

Productivity and Development Center
Technology Management Office
2024 Project Accomplishment Report

Project Information

Project Code	QEGAM
Project Title	GQMP 2024: Development of a Quality Management System Certifiable to ISO 9001:2015 Standard for the National Fisheries Research and Development Institute
Project Start	1 March 2024
Project End	31 December 2024
Project Price	PHP 1,855,000.00
Client Organization	National Fisheries Research and Development Institute
Status	Closed

II. Project Team:

Project Manager	Maria Veronica P. Angeles
Team Members	Hazel Anne V. Baure
Supervising Fellow	Samuel C. Rosal
Consultants/Resource Persons	Ana Marisse C. Dalawis Rose May O. De Leon (TG on MR – Lecture) Ador G. Paulino (TG on MR – Feedback) Justo Batoon, Jr.

III. Project Details

A. Project Description:

The Administration is committed to achieving economic and social transformation for a prosperous, inclusive, and resilient society as detailed in the Philippine Development Plan (PDP) 2023-2028. In pursuing this overarching goal, the practice of open, efficient, and accountable governance is required. Chapter 14 Outcome 3 of the PDP 2023-2028 on government functions, systems, and mechanisms rationalized and strengthened identified raising of productivity performance of agencies as one of its strategies. Contributory to this strategy is strengthening the implementation of the Government Quality Management Program (GQMP), results-based performance management system standards, and the Development Academy of the Philippines' (DAP) productivity capability development programs, as well as adopting the Philippine Quality Award performance excellence framework.

This imperative direction in the PDP 2023-2028 further strengthens the need for government agencies to comply with Executive Order No. 605, s. 2007 *Institutionalizing the Structure, Mechanisms, and Standards to Implement the Government Quality Management Program (GQMP)*.

Productivity and Development Center
Technology Management Office
2024 Project Accomplishment Report

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 National Fisheries Research and Development Institute (NFRDI) is an attached agency of the Department of Agriculture (DA) created through Section 86 of Republic Act (R.A.) 8550, also known as the "Philippine Fisheries Code of 1998", and amended by R.A. 10654, is mandated to conduct research and development (R&D) for fisheries. NFRDI was established in recognition of the critical role of fisheries R&D in developing, managing, conserving, and protecting the country's aquatic resources. In line with its mission to generate scientific knowledge and technologies that are responsive to the needs of the fishery sector, the NFRDI 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 NFRDI 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.

B. Project Objective:

The project aims to establish a QMS certifiable to ISO 9001:2015 standard in the NFRDI, covering the management, core, and support process. It also aims to effect improvements in the quality of its services, specifically, in its role in fisheries research in the management, conservation, and protection of the country's fisheries and aquatic resources.

Specifically, it shall:

- a. Enhance the understanding and appreciation of key officers and staff on the principles and requirements of ISO 9001:2015 standard;
- b. Develop the capabilities of key officers and staff in preparing for and sustaining the ISO 9001:2015 certification;
- c. Prepare the documentation needed for the implementation and sustainability of the established QMS; and,
- d. Exhibit verifiable process and/or service quality improvement in the provision of NFRDI's services.

C. Focus Area: Public Sector Productivity

Productivity and Development Center
Technology Management Office
2024 Project Accomplishment Report

- D. Project Type:** GAA
E. Project Beneficiary: National Line Agency
F. Coverage: NCR, Region IV-A

IV. Project Accomplishments

A. Key Activities Implemented:

Date of Implementation	Activity
23 April 2024	Initial Quality Performance Assessment Provided a profile of the initial assessment of the agency's quality performance in terms of delivering consistent and continual quality products and services.
25 & 26 April 2024	Orientation on ISO 9001:2015 QMS An orientation on ISO 9001:2015 QMS shall be conducted to deepen top management and general employees' awareness on the QMS concepts, principles, and requirements, as well as their critical roles and responsibilities in the establishment and sustainability of the ISO 9001:2015 QMS of the NFRDI. The orientation shall emphasize on 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 shall also be presented during the orientation.
13 to 17 May 2024	Training Course on ISO 9001:2015 QMS Requirements and Documentation The course aimed to develop participants' knowledge and understanding of quality concepts and principles, the requirements defined in ISO 9001:2015 standard, and relevant statutory and regulatory requirements. The discussions shall provide an overview of how to establish, implement, maintain, and continually improve the QMS.
4 to 6 June 2024	Workshop on Process Mapping and Risk-Based Quality Planning The workshop aims to define the scope of the QMS to determine the different processes that will be covered. It shall include 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.
2 to 4 July 2024	Workshop on QMS Documentation

Productivity and Development Center
Technology Management Office
2024 Project Accomplishment Report

Date of Implementation	Activity
	The workshop aims to formulate the structure and controls for QMS- documented information. It shall develop 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 aims to enhance the high-level business process map that integrates and aligns processes to achieve the organization's desired outcomes. In the process of documentation, existing management approaches shall be evaluated vis-à-vis the requirements of ISO 9001:2015 standard to ensure the availability, adequacy, and effectiveness of the QMS documented information. The workshop shall also introduce knowledge management to develop participants' awareness and understanding of the importance of managing organizational knowledge for improved efficiency of processes. It shall focus on determining, documenting, and maintaining the organizational knowledge necessary for the operation of processes, and making it available, to the extent necessary, to achieve conformity of products and services.
5 to 7 August 2024	Training Course on Service Process Improvement This activity aims to equip 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 shall enable the participants to come up with action plans to improve identified processes within the SKPH.
27 to 29 August 2024	Technical Guidance on Enhancement of Operational Controls and Procedures The activity aims to establish effective controls for all relevant processes of the organization. It shall include a review of existing process controls and documented information to ensure alignment of operational and support processes.
25 to 27 September 2024	Technical Guidance on QMS Implementation This activity aims to ensure the effective implementation of the QMS in conformance with the requirements of ISO 9001:2015 standards. It shall include guidance sessions on planning for implementing and cascading the established QMS throughout the organization.

Productivity and Development Center
Technology Management Office
2024 Project Accomplishment Report

Date of Implementation	Activity
	An online/on-site visit shall also be conducted to determine the adequacy of implementation vis-à-vis the established documentation and address gaps, if any exists.
15 to 18 October 2024	Training Course on ISO 19011:2018 Guidelines for Auditing Management Systems 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 how they are applied in the context of an internal audit, with the end goal of improving the established 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.
12 to 14 November 2024	Workshop on Auditing QMS The workshop aims to ensure the effective conduct of the SKPH's actual internal quality audits. It shall include 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 shall be facilitated to ensure the familiarization of the auditors with the internal audit process.
19 to 21 November 2024	Training Course on Root Cause Analysis and Correction Action Formulation 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 introduced through this course were utilized by process owners in addressing non-conformities raised during internal and external Quality Audits or during the conduct of daily operations/activities.
2 & 6 December 2024	Technical Guidance on Management Review The DAP Project Team ensured the effective conduct of management review in order to evaluate the effectiveness and adequacy of the established QMS. It included guidance session on the preparation of the required inputs for the management review and feedback to provide recommendations for improvement during actual management review of the NFRDI.

Productivity and Development Center
Technology Management Office
2024 Project Accomplishment Report

Date of Implementation	Activity
10 to 13 December 2024	Readiness Assessment The assessment aimed to determine the extent of conformance of the QMS documentation and implementation against the minimum requirements of ISO 9001:2015 standard. It identified further opportunities for improvement on the current practices and documentation to bring about an effective approach in implementing a QMS. The assessment was also an opportunity to evaluate the effectiveness of the improvement actions implemented by reviewing data relevant to the NFRDI's performance indicators.

B. Major Outputs:

- The commitment of NFRDI is to improve their service quality delivery and not for compliance only through their QMS journey.
- Enhanced/Final version of the following documented information:
 - Business Process Map
 - QMS Scope Statement
 - Quality Policy
 - List of internal and external issues
 - RIP's needs and expectations
 - Risk and Opportunities Registry
 - QMS Manual
 - Quality Objectives
 - Documented procedures of QMS required information (Control of Documents Procedure, Control of Records Procedure, Internal Quality Audit)
 - Procedure/guideline on risk assessment and management
 - Documentation of operational processes
- Enhanced version of the identified processes for improvement
- Draft Audit Programme, Audit Plan, Audit Checklist, Audit Findings Report and RFA for nonconformity findings
- Finalized Management Review Procedure/Guidelines
- Status and preparedness of the agency based on the established QMS
- Recommendations for improvements or enhancements

C. Project Impacts:

The National Fisheries Research and Development Institute (NFRDI) stands to benefit significantly from the implementation of a QMS in many areas of the agency.

Productivity and Development Center
Technology Management Office
2024 Project Accomplishment Report

1. Adopting standardized practices and procedures guarantees that the services NFRDI provides will have consistent quality, fulfilling or beyond stakeholder expectations.
2. Simplifying processes and eliminating redundancies result in a more effective use of resources, which lowers operating expenses and time.
3. With the implementation of established standardized procedures, there is consistency, accuracy, and dependability in research methods and results. There will be increased confidence in NFRDI's conclusions and suggestions among stakeholders (such as communities, fisheries organizations, and legislators).
4. QMS ensures compliance with relevant rules and regulations in the research and fishing industries, as well as national and international standards like ISO 9001:2015. This will further increase NFRDI's reputation and reduce non-compliance risks by demonstrating accountability and commitment to best practices.
5. By integrating feedback mechanisms through QMS, relevant interested parties—such as fishermen, funding agencies, and other government agencies—can communicate and collaborate more effectively. Stakeholder requirements are more effectively addressed by programs and research results, which increases their impact and practical applicability.
6. Potential funders and partners consider NFRDI more compelling when it has a formalized QMS because it shows its dedication to quality and accountability. Thus, there will be more grants, collaborations, and funding options for research and development initiatives related to fisheries.
7. A more motivated and empowered workforce to achieve organizational goals with clearly defined roles, responsibilities, and processes leads to better staff efficiency.
8. Regular audits, feedback mechanisms, and performance evaluations create a culture of continual learning and improvement. NFRDI will be more adaptive and competent to address future threats and scenarios in the fisheries sector.

Lessons Learned:

1. Although the NFRDI leaders' active participation assisted in bringing the QMS into accordance with institutional goals, momentum must be sustained through constant reinforcement.
2. Employee engagement at all levels encourages ownership and lessens opposition to change. Buy-in is fostered by early and open communication regarding the goals and advantages of QMS. Although workshops and consultations assisted in bridging knowledge gaps, continued participation is required to maintain dedication.
3. Sufficient financial, human, and technological resources are necessary for the establishment and sustenance of an efficient QMS.
4. Creating a culture of quality takes time and requires constant reinforcement from leadership, communication, and training.

Productivity and Development Center
Technology Management Office
2024 Project Accomplishment Report

5. QMS is a continuous process that needs frequent updates and dedication to quality enhancements rather than a one-time endeavor. Sustainability and flexibility are assured when QMS procedures are incorporated into the organization's strategic framework.
6. NFRDI's research outputs are more credible, impactful, and of higher quality when a QMS is properly applied. By improving standardization and reproducibility in research procedures, QMS development strengthened stakeholder trust.

V. Attachments

- Summary of Evaluation for Course and Resource Person (for training program)
- Certificate of Project Closure

Prepared by:


MARIA VERONICA P. ANGELES
Project Manager

Noted / Approved by:


ARNEL D. ABANTO
Acting Vice President, PDC

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.