

Productivity and Development Center

(Center)

[2024] PROJECT ACCOMPLISHMENT REPORT**I. Project Information**

Project Code	:	QDGBE
Project Title	:	GQMP 2024: Foundational Inputs for Enhancing Quality Management System Certification Approach
Project Start	:	16 July 2024
Project End	:	31 March 2025
Project Price	:	PhP 1,500,000.00
Client Organization	:	Department of Budget and Management (DBM)
Status	:	Ongoing

II. Project Team

Project Manager	:	Raymund G. Macanas
Team Members	:	Danielle Marie Irish T. Solaña, Kamille R. Moraleja, Queenielyn I. Rodaje, Jerome John P. Salut
Supervising Fellow	:	Monica D. Saliendres
Resource Persons	:	Francis Mark A. Quimba, PhD.

III. Project Details**Project Description and Objective:**

The adoption of a Quality Management System (QMS) in Philippine public sector organizations (PSOs) is driven by the need to address longstanding issues of bureaucratic inefficiency, corruption, and lack of accountability. By establishing a standardized approach to quality management, the government aims to foster a culture of continuous improvement and customer satisfaction, ultimately leading to better public trust and socio-economic development.

Despite these intentions, the implementation of QMS in Philippine public sector organizations has faced numerous challenges. These include resistance to change, limited resources, and varying levels of commitment across different agencies. With the increasing number of government agencies adopting and earning certification to ISO 9001 QMS, there is a need for a comprehensive analysis of the benefits and costs associated with the QMS implementation to provide evidence-based insights for policymakers and stakeholders.

The study's main objective is to determine and quantify the benefits and costs associated with adopting QMS among Philippine public sector organizations. Specifically, the study primarily aims to: (1) Evaluate the direct and indirect costs associated with the implementation and maintenance of QMS in various government agencies; (2) Assess the benefits realized from the QMS in terms of, but not limited to, improved service delivery, efficiency, and stakeholder satisfaction; (3) Identify the challenges encountered during the QMS implementation and propose strategies to address them; and (4) Provide recommendations for optimizing the QMS framework for better outcomes in the Philippine public sector organizations.

Focus Area: Policy Reform Agenda dev't, policy review, policy advocacy, Productivity-driven development

Project Type: Policy Research and Technical Assistance

Project Beneficiary: Public Sector

Regional Coverage: Nationwide

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IV. Project Accomplishments

Key Activities Implemented

ACTIVITY	DESCRIPTION	TARGETS/OUTPUTS
1. Preparation of the Project Mobilization Documents (16 - 31 July 2024)	During this period, the project team compiled and organized all necessary documents and resources required to initiate project mobilization activities effectively. This includes preparing the PMIS required documents, establishing communication channels, identifying key stakeholders, and outlining the initial project strategy.	Completion of a comprehensive set of mobilization documents, including SO, Project Profile, LogFrame, Taskings/Person-Days, and Financial Plan, among others
2. Preparation of the Work Program (16 July - 10 September 2024)	This phase involved the development of a detailed work program outlining the specific tasks, timelines, and responsibilities for each project team member. It encompasses various project phases, milestones, and deliverables to ensure efficient project execution.	Finalization of the comprehensive work program detailing all project activities, timelines, and resource requirements
3. Creation of the Consultant's Terms of Reference (16 July - 10 September 2024)	This activity entailed creating the consultant's Terms of Reference document to align with the project's objectives, methodologies, and desired outcomes. It involves incorporating feedback from stakeholders, especially GQMP, and ensuring clarity and coherence in guiding the evaluation process.	Consultant's Terms of Reference
4. Consultant Contracting (11 September – 31 October 2024)	• Consultation with BAC regarding consultant engagement (G2G/Private/Individual) • Exploratory meetings and coordination with potential consultant • Preparation of proposal call materials • Formation and briefing of DAP panel to evaluate third-party proposals • Creation and presentation of guide documents and Evaluation Forms to the DAP panel of proposal evaluators • Evaluation Panel and Project Team meeting for review/evaluation of received proposals and ways forward for the project given the OP directives • Evaluation of received proposals	• Call for Proposal materials (e.g., posters, PhilGEPS posting, invitation letters to potential consultant) • Guide documents and Evaluation Forms created for the DAP internal panel of evaluators of proposals • Selected best proposal • Signed and notarized consultant contract
5. Submission of the Study Plan (1-31 November 2024)	The Study Plan contains the detailed work plan for research activities, research design, analysis framework, and data-gathering tools for the study.	Study Plan
6. Crafting of the Final Report (1 December 2024 – 31 March 2025)	Ongoing questionnaire refinement and pilot testing	Final Report

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[2024] PROJECT ACCOMPLISHMENT REPORT**Major Outputs**

- Work Program
- Consultant's Terms of Reference
- Consultant's Contract
- Study Plan
- Final Report

Project Impact

The project is expected to contribute to the intensified adoption of QMS among Philippine public sector organizations by providing empirical evidence of its importance through determining and quantifying the benefits and costs associated with adopting QMS among Philippine public sector organizations

Lesson/s Learned

The project faced significant delays due to the failure to secure timely approvals for the engagement of a consultant and months of delays in the contract processing. These delays in project implementation caused the project outputs to be postponed.

Despite long delays in securing consultant engagement and contracting, remedial actions such as regular follow-ups and parallel review requests have been implemented, ensuring the continued progress of the project.

V. Attachments

N/A

Prepared by:**RAYMUND G. MACANAS**
Project Manager**Noted / Approved by:****ARNEL D. ABANTO**
Center Head/Vice President