



Productivity and Development Center

(Center)

[2023] PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code	QEGXN
Project Title	GQMP 2023: Development of a Quality Management System Certifiable to ISO 9001:2015 Standard for the Philippine Space Agency
Project Start	March 01, 2023
Project End	December 31, 2023
Project Price	NA
Client Organization	Philippine Space Agency

II. Project Team

Project Manager	Janina Angeli M. Ferrer
Team Members	Hazelyn Anne V. Baure, April Ponce Espino, Orlando B. Botero, Jr., Ma. Elizabeth F. Estanislao, Ador G. Paulino, Ritchell T. Furigay-Cunanan, Aileen A. Ricohermoso
Supervising Fellow	Samuel C. Rosal
Consultants/ Resource Persons	Loral Ann M. Beltran, Samuel C. Rosal, Ador G. Paulino, Ritchell T. Furigay-Cunanan, Ma. Elizabeth F. Estanislao, Aileen A. Ricohermoso

III. Project Details

Project Description	The DAP Project Team provided the Philippine Space Agency (PhilSA) technical assistance to facilitate the establishment of an ISO 9001:2015 QMS, covering the coordination and integration of policies, programs, and resources for the national space program of PhilSA.
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Trainings were conducted and facilitated to enhance the knowledge and capability of select PhilSA officers and staff and aid them in a better QMS implementation. Different workshops and technical guidances were provided for the PhilSA in order for the participants to demonstrate their skills and assess their understanding on the lectures delivered during the different project activities.

Project Objective	The project aimed to establish a QMS certifiable to ISO 9001:2015 standard for the PhilSA covering the management, core, and support processes in the coordination and integration of policies, programs and resources for the national space program, as well as effect improvements in the quality of its services.
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Specifically, the project was designed to:

- Enhance the understanding and appreciation of key officers and staff on the principles and requirements of ISO 9001:2015 standard;
- Develop the capabilities of key officers and staff in preparing for and sustaining the ISO 9001:2015 certification;
- Prepare the documentation and implementation requirements for QMS certification and for maintaining and sustaining the established QMS; and,

Productivity and Development Center

(Center)

[2023] PROJECT ACCOMPLISHMENT REPORT

- Exhibit verifiable process and/or service quality improvement in the provision of PhilSA's services.

Focus Area	Public Sector
Project Type	Technical Assistance
Project Beneficiary	Public Sector
Regional Coverage	Nationwide

IV. Project Accomplishments

Key Activities Implemented	<p>1) Project Team Meetings</p> <p>2) Conduct of Assessments, Orientation, Trainings, Workshops, and Technical Guidances related to the Development of a PhilSA QMS Certifiable to the ISO 9001:2015 Standard</p> <ul style="list-style-type: none"> • Initial Quality Performance Assessment • Orientation on ISO 9001:2015 QMS • Training Course on ISO 9001:2015 QMS Requirements and Documentation • Workshop on Process Mapping and Risk-Based Quality Planning • Training Course on 5S Quality Workplace • Workshop on QMS Documentation • Technical Guidance on the Enhancement of Operational Controls and Procedures • Workshop/Technical Guidance on Productivity and Service Quality Improvement • Technical Guidance on QMS Implementation • Training Course on ISO 19011:2018 Guidelines for Auditing Management Systems • Workshop on Auditing QMS • Training Course on Root Cause Analysis and Corrective Action Formulation • Technical Guidance on Management Review • Readiness Assessment
Major Outputs	<p>1) Twenty (20) participants trained for four Training Courses</p> <p>2) Workshop / Exercise Outputs</p>
Project Impact	<p>1) The participants from PhilSA were able to enhance their understanding, knowledge, and appreciation of the ISO 9001:2015 QMS standard in the context of PhilSA, and apply the concepts learned through the different workshops and exercises;</p> <p>2) The PhilSA was able to develop the capabilities of its Quality Management Team and activity participants in preparing and planning for the sustenance of their ISO 9001:2015 certification, including the preparation of their documentation and QMS implementation requirements;</p> <p>3) The PhilSA personnel became more cognizant about their offices' roles within their agency and are now able to explain them better to people outside their organization; and,</p>

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4) Throughout the project, best practices were recognized by the PhilSA personnel and were shared with other members of the organization.

Lessons Learned

- 1) The commitment and cooperation of the DAP Project Team and the PhilSA Secretariat and Quality Management Team are vital to the success of the project implementation;
- 2) There is a need to emphasize the concept of continual improvement and collaboration between participant groups and both parties (DAP and PhilSA) to create enhanced and improved workshop outputs; and,
- 3) Open communication between the DAP and PhilSA secretariat is needed to determine, contain, manage, and learn from challenges that the project may face.

V. Attachments

- Summary of Evaluation for Course and Resource Person (for trainings):
<http://tinyurl.com/PhilSAQMScourseEvals>, <http://tinyurl.com/PhilSAQMSSpeakerEvals>
- Certificate of Project Deliverable Accepted (for all completed activities):
<http://tinyurl.com/PhilSAQMSCPDA>
- Certificate of Project Closure

Prepared by:
Janina Angeli M. Ferrer
Project Manager, TMO**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

CERTIFICATE OF PROJECT CLOSURE**Date:** December 29, 2023

Project Title : GQMP 2023: Development of a Quality Management System
Certifiable to ISO 9001:2015 for the Philippine Space Agency (PhilSA)
Project Manager : Janina Angeli M. Ferrer
Center : PDC
Project Duration : 01 March 2023 – 31 December 20223
Project Code : QEGXN
Client : Philippine Space Agency

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
Satisfied

Not Satisfied 1 2 3 4 **5** Very

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

Thank you very much to the DAP and its personnel for the successful completion of this
project.

Authorized Representative of Client Agency:



Digitally signed by Paet Leonard
Bryan Bernal
Date: 2024.01.01 11:55:46 +08'00'

LEONARD BRYAN B. PAET, Ph.D.

Signature over printed name

Quality Management Team Chairperson

Position/Designation