



Productivity and Development Center

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2024 PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code	QBGZF
Project Title	GQMP 2024: Capability-Building Intervention on Quality Management System (QMS)
Project Start	January 15, 2024
Project End	December 30, 2024
Project Price	PHP 10,047,000.00
Client Organization	Various Public Sector Agencies

II. Project Team

Project Manager	Melani Garcia-Mercader
Team Members	Joanah Ruth P. Lupanggo Jelriz Joi C. Lanip Ryan Vincent V. Lim Stefhanie A. Lacbayo Rica Pilar T. Bustamante Ann Margaret B. Reyes Mark Allan Lepatan Ivy Liezl Vinluan
Supervising Fellow	Ma. Theresa A. Agustin
Center Head	Arnel D. Abanto

III. Project Details

Project Description	The GQMP shall implement various Capability Building Intervention on the Quality Management System particularly, Training Courses on Knowledge Management, QMS Requirements and Documentation, Auditing QMS, 5S Quality Workplace and Business Excellence (BE) Self- Assessment to selected beneficiary agencies (BAs). The program integrates the use of various process/service quality improvement tools and techniques, such as risk management, Self-assessment and Knowledge Management among others, to enhance the implementation of the Beneficiary Agencies' Quality Management System.
Project Objectives	The project aims to enhance the effectiveness of the Quality Management System of the Beneficiary Agencies by adopting different enhancement/improvement mechanisms such as ISO 31000 Risk Management Guidelines; Knowledge Management, or the BE Self-Assessment to accelerate evidence-based performance improvement in the delivery of public services;
Focus Area	Quality Management System
Project Type	Education/Training
Regional Coverage	Nationwide



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IV. Project Accomplishments

Key Activities
Implemented

Pre-Implementation Phase

1. Finalization of Mobilization Documents – Complete and finalize the work plan, logical framework (log frame), financial plan, Letters of Commitment (LOCs), and Letters of Invitations (LOIs).
2. Coordination Meetings – Conduct alignment meetings with the project team, counterpart team, and resource persons to ensure clarity on roles, expectations, and deliverables.
3. Engagement Preparation – Organize and prepare for the Meet and Greet session with the Beneficiary Agencies to establish rapport and align objectives.
4. Development of Needed Documents/Materials – Prepare presentations, welcome letters, activity guides, self-assessment templates tailored for each Beneficiary Agency, and other relevant materials to support the engagement.
5. Project Coordination – Confirm the availability of resource persons and finalize the list of participants for the program.
6. Logistical Arrangements – Coordinate with the counterpart team to finalize logistical requirements, including the selection of an online platform or physical venue, development of the opening program, integration of energizers, and planning for the Management of Learnings (MoL) to enhance the training/activity experience.
7. Customization of Orientation Materials – For the Orientation on Business Excellence, tailor the Business Excellence (BE) Self-Assessment Tool per participants and distribute it in advance to facilitate a more effective session.

Implementation Activities

8. Execution of Training Sessions and Activities – Successfully conducted training courses, orientations, meetings, Meet and Greet sessions, and follow-up activities, ensuring active engagement of the participants and knowledge transfer.
9. Role as Resource Person – Delivered the Orientation on Business Excellence, providing insights and facilitating discussions to enhance participants' understanding.
10. Co-Facilitation of Business Excellence Training – Served as a co-Resource Person for the training course on Business Excellence, contributing subject matter expertise and supporting interactive learning.
11. Certification Process – Prepared and distributed e-certificates to participants upon the successful completion of each training course.
12. Documentation and Record-Keeping – Recorded and documented key discussions, action points, and proceedings from activities and meetings for reference and reporting purposes.
13. Stakeholder Coordination – Maintained proactive communication with Beneficiary Agencies to ensure smooth implementation of the training course and follow-up activities.
14. Project Certification – Prepared and issued the Certificate of Project Deliverable Accepted for every implemented activity, along



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with the Certificate of Project Closure upon completion.

15. Project Deliverable Tracking – Coordinated with Project Leads to monitor progress, follow up on outstanding deliverables, and ensure timely completion.
16. Implementation Monitoring – Tracked and assessed the status of implementation and deliverables, identifying areas for improvement and ensuring alignment with project objectives.
17. Score Report Preparation and Review – Developed and reviewed Score Reports for selected Beneficiary Agencies, with those who completed the BE Self-Assessment process.
18. Evaluation Data Management – Consolidated and encoded Resource Speaker and course evaluations after each training session to assess effectiveness and areas for enhancement.
19. Evaluation Feedback – Analyzed and shared evaluation results with Resource Persons to facilitate continuous improvement and refinement of training methodologies.
20. Honoraria Processing – Facilitated the preparation and evaluation of honoraria for Resource Persons, ensuring timely release of payment.

Post- Implementation

21. Collection and Processing of Project Certification Documents – Facilitated the completion and submission of the Certificate of Project Deliverable Accepted (CPDA) and Certificate of Project Closure (CPC) from each Beneficiary Agency, ensuring proper documentation of project deliverables.
22. Project Team Debriefing – Conducted a post-implementation debriefing with the project team and the Beneficiary Agency representatives to evaluate key learnings, challenges, and areas for improvement for future initiatives.
23. Financial Liquidation – Processed and reconciled all necessary expenses, ensuring accurate and transparent financial reporting.
24. Quarterly and Accomplishment Reporting – Prepared and finalized the quarterly project report and overall accomplishment report, documenting progress, impact, and key milestones achieved.
25. Comprehensive Project Reporting – Compiled and authored the Project Accomplishment Report and other required reports/updates for submission to the Government Quality Management Program (GQMP), ensuring compliance with the reporting requirements.

Major Outputs

Capability Building Intervention Summary

- Successfully conducted a capability-building intervention for 27 Beneficiary Agencies (BAs), equipping them with essential skills and knowledge in quality management and Business Excellence.
- 14 organizations participated in QMS-related courses, focusing on QMS Requirements and Documentation, Auditing QMS, Root Cause Analysis, and Risk Management.
- 3 organizations received training on 5S Quality Workplace,



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enhancing workplace efficiency and organization.

- 2 organizations availed of the Knowledge Management training course, strengthening their ability to capture, share, and utilize institutional knowledge.
- 1 organization underwent training on Service Process Streamlining, improving workflow efficiency and service delivery.
- 7 Beneficiary Agencies participated in the Business Excellence (BE) Self-Assessment Training, enabling them to evaluate and enhance their performance based on BE framework.

In summary the following interventions were availed by the different Beneficiary Agencies, including the dates of the conducted activities:

Organization	BE Orientation	Training Conducted	Follow-Up Activity
Training Course on QMS Requirements and Documentation			
1. Professional Regulation Commission (PRC)		July 9-12, 2024	Sept. 9, 2024
2. Land Bank Securities Inc. (LBSI)		Sept. 10-13, 2024	Oct. 21, 2024
3. Commission on Elections (COMELEC)		Oct. 22, Nov. 8, 11, 15, 2024	Dec. 11, 2024
4. Ilocos Sur Medical Center (ISMC)		Sept. 24-27, 2024	Nov. 25, 2024
5. Local Government of Imus, Cavite		Aug. 20-23, 2024	Oct. 11, 2024
6. Philippine Retirement Authority (PRA)		Jan. 17-20, 2023	Feb. 28, 2023
7. Zamboanga City Water District (ZVWD)		Nov. 19 – 22, 2024	Dec. 12, 2024
Training Course on Auditing Quality Management System			
8. University of Northern Philippines		Aug. 13-16, 2024	Sept. 20, 2024
9. Municipal Government of Barcelona, Sorsogon		Sept. 23-26, 2024	Dec. 16, 2024
10. Sulu State College (SSC)		Nov. 26-29, 2024	Dec. 10, 2024
11. Movie and Television Review and Classification Board (MTRCB)		Nov. 5-7, 2024	Dec. 12, 2024
Training Course on Root Cause Analysis			
12. Philippine Commission on Women (PCW)		May 7-9, 2024	Dec. 3, 2024
13. Philippine Institute of Volcanology and Seismology (PHIVOCs)		Nov. 20, 22, 27, 2024	Dec. 10, 2024
14. Department of Education,		Oct. 9 – 11,	Nov. 22,



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Aurora Schools Division Office (DepEd Aurora SDO)	2024	2024
Training Course on Risk Management		
15. Municipal Government of Calauan, Laguna	July 2-4, 2024	Sept. 12, 2024
Training Course on 5S Quality Workplace		
16. West Visayas State University Medical Center (WVSUMC)	July 30-Aug. 2, 2024	Sept. 17, 2024
17. Davao De Oro State College (DDOSC)	Oct. 23-25, 2024	Dec. 6, 2024
18. Agusan del Sur State College of Agriculture and Technology (ASSCAT)	Sept. 24-26, 2024	Nov 25, 2024
Training Course on Knowledge Management		
19. Department of Labor and Employment Region XI (DOLE XI)	April 16-18, 2024	May 20, 2024
20. Department of Science and Technology Region III (DOST III)	Oct. 22, 28 and 29, 2024	Dec. 6, 2024
Training Course on Business Excellence (BE) Self-Assessment		
21. University of Antique (UA)	Oct. 8, 2024	Nov. 12 -15, 2024
22. Batangas State University (BATSU)	Apr. 3, 2024	May 13-17, 2024
23. Central Luzon State University (CLSU)	May 16, 2024	June 4-7, 2024
24. Central Mindanao University (CMU)	Mar. 26, 2024	April 22-25, 2024
25. Dr. Emilio B. Espinosa Sr. Memorial State Collage of Agriculture and Technology (DEBESMSCAT)	Sept. 30, 2024	Oct. 1-4, 2024
26. Philippine Science High School – Region IV-A (PSHS IVA)	Nov. 18, 2024	Nov. 19- 22, 2024
Training Course on Service Process Streamlining (SPS)		



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27. Davao Regional Medical Center (DRMC)	July 22-25, 2024	Oct. 16, 2024
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Project Impact

- The project was able to train a total of seven hundred seventy-one (771) participants with two hundred eighty-four (284) males and four hundred eighty-seven (487) females. A clear indicator that a large percentage of the learning opportunities benefitted women.
- Through this project, the BAs had the opportunity to engage in targeted training interventions designed to enhance their capability and performance. The program equipped selected individuals with knowledge and skills in Quality Management System approaches, Business Excellence, Knowledge Management, and Strengthening Risk Management and others. To reinforce learning, a follow-up activity was conducted to ensure participants' effective application of their learnings.
- The consensus-building exercises during the BE orientation were an eye-opener for many BAs that availed the Business Excellence Self-Assessment. Aside from teaching the organizations on how to answer the tool, the highlight of the intervention during the orientation was the consensus building. It highlighted the interconnectedness, linkages and harmonization of the processes and systems of the different offices/units in the organization. Through this intervention, participants recognized how little they knew about each other's functions and gained a deeper understanding of how their processes align and work together to fulfill their mandates.
- On the Business Excellence (BE) front, organizations have taken major strides toward quality recognition and institutional improvement. BATSU and CMU plan to pursue the Philippine Quality Award (PQA), with CMU also focusing on academic program quality, international accreditation, and participation in global university rankings. The establishment of a dedicated Quality Assurance Center is also part of CMU's long-term vision.
- The University of Antique and DEBESMSCAT have also committed to the PQA journey, forming dedicated teams for self-assessment, benchmarking, and capability-building initiatives. The Philippine Science High School – Region IV-A formalized its efforts by creating a PQA Task Force and setting clear timelines for self-assessment and application submission. The CLSU had an appreciation of the BE Framework and was able to affirm its intention to pursue its application to the PQA by next year.
- The ASSCAT leveraged 5S training to reorganize office spaces and develop a standardized quality workplace model. Similarly, the DDOSC and the WVSUMC revived their 5S Core Team, drafting a workplace standard that is now under review for full implementation. In addition, the WVSUMC is drafting a Quality Workplace Standard and plans to institutionalize 5S training by the end of 2025. These developments showcase the significant progress made in enhancing their



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management systems across multiple organizations.

- The impact and outcomes of the Quality Management System (QMS) interventions have been significant across various agencies. The PRC in particular, took proactive steps by benchmarking with other agencies, reviewing sample QMS manuals, and ensuring up-to-date and accessible documentation. Staff members were assigned specific tasks to prepare for ISO certification, with a focus on drafting the Quality Procedure Manual. Training sessions enhanced personnel understanding of ISO certification fundamentals and documentation processes.
- The PCW refined its QMS through revised audit-related documentation and enhanced internal auditing capabilities.
- Meanwhile, the City Government of IMUS developed a structured approach by creating a Gantt chart and timeline for ISO-related action plans. They drafted and sought approval for ISO-related guidelines, conducted capability building intervention for the ISO teams, and initiated advocacy and awareness campaigns. These efforts contributed to more efficient planning and implementation of ISO 9001:2015 standards.
- The Land Bank Securities Inc. identified key internal and external issues affecting operations and implemented a standardized risk management response, particularly in customer service. The Ilocos Sur Medical Center structured its ISO journey by defining roles, cascading strategic maps and SWOT analyses, and reviewing the different ISO clauses. The PRA, on the other hand, strengthened its personnel foundation for QMS implementation and sought additional capability-building interventions for 2025.
- The Zamboanga City Water District expressed appreciation for the training, which enhanced staff knowledge on ISO 9001:2015 documentation, setting the stage for future certification efforts. At the same time, PHIVOCS cascaded the QMS fundamentals and RCA knowledge to new division members and reviewed quality procedures and forms.
- The UNP reinforced its auditing management systems through a re-orientation session. Municipal governments such as the Municipal Government of Barcelona and Municipal Government of Calauan focused on reviewing existing documentation, risk management training dissemination, and implementing structured risk registers.
- The Davao Regional Medical Center developed long-term plans to enhance quality reporting, conduct benchmarking, and improve risk management processes.
- The DOLE institutionalized its management committee and conducted learning sessions to align its workforce with quality excellence goals.
- Overall, the impact of the interventions is evident across both QMS and BE realms, driving structured quality improvements, fostering continuous learning, and setting organizations on the path to certification and excellence.



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Lessons Learned

- A key factor in the successful implementation of the project was the strong coordination and positive relationship with the counterpart organization. This collaboration ensured the seamless execution of activities.
- The project greatly benefited from the expertise, flexibility, and dedication of seasoned assessors and resource persons. Each resource person was highly qualified and widely appreciated by participants. They provided valuable guidance to enhance workshop outputs and offered practical tips to solidify participants' inputs and learning.
- Among all the beneficiary agencies, two agencies faced challenges in scheduling the training due to their busy schedules. This created logistical difficulties and gaps in knowledge retention among participants, making it harder to sustain the information and skills acquired.
- One of the beneficiary agencies was led by a consultant rather than a regular employee. This created challenges, as the number of participants was not maximized during the training and very few attended the Follow-Up Activity as well. Also, the Project Team had limited engagement with the agency's employees, interacting only with the consultant. While the mayor signed all necessary documents, the team did not have the opportunity to meet him in person, which may have impacted stakeholder engagement and project visibility.
- Another significant challenge in the project's implementation was the sudden increase in the number of beneficiary agencies assigned to PQTO in the last quarter of the year. With a strict year-end deadline, the team had limited time to pause, reflect, and refine their approach. This pressure was further amplified by the substantial workload, as the team had to manage a total of 27 BAs—more than double the 13 BA's assisted last year—placing great demands on the team's capacity and resources.

Attachment:

- Photo Documentation

Prepared by:


MELANI GARCIA-MERCADER
Project Manager

Approved by:


MA. THERESA A. AGUSTIN
Program Director

Noted by:


ARNEL D. ABANTO
Managing Director

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