

Productivity and Development Center

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

Project Code	QEGAL
Project Title	GQMP 2024: Expansion of the ISO 9001:2015-Certified Quality Management System of the Zamboanga Peninsula Polytechnic State University
Project Start	1 March 2024
Project End	31 December 2024
Project Price	PhP 1,672,500.00
Client Organization	Zamboanga Peninsula Polytechnic State University

II. Project Team

Project Manager	Aileen A. Ricohermoso
Team Members	Marion Jasper V. Portea, April Ponce Espino, Hazelyn Anne V. Baure, Ronald Armin F. Ocampo
Supervising Fellow	Samuel C. Rosal
Consultants/ Resource Persons	Raoul J. Magcamit, Renato Antonio S. Alvarado

III. Project Details**Project Description**

The Zamboanga Peninsula Polytechnic State University (ZPPSU), a state university, mandated by Legal Republic Act 11187 to conduct technology research for commercialization purposes, linkages with industries and manufacturers, and shall have the sole authority to determine the details of program success in terms of its collaboration and partnership with other agencies and domestic or foreign industries, has successfully established its Quality Management System (QMS) and has been sustaining its ISO certification since date of first certification. The existing QMS scope covers the Course Design, Development and Provision of Maritime Education. However, the ZPPSU's other programs and courses, have yet to be included in the ISO 9001-certified QMS of the agency. To sustain and ensure the consistent delivery of value-adding public services and continual improvement of the agency's systems and processes, the ZPPSU has expressed its interest and commitment to expand its ISO 9001:2015-certified QMS to maximize its benefits and effect quality improvement in the delivery of its services. After careful consideration based on the direct impact on the effectiveness of enhancing service quality and efficiency, contributing to overall improvement in public service delivery, the DAP is implementing the project entitled, "Expansion of the ISO 9001:2015-Certified Quality Management System of the Zamboanga Peninsula Polytechnic State University."

Project Objective

The project aims to facilitate the expansion of the established QMS of the ZPPSU to cover management, core, and support processes of the remaining processes, programs and courses located at the ZPPSU Main Campus and three External Delivery Units (EDUs).

Specifically, it shall:

1. Deepen the understanding and appreciation of the additional sites/offices' key officers and staff on the principles and requirements of ISO 9001:2015 standard, as well as their interpretation of the QMS of the ZPPSU;
2. Enhance the capabilities of key officers and staff in expanding and sustaining the ISO 9001:2015-Certified QMS;



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3. Improve the documentation needed for the implementation and sustainability of the expanded QMS; and,
4. Exhibit verifiable process and/or service quality improvement in the delivery of ZPPSU's services.

Focus Area	Productivity-driven development
Project Type	Technical Assistance
Project Beneficiary	Zamboanga Peninsula Polytechnic State University
Regional Coverage	Region IX Western Mindanao

IV. Project Accomplishments

Key Activities Implemented

1. Preparation and submission of Project Work Plan

The DAP Project Team submitted the detailed project work plan, which is intended to outline the project activities, timetable, and relevant project requirements.

[ZPPSU Project Work Plan.pdf](#)

2. Initial Quality Performance Assessment
13-14 March 2024

The activity aimed to evaluate the effectiveness of the ZPPSU's ISO 9001:2015-certified QMS, identify its merits and demerits, and propose enhancements to service quality through the ISO 9001:2015 certification of the remaining programs and processes and campuses. The outcomes and insights gathered were presented and deliberated with the ZPPSU's top management, key officers, and staff to establish a shared understanding of the ZPPSU's strengths and weaknesses. Additionally, this activity facilitated ownership development among key officers and personnel when they acknowledged the observations and discussed the DAP Team's recommendations.

[ZPPSU IQPA REPORT.pdf](#)

3. Orientation on ISO 9001:2015 Quality Management System
11 April 2024

An orientation on ISO 9001:2015 QMS was conducted to deepen top management and general employees' awareness of the QMS concepts, principles, and requirements, as well as their critical roles and responsibilities in the sustainability of the ISO 9001:2015-certified QMS of the ZPPSU. The orientation emphasized the importance and benefits of implementing QMS in improving service quality and productivity in the public sector. The project's overview, methodology, components, and roadmap were presented during the orientation.

[Orientation Photos](#)

4. Training Course on ISO 9001:2015 QMS Requirements and Implementation
14-17 May 2024

The course aimed to deepen participants' knowledge and understanding of quality concepts and principles, the requirements outlined in the ISO 9001:2015 standard, and relevant statutory and regulatory requirements. The discussions provided an overview of how to expand implementation, sustain, and continually improve the QMS. Workshops and exercises were facilitated to enable participants to demonstrate their interpretation of the requirements as well as their skills in enhancing the documented information within the context of the expanded ZPPSU QMS.

[TCQRI training journals](#)

5. Training Course on Service Process Improvement
31 July – 2 August 2024 via Zoom

This activity aimed to equip the participants with the concepts and various approaches in improving processes to achieve consistent quality in public service, as applied to the delivery of government services. It provided the participants the opportunity to come up with action plans to improve identified processes within the ZPPSU.

[TCSPI Workshop Outputs](#)
[videos and pix TCSPi ZPPSU](#)

6. Technical Guidance on QMS Expansion
28-29 May, 3 July, 30-31 May, 4 July, 27-28 August 2024

The major objective of this activity was to facilitate the expansion of the existing QMS to other offices within the ZPPSU and ensure its effective implementation. This was done through a series of workshops and/or technical guidance sessions that enabled the:

- a. Identification of the different processes covered by the ZPPSU QMS Expansion;
- b. Enhancement of the existing ZPPSU QMS process map.
- c. Review and enhancement of: internal and external issues, needs and expectations of interested parties, quality policy, and action plans for risks and opportunities.
- d. Formulation of strategies, structure, and controls for the improvement of relevant documented information, roll-out of enhanced procedures and guidelines, and implementation of process improvements in the management, operational, and support processes of the ZPPSU; and,
- e. Effective implementation of the expanded QMS in conformance with the requirements of the ISO 9001:2015 standard.

It included guidance sessions on planning for the implementation and cascading of the ISO 9001:2015-certified QMS.

[TG QMS ImpleCheck photos](#)
[ZPPSU QMS Implementation Report.Summary.pdf](#)

7. Training Course on ISO 19011:2018 Guidelines for Auditing Management Systems
5-8 August 2024

The course aimed to develop the participants' knowledge and understanding of the concepts, principles, techniques, and practices of performing an effective internal audit following ISO 19011:2018. It included a review of the requirements of ISO 9001:2015 standard and how they are applied in the context of an internal audit, with the end goal of improving the ZPPSU 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.

[TCQA pics](#)

[TCQA Workshop Outputs](#)

8. Training Course on Root Cause Analysis and Corrective Action Formulation
22-23 October 2024 via Zoom

The course aimed to impart knowledge and develop the participants' skills in using the problem-solving approach. It included the formulation of effective corrective actions to prevent the recurrence of the nonconformities. Specific problem-solving tools and techniques introduced through this course shall be utilized by process owners in addressing non-conformities raised during internal and external QMS Audits or the conduct of daily operations/activities.

[TCRCA Training Journals](#)

[TCRCA videos and pix](#)

9. Readiness Assessment
25-29 November 2024

The assessment aims to determine the extent and correctness of conformance of the QMS documentation and implementation against the applicable requirements of ISO 9001:2015 standard. Moreover, the assessment seeks to identify potential areas of improvement in the current practices and documentation, to develop a more effective approach towards QMS implementation and sustainability. The activity shall also provide an opportunity to evaluate the effectiveness of the identified improvement actions through the performance indicators initially identified in the Initial Assessment.

[Assessment Report ZPPSU](#)

Major Outputs

1. Enhanced, strengthened, and calibrated participants' knowledge and skills on ISO 9001:2015 QMS requirements and documentation.
2. Enhanced and expanded QMS procedures, guidelines and/or tools that captured:
 - a. QMS process map;
 - b. QMS scope statement;
 - c. Quality policy statement;
 - d. Internal and external issues;
 - e. Relevant interested parties' needs and expectations;



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- f. Action plans for risks and opportunities;
 - g. Operational/functional objectives and QMS plans;
 - h. Controls on documented information;
 - i. Controls on nonconformities and corrective action;
 - j. Management of customer satisfaction data and information;
 - k. Conduct of QMS reviews by the ZPPSU's Top Management; and,
 - l. Gathering and documentation of organizational knowledge.
3. Proposed improvements/simplification/innovation on identified process/es that affect the quality of public service delivery.
 4. Enhanced participants' knowledge and skills in performing QMS audit that include planning, implementation, and reporting.
 5. Enhanced QMS procedures, guidelines and/or tools to capture audit plan, policies, methodologies, criteria, findings, and results.
 6. Enhanced participants' knowledge and skills on root cause analysis and corrective action formulation.
 7. Enhanced controls on operational processes.
 8. Proposed implementation plan/enhancements for the QMS' sustainability.
 9. Initial and final assessment reports on existing systems and processes and service quality improvements.

Project Impact

Participants showed a stronger commitment to incorporating quality principles into daily operations, with several units starting internal reviews of their current systems and practices. This attitude represents an important step toward building a culture of excellence and accountability in the ZPPSU's services. The project's impact on ZPPSU's systems and processes is expected to have a lasting effect, especially as process owners began embedding quality improvements into their regular planning and performance monitoring activities.

Lessons Learned

1. Change management should not be overlooked. Resistance to new processes and mindsets encountered was addressed through regular communication, peer/team teaching, and benchmarking from pilot initiatives helped in the adoption of new practices.
2. Small wins and "engaging" activities build momentum. Celebrating early successes, such as reduced processing time or improved client satisfaction, helped build enthusiasm and commitment among teams. Injecting "fun" learning activities also helped in the "buy-in" among ZPPSU key personnel and process owners.
3. Cross-functional collaboration enhances results. Facilitating the involvement of different departments or units fostered a more holistic approach to quality improvement, breaking down silos and encouraging shared responsibility.



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V. Attachments

1. Summary of Course Evaluation - [Course Evaluations](#)
2. Summary of Resource Person Evaluation - [RP Evaluations](#)
3. Certificate of Project Closure - [ZPPSU Certificate of Project Closure.pdf](#)
4. Certificates of Project Deliverable Accepted - [CPDAs](#)
5. List of Training Participants - [Verification List of Participants to be Awarded with Certificates for ZPPSU.xlsx](#)

Prepared by:


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Noted / Approved by:


ARNEL D. ABANTO
Center Head

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