

PRODUCTIVITY AND DEVELOPMENT CENTER

2024 PROJECT ACCOMPLISHMENT REPORT

Project Information

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

I. Project Team

Project Manager	Natasha Michelle V. Abaya
Team Members	Samuel C. Rosal Hazel Ann V. Baure April P. Espino Ritchell T. Furigay-Cunanan Rose May O. De Leon
Supervising Fellow	Samuel C. Rosal
Consultants/ Resource Persons	Rosandro G. Bertis Justo R. Batoon, Jr.

II. Project Details

Project Description	The City Government of Iloilo (CG of Iloilo) was created through RA No. 7160, s. 1991, 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, 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 Iloilo 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 Iloilo."
----------------------------	--

PRODUCTIVITY AND DEVELOPMENT CENTER
2024 PROJECT ACCOMPLISHMENT REPORT

Project Objective	The project aims to establish a QMS certifiable to ISO 9001:2015 standard in the CG of Iloilo, 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 Iloilo's services.
Focus Area	Productivity-driven Development
Project Type	Technical Assistance, Training
Project Beneficiary	Public Sector
Regional Coverage	Region VI

III. Project Accomplishments
A. Key Activities Implemented

ACTIVITIES CONDUCTED	DESCRIPTIONS				
	Date	No. of Pax			CPDA
		Male	Female	Total	
1. Initial Quality Performance Assessment	01-02 April 2024	34	56	90	5.0
	The project team provided an initial assessment of the ICG'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	24 April 2024	13	29	52	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 ICG's top management, key officers, and staff was also gathered.				
3. Training Course on ISO 9001:2015 QMS Requirements and Documentation	07-10 May 2024	06	24	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	29-31 May 2024	21	50	71	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 ICG's strategic and operational performance.				

PRODUCTIVITY AND DEVELOPMENT CENTER
2024 PROJECT ACCOMPLISHMENT REPORT

ACTIVITIES CONDUCTED	DESCRIPTIONS				
	Date	No. of Pax			CPDA
		Male	Female	Total	
5. Workshop on Quality Management System Documentation	08-10 July 2024	11	38	49	5.0
	The QMS Core Team members and staff were guided in developing the structure and controls for ICG'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	23-25 July 2024	07	23	30	5.0
	QMS Core Team members and staff were empowered to enhance ICG'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.	14-16 Aug 2024	07	23	30	5.0
	QMS Core Team members and staff were guided in developing and reviewing the existing controls and documentation related to ICG'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 ICG'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 Sep 2024	44	78	122	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 ICGs, 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 ICG.				
9. Training Course on ISO 19011:2018 Guidelines on Auditing Management Systems	01-04 Oct 2024	12	18	30	5.0
	Internal Quality Auditors of the ICG 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	08-09 Oct 2024	11	21	32	5.0
	04 Nov 2024				
	A workshop on Auditing QMS was conducted to equip trained Internal Quality Auditors of the ICGs 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 documenting their findings and recommendations for corrective actions to address any identified issues.				

PRODUCTIVITY AND DEVELOPMENT CENTER
2024 PROJECT ACCOMPLISHMENT REPORT

ACTIVITIES CONDUCTED	DESCRIPTIONS				
	Date	No. of Pax			CPDA
		Male	Female	Total	
11. Training Course on Root Cause Analysis and Corrective Action Formulation	06-08 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	14 Oct 2024 15 Nov 2024	09	24	33	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	26-29 Nov 2024	26	68	94	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 ICGs is certifiable to ISO 9001:2015.				

B. Major Outputs

- ICGs 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 ICG's was assessed as certifiable to ISO 9001:2015 QMS standards.

C. Project Impact

- The ICGs have noticeably enhanced their awareness of the Quality Management System (QMS) harmonized processes designed to improve their service delivery to constituents. This increased awareness helps the ICGs understand how standardized procedures and practices can lead to more efficient operations and improved outcomes.
- Through training sessions, workshops, and collaborative discussions, QMS Core Team members have become more familiar with the specific requirements of the standards that directly impact service quality. As a result, they are better equipped to identify areas for improvement, streamline workflows, and ensure consistent, high-quality service to

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

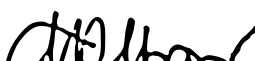
- their constituents. This proactive approach fosters trust and satisfaction of the people the ICG serves and contributes to the ICG's overall mission of effective service delivery.
- The QMS Core Team has improved its understanding of critical processes, enabling better and more consistent control. As a result of the project, the key officers and staff of the ICGs have actively engaged with and strengthened their dedication to cultivating a culture of quality and productivity.

D. Lessons Learned

- **Resilience in Adversity.** The QMS Core Team and the DAP Project Team demonstrated resilience by completing the project despite limited support from local executives. This illustrates how the project manager could adapt to challenging circumstances and develop problem-solving techniques to ensure the project's success.
- **The Importance of Clear Communication.** This situation emphasized the need for clear and open communication with local executives. Effective communication can foster support and clarify leadership priorities, improving collaboration on future initiatives.
- **Cultivating Internal Support.** The QMS Core Team learned the value of building strong relationships and support networks within the organization. Engaging other staff, such as team members and office departments, fostered collaboration and encouraged a shared commitment to the project's goals. The project manager recommends prioritizing these relationships to enhance teamwork and organizational cohesion in future initiatives.

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:
NATASHA MICHELLE V. ABAYA
Project Manager**Approved by:**
SAMUEL C. ROSAL
Director, PDC-TMO**Noted by:**
ARNEL D. ABANTO
Acting 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).