



Productivity and Development Center

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2024 PROJECT ACCOMPLISHMENT REPORT FOR THE PERIOD MARCH 1-DECEMBER 31

I. Project Information

Project Code	QEGAF
Project Title	GQMP 2024: Development of a QMS Certifiable to ISO 9001:2015 Standard
Project Start	March 1, 2024
Project End	March 31, 2024
Project Price	PHP 1,855,000.00
Client Organization	City Government of Meycauayan

II. Project Team

Project Manager	Ronald Armin F. Ocampo
Team Members	Arnel D. Abanto Samuel C. Rosal Ronald Armin F. Ocampo Rose May C. De Leon Orlando B. Botero, Jr. April P. Espino
Supervising Fellow	Samuel C. Rosal
Consultant/Resource Person	Rosandro G. Bertis Jane C. Javier Ralph Sherwin A. Corpuz

III. Project Details

Project Description	The City Government of Meycauayan (CGM) created through Republic Act 9356 (RA 9356), is mandated to ensure and support, among other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balanced ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among their residents, maintain peace and order, and preserve the comfort and convenience of their inhabitants. Upon realizing the significance of ensuring consistent and value-adding public services, and continuous improvement of processes and systems, the CGM expressed its interest and
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commitment to transform its current management system to an ISO 9001:2015-Certified QMS to maximize the QMS benefits and effect actual improvement in the delivery of its services.

Thus, as one of the selected GQMP beneficiary agencies that received technical assistance in this endeavor, the DAP implemented the project entitled, "**GQMP 2024: Development of a QMS Certifiable to ISO 9001:2015 Standard for the City Government of Meycauayan.**"

Project Objective

The project aimed to establish a QMS certifiable to ISO 9001:2015 standard in the CGM, covering its management, support, and core processes in the provision of public services, legislation, programs, and projects in the areas of health, social welfare, public information, environmental management, public infrastructure, tourism, public safety, and economic development, as well as effect improvements in the quality of its services.

Specifically, it:

- a. enhanced the understanding and appreciation of the key officers and staff on the principles and requirements of ISO 9001:2015 standard;
- b. developed the capabilities of key officers and staff in preparing for and sustaining the ISO 9001:2015-Certified QMS;
- c. improved the documentation needed for the implementation and sustainability of the established QMS; and,
- d. exhibited verifiable process and/or service quality improvement in the delivery of the services of the CGM.

Focus Area

Productivity for Economic Development

Project Type

Technical Assistance

Regional Coverage

Region 3

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IV. Project Accomplishments

Key Activities Implemented

Activity/Date	Details	Key Outputs
1. Initial Quality Performance Assessment April 2-3, 2024	The activity aimed to evaluate the quality performance of the CGM prior to ISO 9001:2015 QMS implementation, identify its merits and demerits, and propose enhancements to service quality through the ISO 9001:2015 certification of the identified processes and/or sites. The outcomes and insights gathered were presented and deliberated with the CGM's top management, key officers, and staff to establish a shared understanding of the CGM's strengths and weaknesses. Additionally, this activity facilitated ownership development among stakeholders, as they acknowledged the observations and deliberated on the proposed recommendations	1. Forty-One (41) representatives from the management including the City Mayor, Vice Mayor, City Administrator, Department Directors from core and support processes with common understanding of the CGM's strengths and weaknesses in its existing systems and processes. 2. Initial Quality Performance Assessment (IQPA Report on existing systems and processes and service quality improvements.
2. Orientation on ISO 9001:2015 Quality Management System Batches April 11, 2024	The orientation introduced service and quality concepts and principles; and, developed/enhanced participants' awareness, understanding, and appreciation of ISO 9001:2015 QMS, underlining the importance and benefits of implementing/ establishing QMS in the public sector for improving service quality and productivity. The orientation also provided an overview of the project components, roadmap, as well	1. Ninety-Three (93) participants with enhanced awareness, understanding, and appreciation of service quality in the public sector and ISO 9001:2015 QMS. 2. Gathered commitment of the CGM top management, key officers, and staff.

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	as, the roles and responsibilities of the top management, key officers, and staff in the effective implementation of QMS.	
2. Training Course on ISO 9001:2015 QMS Requirements and Documentation April 23-26, 2024	The course enhanced participants' understanding of QMS concepts, principles, and requirements. Workshops and exercises were facilitated to enable the participants to demonstrate their interpretation of the requirements vis-à-vis CGM's existing management system, as well as their skills in drafting the documented information necessary	1. Twenty-Five (25) participants with enhanced knowledge and skills on ISO 9001:2015 QMS requirements and documentation. 2. Initial draft of the following: a. Business Process Model; b. Scope Statement; c. Internal and External Issues; d. Stakeholder's Requirements; and, e. Risks and Opportunity Statements. f. Quality Policy; and, g. Improved quality objectives
3. Workshop on Process Mapping and Risk-Based Quality Planning May 21-23, 2024	The workshop defined the scope of the QMS to determine the different processes that will be covered. It also included the review and enhancement of identifying relevant internal and external issues, needs and expectations of interested parties, quality policy, associated risks and opportunities, and quality objectives that may need to be addressed through risk-based quality planning.	1. Suggested/enhanced tools and guidelines on: a. Internal and external issues b. Interested parties' needs and expectations c. Risk and opportunities assessment and action planning 2. Enhanced versions of the following: a. QMS process map b. QMS scope statement c. List of internal and external issues d. List of relevant interested parties' needs and expectations e. Risk Assessment Matrix f. Risk Management Matrix g. Quality policy statement

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		h. Risks and opportunities 3. Inputs to the enhancement of quality objectives (e.g., strategic objectives, OPCR, IPCR, operations plan).
4. Workshop on QMS Documentation June 18-20, 2024	The workshop aimed to formulate the structure and controls for QMS-documented information. It developed specific documented information to be maintained to describe the QMS, establish quality controls for its processes, and align with ISO 9001:2015 requirements to ensure consistent delivery of quality products and services. Moreover, it aimed to enhance the high-level business process map that integrates and aligns processes to achieve the organization's desired outcomes. Existing management approaches were evaluated vis-à-vis the requirements of ISO 9001:2015 standard to ensure the availability, adequacy, and effectiveness of the QMS documented information.	QMS Core Team members, key officers, and staff capacitated to prepare, draft, and understand the following documented information: - QMS Manual - Control of Documents Procedure - Control of Records Procedure - Control of Nonconformity and Corrective Action - Internal Quality Audit Procedure - Risk Management Procedure
4. Training Course on Service Process Improvement July 17-19, 2024	This activity equipped the participants with the concepts and various approaches to improving processes to achieve consistent quality in public service, as applied to the delivery of government services. It also enabled the participants to come up with action plans to improve identified processes within the CGM.	- Thirty (30) participants with enhanced knowledge and appreciation on the practical approach to process streamlining and service process improvement. - Initial draft of the documented streamlined process. - Initial draft of the improvement action plan and monitoring of the streamlined process.
5. Technical Guidance on Enhancement of	The activity aimed to establish effective controls for all relevant	QMS Core Team members, key officers, and staff capacitated

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Operational Controls and Procedures August 28-30, 2024	processes of the CGM. It included a review of existing process controls and documented information to ensure alignment of operational and support processes.	to understand the current controls as applied to respective processes and to prepare and amend, as necessary, the documented information and controls, to support the operations of the processes both operational and support processes.
6. Technical Guidance on QMS Implementation September 18-20, 2024	This activity aimed to ensure the effective implementation of the QMS in conformance with the requirements of ISO 9001:2015 standards. It included guidance sessions on planning for implementing and cascading the established QMS throughout the organization. An online/on-site visit was conducted to determine the adequacy of implementation vis-à-vis the established documentation and address gaps, if any exist. To ensure the effective implementation of improvement actions, technical guidance, i.e., streamlined processes or any other improvement actions, were provided for identified areas of improvement.	Top Management, QMS Core Team members, key officers, and staff guided on the effective implementation of the established QMS.
7. Training Course on ISO 19011:2018 Guidelines for Auditing Management Systems September 23-26 2024	The course aimed to develop the participants' knowledge and understanding of the concepts, principles, techniques, and practices of performing an effective internal audit in accordance with ISO 19011:2018. It included a review of the requirements of Clause 9.2 of the ISO 9001:2015 standard and its application in the context of an internal audit, with the end goal of improving the established	1. Thirty (30) participants composed of Core Team members and internal quality auditors trained on auditing QMS and capacitated to understand, interpret and audit the QMS requirements, as well as, address the audit findings. The training also enhanced the auditing skills and understanding of the trained auditors on their roles and responsibilities.

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	QMS. Workshops and exercises were facilitated for the participants to demonstrate their skills in planning and performing an effective internal audit, as well as reporting of audit findings.	2. Draft of the following: - Audit Programme; - Audit Plan; - Audit Checklist; and, - Nonconformity Report and Audit Summary for the simulation audit.
8. Workshop on Auditing QMS (Planning and Report Writing) September 27, 2024 October 21-22, 2024	The workshop aimed to ensure the effective conduct of the CGM's actual internal quality audits. It included the development of necessary documents for the audit and the preparation of audit reports. A review of the audit program and procedures for control of nonconformities and corrective action were facilitated to ensure the auditors' familiarization with the internal audit process.	Internal Quality Auditors and QMS team members capacitated to perform internal quality audits from planning to verification of audit findings in conformance to the established procedures on internal quality audit and corrective action.
9. Training Course on Root Cause Analysis and Corrective Action Formulation November 11-13, 2024	The course aimed to impart knowledge and develop the participants' skills in using the problem-solving approach. It included formulation of effective corrective actions to prevent recurrence of the nonconformities. Specific problem-solving tools and techniques to be utilized by process owners in addressing non-conformities raised during internal and external quality audits or during the conduct of daily operations/ activities were introduced in this course.	Thirty (30) participants composed of QMS Core Team members, Internal Quality Auditors, and key officers and staff trained and capable of effectively using the problem-solving tools and techniques in analyzing and validating the root cause/s of nonconformities and formulating solutions to prevent their recurrence.
10. Technical Guidance on Management Review November 18, 2024	The activity aimed to ensure the effective conduct of management review (MR), in order to evaluate the adequacy, suitability, effectiveness, and alignment of the established QMS with the strategic direction of the MARINA. Participants were guided in	- Core Team members, Internal Quality Auditors, and key officers and staff guided on the preparation and finalization of the inputs needed for the conduct of Management Review. - The members of the Top

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	preparing the required MR input documents/materials (agenda) to be presented during the actual management review. During the actual management review, the DAP Project Team attended, observed, and provided feedback.	Management, including Core Team members, and key officers and staff guided on how to improve the conduct of Management Reviews.
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V. Project Impact

1. Enhanced capability on understanding and documenting & enhancing documented information requirements of ISO 9001:2015 for the expanded scope vis-à-vis CGM's documentation structure with consideration on existing certified scope; and,
2. Developed capabilities of the key officers and staff of the CGM in preparing for and sustaining the established QMS.

VI. Attachments

- A. Summary of Evaluations for Course and Resource Person
- B. Certificates of Project Deliverable Accepted
- C. One-Point Lesson

Prepared by:



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Approved:



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Noted by:



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