

PRODUCTIVITY AND DEVELOPMENT CENTER**2024 PROJECT ACCOMPLISHMENT REPORT****Project Information**

Project Code	QEGAN
Project Title	GQMP 2024: Development of a Quality Management System Certifiable to ISO 9001:2015 Standard for the City Government of Caloocan
Project Start	01 March 2024
Project End	31 December 2024
Project Price	PHP 1,855,000.00
Client Organization	City Government of Caloocan

I. Project Team

Project Manager	Natasha Michelle V. Abaya
Team Members	Samuel C. Rosal Hazel Ann V. Baure April P. Espino Orlando B. Botero, Jr. Ronald Armin F. Ocampo Aileen A. Ricohermoso Ma. Elizabeth F. Estanislao Rose May O. De Leon
Supervising Fellow	Samuel C. Rosal
Consultants/ Resource Persons	Antonio P. Santos Justo R. Batoon, Jr.

II. Project Details

Project Description	The City Government of Caloocan (CG of Caloocan) was created through Republic Act No. 3278 mandated to promote the general welfare of the City and its constituents through the efficient, effective, relevant, and economical governance. In line with its mission to commit itself in uplifting the overall well-being of its residents, to usher in inclusive economic growth, to bring forth a healthy working environment, and to provide adaptive, resilient, and green infrastructures driven by social needs and environmental responsibility, the CG of Caloocan 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 CG of Caloocan 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. In this regard, the DAP is implementing the project entitled, "Development of a Quality Management System Certifiable to ISO 9001:2015 Standard for the City Government of Caloocan."
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Project Objective	The project aims to establish a QMS certifiable to ISO 9001:2015 standard in the CG of Caloocan, 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 shall: - Enhance the understanding and appreciation of key officers and staff on the principles and requirements of ISO 9001:2015 standard; - Develop the capabilities of key officers and staff in preparing for and sustaining the ISO 9001:2015 certification; - Prepare the documentation needed for the implementation and sustainability of the established QMS; and, - Exhibit verifiable process and/or service quality improvement in the provision of CG of Caloocan's services.
Focus Area	Productivity-driven Development
Project Type	Technical Assistance, Training
Project Beneficiary	Public Sector
Regional Coverage	National Capital Region

III. Project Accomplishments
A. Key Activities Implemented

ACTIVITIES CONDUCTED	DESCRIPTIONS				
	Date	No. of Pax			CPDA
		Male	Female	Total	
1. Initial Quality Performance Assessment	03-04 April 2024	26	32	58	5.0
	The project team provided an initial assessment of the CGC's existing systems and processes; and identified service quality performance improvements that will be addressed through the establishment of QMS.				
2. Orientation on ISO 9001:2015 Quality Management System	25 April 2024	41	61	102	5.0
	Key officers and staff were made aware of the importance of service quality in the public sector and understand the requirements of ISO 9001:2015, as well as their roles and responsibilities in the successful implementation of the Quality Management System (QMS). The commitment of the CGC's top management, key officers, and staff was also gathered.				
3. Training Course on ISO 9001:2015 QMS Requirements and Documentation	21-24 May 2024	12	18	30	5.0
	The course significantly improved participants' understanding of the concepts, principles, and requirements of the ISO 9001:2015 Quality Management System (QMS). Participants initially developed several key components, including an analysis of internal and external issues, a business process model, a scope statement, as well as identifying risks and opportunities. They also crafted a quality policy and established quality objectives.				
4. Workshop on Process Mapping and Risk-Based Quality Planning	18-20 June 2024	14	28	42	5.0
	QMS Core Team members and staff were capacitated to enhance identified internal and external issues, needs and expectations using SWOT; developed process map, quality policy, associated risks and opportunities, as well as quality objectives that could affect the CGC's strategic and operational performance.				

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5. Workshop on Quality Management System Documentation	26-28 June 2024	18	27	45	5.0
	The QMS Core Team members and staff were guided in developing the structure and controls for CGC's documented information, essential for the effective implementation of the Quality Management System (QMS) within the Local Government Unit (LGU). The workshop aimed to document the information required by the QMS while also reviewing existing management approaches in relation to the ISO 9001:2015 standards. This process was designed to ensure that the documented information is available, adequate, and effective for the QMS.				
6. Training Course on Service Process Improvement	17-19 July 2024	14	16	30	5.0
	QMS Core Team members and staff were empowered to enhance CGC's service quality through process streamlining, emphasizing its significance and benefits for improving efficiency and effectiveness in service delivery. Workshops were conducted to review existing processes, simplify workflows, formulate solutions, and plan for implementation, all aimed at achieving tangible improvements in service delivery.				
7. Technical Guidance on Enhancement of Operational Controls and Procedures.	31 July-02 Aug 2024	15	25	40	5.0
	QMS Core Team members and staff were guided in developing and reviewing the existing controls and documentation related to CGC's core operational and support processes. The session included an analysis of current activities within the defined process scope and discussions on potential opportunities for work simplification. Additionally, the session ensured that CGC's operational and support processes were aligned with the minimum requirements of the ISO 9001:2015 QMS standards.				
8. Technical Guidance on QMS Implementation	11-13 September 2024	64	95	159	5.0
	QMS Core Team members, key officers, and staff received guidance on planning for the implementation and cascading of the established QMS within the CGCs, ensuring alignment with the requirements of the ISO 9001:2015 standards. Each office and department were visited and interviewed to guarantee that the QMS was effectively established across the CGC.				
9. Training Course on ISO 19011:2018 Guidelines on Auditing Management Systems	17-20 September 2024	16	14	30	5.0
	Internal Quality Auditors of the CGC were trained to enhance their knowledge and understanding of the concepts, principles, techniques, and practices for conducting effective internal audits in accordance with ISO 19011:2018. Workshops and exercises were conducted to demonstrate the application of the established internal quality audit procedures, covering areas such as planning, execution, follow-up activities, and addressing audit findings. Additionally, an audit plan, audit program, and audit checklist were developed.				
10. Workshop on Auditing QMS	10-11 October 2024 29 October 2024	16	24	40	5.0
	A workshop on Auditing QMS was conducted to equip trained Internal Quality Auditors of the CGCs with the skills necessary to effectively plan, prepare for, and perform internal audits. During this workshop, the annual audit program, detailed plan/itinerary, and audit checklist for the initial audit were finalized. Following the internal audit, auditors received guidance on				

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	documenting their findings and recommendations for corrective actions to address any identified issues.				
11. Training Course on Root Cause Analysis and Corrective Action Formulation	13-15 Nov 2024	12	18	30	5.0
	After the internal QMS audit, the QMS Core Team, key officers, and staff received training to enhance their ability to effectively utilize practical tools and techniques for analyzing and validating the root causes of existing nonconformities. They also learned to formulate solutions aimed at preventing these nonconformities from recurring or occurring in the future.				
12. Technical Guidance on Management Review	15 Oct 2024 27 Nov 2024	17	26	43	5.0
	QMS Core Team members and key officers received guidance on preparing and finalizing the inputs necessary for the management review. The DAP Project team observed the management review process and offered recommendations for improvement at the end of the meeting.				
13. Readiness Assessment	03-06 Nov 2024	49	85	134	5.0
	QMS Core Team members, key officers, and staff participated in an onsite assessment that evaluated the adequacy of the established QMS against the requirements of ISO 9001:2015. This activity identified necessary actions to address gaps and recommended final preparations for ISO 9001:2015 certification. The assessment concluded that the established QMS of the CGCs is certainly certifiable to ISO 9001:2015.				

B. Major Outputs

- CGCs management and general employees were made aware of their responsibilities in successfully implementing QMS.
- Trained core team members, key officers and staff on ISO 9001:2015 QMS Requirements and Documentation.
- Statement of QMS Scope, Process Map, Relevant Interested Parties, Risk and Opportunity Registry, Quality Policy, and Quality Objectives were formulated.
- ISO 9001:2015-aligned quality manual was developed, and structure and controls for QMS required information were established.
- Process owners' capability for service process improvement was enhanced.
- Key officers and staff trained on the concepts, principles of Root Cause Analysis, and Corrective Action Formulation.
- Pool of internal quality auditors were trained on auditing QMS based on ISO 19011 guidelines. They were able to perform internal quality audits from planning to execution and reporting audit findings.
- Knowledge in conducting effective management reviews was developed.
- Identified gaps and recommended actions to address the gaps before certification audit.
- The QMS of CGC's was assessed as certainly certifiable to ISO 9001:2015 QMS standards.

C. Project Impact

- The CGCs have significantly improved their understanding of the Quality Management System (QMS) processes tailored to enhance service delivery to constituents. This heightened awareness enables the CGCs to grasp how standardized practices and procedures can result in greater operational efficiency and enhanced outcomes.

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- By participating in training sessions, workshops, and collaborative discussions, QMS Core Team members have gained a deeper understanding of the specific standards that affect service quality. Consequently, they are now more adept at pinpointing improvement areas, optimizing workflows, and maintaining consistent, high-quality service for their constituents. This proactive strategy enhances trust and satisfaction among the individuals served by the CGC and supports the CCG's overarching goal of delivering effective services.
- The QMS Core Team has enhanced its grasp of essential processes, leading to improved and more consistent oversight. Consequently, the key officers and staff of the CGCs have actively participated in and reinforced their commitment to fostering a culture of quality and productivity.

D. Lessons Learned

- Leadership commitment is crucial. Strong support from upper management is vital for the successful implementation of the QMS. Without leadership backing, participation and decision-making may become inconsistent, potentially affecting the project's outcomes momentum.
- Clearly defined roles and responsibilities help prevent setbacks. The QMS Core Team should assume responsibility rather than leaving it to a designated focal person. While dedicated personnel can assist in maintaining focus and ensuring timely project execution, it is ultimately the Core Team's accountability to uphold these standards.
- The valuable participation of the millennial workforce played a significant role in driving innovation, adaptability, and efficiency in the QMS project despite their relatively short tenure. Their active involvement fosters fresh perspectives and sustainability in quality management practices.

IV. Attachments

- Summary of Evaluation for [Course and Speaker Evaluation](#)
- Certificate of Project Deliverable Accepted [CPDA](#)
- Certificate of Project Closure (for all completed projects)

Prepared by:
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Project Manager**Approved by:**
SAMUEL C. ROSAL
Director, PDC-TMO**Noted by:**
ARNEL D. ABANTO
Vice President-PDC**Notes:**

1. Project details on Sections I-III can be generated through PMIS based on PM inputs.
2. Project Managers are required to accomplish Section IV & provide Section V to reflect the results of project implementation.
3. Based on actual data, project Managers can update/adjust the pre-filled sections(I-III).