

Productivity and Development Center

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

Project Code -	QEGAQ
Project Title -	GQMP 2024: Development of Quality Management System Certifiable to ISO 9001:2015 Standard for the Provincial Government of Quezon
Project Start -	MARCH 1, 2024
Project End -	DECEMBER 31, 2024
Project Price -	PHP 1,855,000.00
Client Organization -	PROVINCIAL GOVERNMENT OF QUEZON (PG QUEZON)

II. Project Team

Project Manager -	MARION JASPER V. PORTEA
Team Members -	SAMUEL C. ROSAL MA. ELIZABETH F. ESTANISLAO ROSE MAY O. DE LEON HAZELYN ANNE V. BAURE APRIL P. ESPINO
Supervising Fellow -	AILEEN A. RICOHERMOSO
Consultants/ Resource Persons -	RAOUL J. MAGCAMIT MARIA LUISA C. JALANDONI

III. Project Details**Project Description -**

The Provincial Government of Quezon (PGQ), a local government unit established by virtue of Republic Act No. 14, mandated by the Republic Act (RA) 7160 as a political and corporate unit of government, serves as a dynamic mechanism for developmental processes and effective governance of local government units within its territorial jurisdiction. In line with its mission to maximize its full potential to be the prime agri-tourism destination in the region, through a sustainable investment-friendly environment, optimized utilization of resources, provision of infrastructures and support services, and harmonization of policies and programs, the PGQ 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 PGQ 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 -

The project aimed to establish a QMS certifiable to ISO 9001:2015 standard in the PGQ, covering its management, support, and core processes in the provision of public services, legislation, programs, and projects in the areas of health, education, employment and livelihood, social welfare, public information, environmental management, public infrastructure, tourism, public safety, civic participation, and economic development, as well as effect improvements in the quality of its services. Specifically, it should:

- 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;

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- 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 PGQ's services.

Focus Area - Productivity-driven development,
Project Type - Technical Assistance
Project Beneficiary - LGUs
Regional Coverage - R4-A (CALABARZON)

IV. Project Accomplishments**Key Activities Implemented**

1. Initial Quality Performance Assessment (April 2-3, 2024)
The activity aimed to evaluate the quality performance of the Provincial Government of Quezon (PG Quezon) prior to the establishment of ISO 9001:2015 QMS, identified its merits and demerits, and proposed enhancements to service quality through the ISO 9001:2015 certification of the identified processes and/or sites.

Report -
https://drive.google.com/file/d/1IYVETL_WSdPFqSDO6jj1hlo_XaD44uee/view?usp=sharing
Highlights -
https://drive.google.com/drive/folders/1zyIHS_aORXAXhHqf-x7jXhKLld0q9XYH?usp=sharing
2. Orientation on ISO 9001:2015 QMS (April 11, 2024 - half-day)
An orientation on ISO 9001:2015 QMS was 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 PG Quezon.

Highlights -
https://drive.google.com/drive/folders/1_ePUiXxeOE-4yxOU0Y6bMOuHK1z10rK?usp=sharing
3. Training Course on ISO 9001:2015 QMS Requirements and Documentation (May 21-24, 2024)
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 provided an overview of how to establish, implement, maintain, and continually improve the QMS.

Highlights -
<https://drive.google.com/drive/folders/1lfmK-GsuFP2cbjczlDeocr1tyCPOfyYN?usp=sharing>
4. Workshop on Process Mapping and Risk-based Quality Planning (June 4-5, 2024)
The workshop aimed to define the scope of the QMS to determine the different processes that will be covered. It 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.

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Highlights -

https://drive.google.com/drive/folders/1VJRe_ejNBnf6Wb06CaQxga-ZH2S7YWE6?usp=sharing

5. Workshop on QMS Documentation (June 6-7, 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, established quality controls for its processes, and aligned 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.

Highlights -

https://drive.google.com/drive/folders/13m2QiLRz5SqPP4qhghk0jqFfSyIw_Rbq?usp=sharing

6. Training Course on Service Process Improvement (September 24-26, 2024)

This activity aimed 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 enabled the participants to come up with action plans to improve identified processes within the PG Quezon.

Highlights -

<https://drive.google.com/drive/folders/1o8EdYkIfzMUZKI6cUvsAQ8CLedQtOpkg?usp=sharing>

7. Technical Guidance on Enhancement of Operational Controls and Procedures (June 19-21, 2024)

The activity aimed to establish effective controls for all relevant processes of the organization. It included a review of existing process controls and documented information to ensure alignment of operational and support processes.

Highlights -

https://drive.google.com/drive/folders/1hFO3OJ-ULE7I97zRZe_EOaOXndghmR1?usp=sharing

8. Technical Guidance on Quality Management System Implementation (October 28-30, 2024)

This activity aimed to ensure the effective implementation of the QMS in conformance with the requirements of ISO 9001:2015 standards.

Highlights -

<https://drive.google.com/drive/folders/1QkpvUp3Yy-3lInzSKttJhjEzBkuVAsQX?usp=sharing>

9. Training Course on ISO 19011:2018 Guidelines for Auditing Management Systems (September 3-6, 2024)

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.

Highlights -

https://drive.google.com/drive/folders/1fsEZB_TtQJyEobrFXTGkBWQdrURdx3B?usp=sharing

10. Workshop on Auditing QMS (September 12, 2024)



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The workshop aimed to ensure the effective conduct of the PG Quezon's actual internal quality audits. It included 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 was facilitated to ensure the auditors' familiarization with the internal audit process.

Highlights -

<https://drive.google.com/drive/folders/1ms3M5vEimvSqvjCh2gF4iv2rZkA3Q1Nd?usp=sharing>

11. Training Course on Root Cause Analysis and Corrective Action Formulation (October 8-10, 2024)

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.

Highlights -

<https://drive.google.com/drive/folders/1M5XQzUQkHO94tKmkfvn7Tvtxw0jzm6gU?usp=sharing>

12. Technical Guidance on Management Review (September 13, 2024; November 21, 2024 - actual MR)

The activity aimed to ensure the effective conduct of Management Review (MR) to evaluate the effectiveness and adequacy of the established QMS.

Highlights -

https://drive.google.com/file/d/1_rZ1aa2z6deugO7kkBOy8AIQYD93Pgo2/view?usp=sharing

13. Readiness Assessment (November 12-15, 2024)

The assessment aimed to determine the extent and correctness of conformance of the QMS documentation and implementation against the applicable requirements of ISO 9001:2015 standard. It likewise intended to identify further opportunities for improvement on the current practices and documentation to achieve effective implementation of the established QMS.

Report -

<https://drive.google.com/file/d/1O-B-INUpJD1G6GDd81HWT5UKSBfDEdSb/view?usp=sharing>

Highlights -

https://drive.google.com/drive/folders/1YQeWqS4eQq_NILQPjWESYRiIsn1-fIy2?usp=sharing

Major Outputs

1. Enhanced participants' knowledge and skills on ISO 9001:2015 QMS requirements and documentation.
2. Draft QMS procedures, guidelines and/or tools to capture: QMS process map; QMS scope statement; Quality policy statement; internal and external issues; relevant interested parties' needs and expectations; action plans to risks and opportunities registry; operational/functional objectives and QMS plans; controls on documented information; controls on nonconformities and corrective action; management of customer satisfaction data and information; conduct of QMS reviews by the PGQ's Top Management; and gathering and documentation of organizational knowledge. Proposed improvements/simplification/innovation on identified process/es that affect the quality of public service delivery.

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3. Enhanced participants' knowledge and skills in performing QMS audits that include planning, implementation, and reporting.
4. Draft QMS procedures, guidelines and/or tools to capture audit plan, policies, methodologies, criteria, findings, and results.
5. Enhanced participants' knowledge and skills on root cause analysis and corrective action formulation.
6. Enhanced controls on operational processes.
7. Propose implementation plan/enhancements for the QMS' sustainability.
8. Initial and final assessment reports on existing systems and processes and service quality improvements.

Project Impact

1. The participants from PG Quezon have enhanced their understanding, knowledge, and appreciation of the ISO 9001:2015 QMS standard in the context of the provincial government, and applied the concepts learned through the different trainings, workshops and technical guidance sessions;
2. The PG Quezon was able to develop the capabilities of its Quality Management Core Team, key officers, and process owners in preparing and planning for their ISO 9001:2015 certification, including the preparation of their documented information and QMS implementation requirements;
3. The PG Quezon officers and staff shared that they rediscovered and re-affirmed their respective offices' roles within the context of the provincial government, allowing them to document and review their plans, operations/processes, and accomplishments using systematic frameworks and tools;
4. Throughout the project, best practices were identified and recognized both for the adoption of among several PG Quezon offices/units, as well as a good takeaway that may be emulated by other local government units (LGUs);
5. Realizing the value of the technical assistance provided through training and workshops, the PG Quezon QMS Core Team identified a collective demand for more capacity development interventions to enable additional team members (e.g. more IQA training, interests for lead QMS Auditor training, service process improvement, etc.)
6. Some of the Quality concerns / issues raised during the Initial Quality Performance Assessment (April 2-3, 2024), were addressed as follows:

QUALITY ISSUE / CONCERN	RECOMMENDATION DURING THE IQPA	ACTONS TAKEN
<i>Institutional feedback mechanism for the LGU's constituents is not implemented by all PG Quezon offices and units.</i>	Develop and pilot test tool/s for an institutional feedback mechanism	PGQ is implementing the use of Standardized Client Satisfaction Feedback, Complaints Mechanism and Client Satisfaction Measurement under Memorandum Order No. DHT 259 dated August 12, 2024. Related MO No. DHT 93 Establishment of Public Assistance and Complaint Desk dated March 14, 2024 for all offices is also issued and being implemented.

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QUALITY ISSUE / CONCERN	RECOMMENDATION DURING THE IQPA	ACTIONS TAKEN
		Third quarter ending October 2024 partial data had been gathered and measured by the CART Secretariat.
<i>Procurement Process efficiency in-line with the EODB requirement</i>	Include as one of the processes for streamlining in the "Training Course on Service Process Improvement (TCSPI)" (scheduled September 24-26, 2024)	After conducting the TCSPI, this enabled PG Quezon, led by the PIASO, to identify and address bottlenecks in the processes of every office, not only limited to procurement.
<i>There are risks associated with internet connectivity inline with digitalization such as timely release of decisions on resolutions issued by Quezon LGUs that are reviewed by the Sangguniang Panlalawigan.</i>	Include as part of the sample "process/area" during the "Workshop on Risk-Based Quality Planning" (scheduled June 4-5, 2024)	The Sangguniang Panlalawigan operates using two different internet service providers, PLDT and Globe. They had recently launched the ELIS, the first-ever comprehensive Provincial Legislative System developed for Quezon that stores Resolutions and Ordinances, archives them into efficient and redundant digital storage, tracks documents in real-time, and assists submissions from the Sangguniang Bayan to the Sangguniang Panlalawigan. <i>The use of ELIS was demonstrated both during Technical Guidance on QMS Implementation (October 29, 2024) and Readiness Assessment (November 13, 2024).</i>

Lessons Learned

1. Having constant support and regular supervision of the top management regarding the implementation and progress of the GQMP project allows both parties to conduct activities as intended, with minimal adjustments needed, if any.
2. Face-to-face learning and technical guidance fosters interactive and immediate feedback. In-person discussions and guidance sessions allow key officers and process owners to reflect and respond accordingly to feedback, recommendations, or suggestions that the project team has provided.
3. With the ongoing threats of climate change amplified during monsoon season, the project team and their client counterparts will need to have a written provision on their respective

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Activity Guides and/or Terms of Reference (TOR) to allow either parties to be flexible with the conduct of the scheduled activities that might be affected by the impending storm / typhoon.

4. Aside from the conduct of activities, there should also be flexibility in terms of the resource persons involved (internal) / engaged (external) in the project as intervening events and competing priorities are inevitable especially during monsoon months of July to October. Coordination is crucial within and among project teams to make sure that the composition for each activity is accounted for.
5. While workshops and technical guidance sessions allow the QMS Core Team and key officers / process owners to come up with their respective tools and improvements in their processes, to name a few possible project outcomes, it should always be emphasized the ISO 9001:2015 standard is not always prescriptive with its requirements and that it allows the agency (PG Quezon) to adapt practices that are best suited to its own unique context.
6. Acknowledging the unique expertise and experiences between the project team (including external resource persons), the PG Quezon QMS core team (and the PG Quezon as a whole), providing appropriate recommendations and feedback to outputs is crucial in facilitating not only knowledge transfer but also enabling our counterparts to generate solutions suitable to their context.

V. Attachments

- Summary of Evaluation for Course and Resource Person (for trainings):
<https://tinyurl.com/QEGAQ-CourseEvals>; <https://tinyurl.com/QEGAQ-SpeakerEvals>
- Certificate of Project Deliverable Accepted (for all completed activities):
<https://tinyurl.com/QEGAQ-CPDAs>
- Certificate of Project Closure:
<https://tinyurl.com/QEGAQ-CPC>

Prepared by:
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Project Manager, PDC-TMO**Noted / Approved by:**
ARNEL D. ABANTO
Center Head, 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