementation
Deliverable : Readiness Assessment

Acceptance Information/Report



Approved



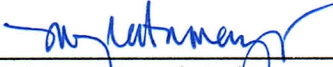
Deferred

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: Activity conducted was fast-paced due to time constraints
(if any) by the Resource Persons.

Authorized Representative/s:


Signature over printed name
MIRIAM EUDOMELDA A. TAMAYO
Chief Administrative Officer
Management and Organization Division

Position / Designation

CERTIFICATE OF PROJECT CLOSURE

Date: 31 December 2023

Project Title : Expansion and Sustenance of the ISO 9001:2015-Certified QMS of QCG
Project Manager : Ritchell T. Furigay-Cunanan
Center : Productivity and Development Center
Project Duration : September 27, 2023 – December 31, 2023
Project Code : QERHW
Client : Quezon City Government

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.)

Authorized Representative of Client Agency:

Signature over printed name

Position/Designation