



Productivity and Development Center

(Center)

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

I. Project Information

Project Code	QEGAG
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	Batanes State College

II. Project Team

Project Manager	Ronald Armin F. Ocampo
Team Members	Arnel D. Abanto Samuel C. Rosal Ronald Armin F. Ocampo Marlon Jasper V. Portea Orlando B. Botero, Jr. April P. Espino
Supervising Fellow	Samuel C. Rosal
Consultant/Resource Person	Jane C. Javier

III. Project Details

Project Description	The DAP, as the National Productivity Organization and the Advocacy and Capability-Building arm of the Government Quality Management Committee, will continue levelling up its quality improvement initiatives aimed at enhancing government agencies' performance in delivering quality services and broadening government-wide quality improvement to ensure that Filipino citizens will greatly benefit from the process and system improvement initiatives. Consequently, the Batanes State College (BSC) created through Republic Act 9314 (RA 9314), is mandated to provide collegiate occupational, technological, and professional training in the fields of fishery, agriculture, environmental sciences, and other related fields of studies. In line with its mission to provide holistic education relevant to the business and industry, supportive of sustainable development for world-class human resources who
---------------------	---

Productivity and Development Center

(Center)

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

	are self-reliant for better quality of lives and preservation of Ivatan and Filipino culture, the BSC seeks to continually improve the delivery of its services and transform its current management system into an ISO 9001:2015-certified Quality Management System (QMS). The BSC signified its interest and commitment, and was selected as one of the GQMP Beneficiary Agencies that will receive technical assistance from the DAP for the establishment of a QMS certifiable status eligible to ISO 9001:2015 standard.
Project Objective	In this regard, the DAP is implementing the project entitled, "Development of a Quality Management System Certifiable to ISO 9001:2015 Standard for the Batanes State College." The project aimed to establish a QMS certifiable to ISO 9001:2015 standard in the BSC, covering the provision of instructions and research and extension services, as well as effect improvements in the quality of its services. Specifically, it: - enhanced the understanding and appreciation of the key officers and staff on the principles and requirements of ISO 9001:2015 standard; - developed the capabilities of key officers and staff in preparing for and sustaining the ISO 9001:2015-Certified QMS; - improved the documentation needed for the implementation and sustainability of the established QMS; and, - exhibited verifiable process and/or service quality improvement in the delivery of the services of the BSC.
Focus Area	Productivity for Economic Development
Project Type	Technical Assistance
Regional Coverage	Region 1

Productivity and Development Center
(Center)

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

IV. Project Accomplishments

Key Activities Implemented

Activity/Date	Details	Key Outputs
1. Initial Quality Performance Assessment May 2-3, 2024	The activity aimed to evaluate the quality performance of the BSC 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 BSC's top management, key officers, and staff to establish a shared understanding of the BSC's strengths and weaknesses. Additionally, this activity facilitated ownership development among stakeholders, as they acknowledged the observations and deliberated on the proposed recommendations	1. Twenty-Three (23) representatives from the management including the President, Department Directors from core and support processes with common understanding of the BSC'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 May 6, 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. Forty-Nine (49) participants with enhanced awareness, understanding, and appreciation of service quality in the public sector and ISO 9001:2015 QMS. 2. Gathered commitment of the BSC top management, key officers, and staff.

Productivity and Development Center

(Center)

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

	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 May 7-10, 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 BSC's existing management system, as well as their skills in drafting the documented information necessary	1. Twenty-Two (22) 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 July 10-11, 15 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

Productivity and Development Center

(Center)

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

		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 July 24-26, 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 29-31, 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 BSC.	- Fourteen (14) 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 Operational Controls	The activity aimed to establish effective controls for all relevant processes of the BSC.	QMS Core Team members, key officers, and staff capacitated to understand the current

Productivity and Development Center

(Center)

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

and Procedures August 27-30, 2024	It included a review of existing process controls and documented information to ensure alignment of operational and support processes.	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 24-26, 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.

V. Project Impact

Enhanced capability on understanding and documenting & enhancing documented information requirements of ISO 9001:2015 for the identified scope.

VI. Attachments

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



Productivity and Development Center

(Center)

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

Prepared by:



Ronald Armin F. Ocampo
Project Manager

Approved:



Samuel C. Rosal
Director, PDC-TMO

Noted by:



Arnel D. Abanto
Vice President, PDC