



Productivity and Development Center

(Center)

2023 PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code	QBPUQ
Project Title	Capability Building on the Philippine Quality Award Program (PQA) 2023
Project Start	February 15, 2023
Project End	December 30, 2023
Project Price	PHP 4,036,800.00
Client Organization	Various Public Sector Agencies (Public Offering)

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 Yuri R. Munsayac Milagros S. Roa
Supervising Fellow	Ma. Theresa A. Agustin
Center Head	Arnel D. Abanto

III. Project Details

Project Description	The Philippine Quality Award (PQA) is the highest recognition being given to organizations with exemplary performance. The PQA Program is a global competitiveness template that aims to encourage and engage organizations to strive for and attain performance excellence.
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The project aims to help the government's call for public sector to deliver a more responsible and citizen-centric public sector delivery. There is a need to heighten awareness and build individual and organizational capabilities of public sector agencies to adopt the PQA Framework for superior results.

The project involves the implementation of in-house and public course offerings of the PQA Application Development Course to various public sector agencies. Included in the project is the implementation of a Training Course on Interpersonal Communication.

Also included in the program is the PQA Award Administration since the DAP is the PQA Award Administrator for the Public Sector.



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Project Objectives	To increase the number of public sector organizations that are aware of the Philippine Quality Award and to encourage the public sector to adopt the BE/PQA Framework.
Focus Area	Transformation and innovation towards performance excellence
Project Type	Education/Training
Regional Coverage	Nationwide

IV. Project Accomplishments

Key	Activities	Pre-Implementation
Implemented		1. Preparation and finalization of workplan, log frame, financial plan, LOCs, LOIs, Training Programs and PRs. 2. Coordination meeting with the project team, management team and resource persons. 3. Preparation of presentations/invitations/brochures, etc. 4. Follow-up confirmation of resource persons and participants. 5. Preparation and coordination with logistical requirements like conduct of training using online platform or face to face modality, finalization of opening program and all the Management of Learnings and energizers that will be used in the conduct of the training. 6. Development of training course design for the Training Course on Interpersonal Communication for the National Irrigation Administration. 7. Review and processing of Eligibility Information Form of PQA applicants. 8. Review and coordination with applicants regarding the Application Report. 9. Checking of conflict of interest with assessors. 10. Distribution of the Application Report to the assessors.
		Implementation 11. Actual conduct of the training courses/orientations/ meetings, etc. 12. Preparation and distribution of e-certificates. 13. Collection of registration fees and issuance and sending of Official Receipts. 14. Documentation/recording of activities and meetings proceedings. 15. Conduct of orientation to the applicants and assessors. 16. Conduct of Organizational Briefing to the assessors. 17. Provision of meeting links and assistance to the assessors during their consensus review meetings. 18. Monitoring of the assessor's submission of Independent Review 19. Conduct of dry-run for the site visit. 20. Coordination and communication to the applicants and assessors on the Site Visit. 21. Provision of assistance to ensure a smooth site visit implementation. 22. Assistance in the conduct of the final consensus meeting. 23. Monitoring of the status of the presentation to the Board of Judges.



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24. Participation in the presentation to the Board of Judges.
25. Review of the Feedback Report.

Post- Implementation

26. Consolidation and encoding of resource speaker and course evaluations.
27. Project team debriefing.
28. Liquidation of necessary expenses.
29. Preparation and evaluation for the honoraria of the resource persons.
30. Feedback of the evaluation results to the Resource Persons
31. Debriefing session with the project team.
32. Preparation of certificate of satisfactory service rendered by the assessors.
33. Participation in the conferment ceremony.
34. Preparation and finalization of project accomplishment report.

Major Outputs

1. Conducted five (5) Public Course Offerings of the PQA Application Development Course (PADC): March 10-14, 2023; May 8-12, 2023; August 14-18, 2023; October 16-20, 2023; and December 4-8, 2023. In these five (5) batches, the 3rd and 5th batches were conducted on a face-to-face modality, while the others were conducted online.
2. Conducted four (4) in-house training courses - two PQA Application Development Course for the Kalinga State University (KSU) on April 17-21, 2023 and the Southern Luzon State University (SLSU) on September 18-22, 2023.

Meanwhile, the National Irrigation Administration (NIA) Region III requested the Academy to develop a training course on interpersonal relationship. Two batches were conducted for NIA Region III on September 26-28, 2023. Afterwards, the NIA Bulacan Irrigation Management Office also requested for the same training course to be conducted for their employees. Two more batches of the same training were conducted on December 6-7 and 11-12, 2024.

3. PQA Administration
 - Processed eighteen (18) Eligibility Information Form (EIF);
 - Participation in the calibration session for the assessors and judges;
 - Coordinated with fifty (50) assessors, twenty (20) assessors for Batch 1, consisting of eleven (11) female and nine (9) male assessors. For Batch 2, there were thirty (30) assessors, seventeen (17) females and thirteen (13) males. The coordination ranges from asking them about any conflict of interest with the



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assigned applicant, to monitoring of their Independent Review and other details pertaining to all the activities under the PQA Assessment such as the Organizational Profile and Sectoral Briefing, Consensus Review, Site Visit, Final Consensus Review, Preparation of their presentation to the Board of Judges and Feedback Report writing.;

- Reviewed completion of the eleven (11) application reports for finalization of applicants;
- Distributed soft copies and hard copies of the application report to assessors online and via courier;
- Conducted eleven (11) applicant's orientation;
- Conducted eleven (11) assessor's orientation per team;
- Conducted eleven (11) Organizational Briefing for the assessors in coordination with the applicant-organizations;
- Conducted sectoral briefing for the first batch of assessment;
- Monitored submission/completion of assessor's Independent Review Scorebook;
- Assisted/hosted the consensus review meetings for the first batch of applicants together with other PQTO first batch assigned staff;
- Conducted the site-visit dry-run with the first batch of applicants (4 applicants);
- Facilitated and assisted in the conduct of the site visit with the help of other PQTO team members;
- Assisted in the final consensus meetings for the 1st batch of applicants;
- Participated in the final Judges Review (1st batch);
- Issued certification for satisfactory service rendered by the assessors' for the first batch and submitted it to DTI-CB;
- Reviewed four (4) Feedback Reports with assistance from the other PQTO/PDC team members assigned;
- Participated in the different PQA meetings and activities initiated by the DTI-CB such as: PQA ManCom Meetings; TWG Meetings; PQA Admin Meetings; PQA Execom Meetings, among others.

Project Impact

- The project was able to train a total of two hundred ninety-five (295) participants, compared to one hundred forty-five participants last year. With one hundred sixty-nine (169) females and one hundred twenty-six (126) males. This was an indicator of the growing interest of the public sector agencies to understand, appreciate and adopt the PQA/BE Framework.
- A total of eighteen (18) public sector organizations submitted EIFs and eleven (11) of them proceeded with their applications. The number of EIFs received was also an indicator of the growing



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interest from the public to adopt the PQA Framework and level-up its performance.

Lessons Learned

On the PQA Administration:

- Aside from the influx on the number of applicants for 2023 coupled with the problem on the budget for the payment of the assessors, which was under DTI-Competitiveness Bureau, two batches of the PQA assessment were done. Although the first batch was successfully conducted and ended in November, the second batch also started mid of November 2023. The downside of this was the spill-over, which has an implication on the budget, given that the PQA Award Administration will not be part of the PQA deliverable under the PQTO next year. It was suggested last year that in case of an influx of applicants, a cap on the number of applicants can be implemented, however, this was not yet finalized by the PQA Team.
- There was also a difficulty in the intended transition of the PQA administration from PQTO to AIDO since there was only one person who got involved in the transition, although two people were assigned to the project in the beginning. A Gdrive containing all the information needed was prepared for the transition. A series of meetings were also done in order to prepare the assigned people in the transition. Questions from these assigned staff were all entertained and the processes were explained every step of the way. The AIDO staff assigned had the privilege to attend formal trainings on the PQA, as part of the preparation for transition. Unfortunately, the concerned staff was only able to get involved in selected processes of the award administration, since they were also busy attending to their other assignments. The partial involvement of the assigned people was proven ineffective in the transition.
- There were also some concerns about the competency and flexibility of the concerned individual in doing the admin work since it entailed purely administrative tasks. There was a mismatch on the work entails and the competency of the assigned individual on the PQA.
- Similar to what happened during assessments in the past, there was still a case of assessors backing-out from their assignment in the middle of the assessment period. Resulting into a more tedious work for the assessors who need to double time in order to accomplish their additional assignments.
- Finding a common schedule for the assessors during consensus reviews and site visit was still a challenge given the number of applicants and assessors.
- The previous regular monthly meetings with the DTI-CB were discontinued. The meetings that were called for were for specific concerns but the general meetings to discuss the details of the



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award administration, were not done anymore.

- Given the number of applicants, there was still a shortage of possible Team Leaders. A capability intervention should also be done to prepare potential team leaders to the task. This should also be cleared with the PQA Manteam, if the Academy can already initiate capability building interventions for the assessors, particularly in developing potential team leaders since this is very crucial for the success of the assessment.
- The assessment by batches was more manageable for the PQTO team in terms of the assistance extended to the different teams of assessors. In preparation for the conduct of assessment particularly assisting the team of assessors, the PDC through the PQTO led re-echo sessions to equip the PDC people about the role/tasks of the Academy as an administrator.
- Reviewing the Feedback Report (FR) is another challenge since this is very tedious. The assigned reviewer cannot directly revise on the given template since it was cell-protected. The reviewer needed to type the correction one by one in a word format indicating the specific line per paragraph per item. Once the assessors were done with their correction, it will once again be checked by the assigned reviewer from DAP. The process is repeated until all corrections have been done.

On the conduct of the PQA Application Development Course:

- The PQTO was able to conduct five (5) batches of the PQA Application Development Course (PADC), with three (3) online and two (2) face-to-face modalities. Aside from the public offerings, the PQTO conducted two (2) in-house training sessions with Kalinga State University (KSU) and Southern Luzon State University (SLSU). Aside from the PADC, the office was also able to develop and implemented a Training Course on Interpersonal Communication for both for the National Irrigation Administration (NIA) Region III Office and the NIA Bulacan Irrigation Management Office. One of the challenges in conducting an online course was gauging the level of learning of the participants get since most of the time, they are doing other things or they are multi-tasking. Through the evaluation conducted after the training, participants were honest enough to disclose the low-level of learning they got and expressed that they cannot focus on the training since they were also expected to do other things while attending the training. Suggestions on having the training on a face-to-face modality is better to ensure a more focused attention by the participants on the activities being conducted. There was also a plan to review and revise the existing course design for improvement.
- Two (2) veteran assessors still served as the main Resource Persons for the training on PADC, while the DAP Project Team still delivers the topics for day 1 and selected topics on the Site



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Visit information and BE Self-Assessment on the last day. Although this was the approach, there were comments from the participants that it would be better to have one Resource Person for continuity. One Resource Person for every conduct of the PADC was the old approach. Having two Resource Persons will give more opportunity for the participants to experience different perspectives, they have two sets of examples and will have two inputs from the experts instead of one.

- Another challenge was the long processing of billing statements. Participants have expectations that the Academy can issue the billing statement immediately, which is not the case. The Project Team always explains to the participants that having the official billing statement will take some time. A standard time on the release of the billing statements should be determined so that its availability can easily be relayed to the participants.
- Sending out of the Official Receipts after the training is also challenging since this is done by batches. Aside from that, the PQTO has only one admin person doing this. The process is tedious and expensive and is treated as an additional expense for the Academy. If only the Academy and COA can also relax their rules a bit to allow tying up with other online payment mechanisms like Gcash /Paymaya for easier transactions and to avoid the issuance of a physical Official Receipts. No information yet if this has been discussed and if this will be allowed by the Commission on Audit in particular.

Attachments:

- List of Participants
- Evaluation Results
- Photo Documentation

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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