

PRODUCTIVITY AND DEVELOPMENT CENTER

(Center)

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

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

II. Project Team

Project Manager	Janina Angeli M. Ferrer
Team Members	Samuel C. Rosal Ador G. Paulino Ma. Elizabeth F. Estanislao Ritchell T. Furigay-Cunanan Hazelyn Anne V. Baure April P. Espino
Supervising Fellow	Ronald Armin F. Ocampo
Consultants/ Resource Persons	Antonio P. Santos Loral Ann M. Beltran

III. Project Details

Project Description The DAP Project Team provided the City Government of Navotas (CGN) technical assistance to facilitate the establishment of an ISO 9001:2015 QMS, covering the coordination and integration of all its public services in the following:

- Economic Development Sector;
- Institutional Development Sector;
- Physical and Land Use Development Sector;
- Environmental Development;
- Health Care Management and Patient Management Services;
- Education, Training, Youth, and Sports Development Sector;
- Social Development Sector; and,
- Support and Management Processes

Trainings were conducted and facilitated to enhance the knowledge and capability of select CGN officers and staff and aid them in better QMS implementation. Workshops, technical guidance sessions, and assessments were provided for the CGN for the participants to demonstrate their skills, knowledge learned, and assess their understanding of the lectures delivered through implementation checking.

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Project Objective The project aimed to establish a QMS certifiable to ISO 9001:2015 Standard in the City Government of Navotas, covering its management, support, and core processes in the provision of public services, legislation, and, as well as effect improvements in the quality of its services.

Specifically, the project was designed to:

- 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 CG of Navotas' services.

Focus Area Productivity-driven development

Project Type Technical Assistance

Project Beneficiary Public Sector, LGU

Regional Coverage NCR (Navotas City)

IV. Project Accomplishments

- Key Activities Implemented**
- 1) Project Team Meetings
 - 2) Conduct of assessments, orientation, trainings, workshops, and technical guidance sessions related towards the Development of CGN that is QMS Certifiable to the ISO 9001:2015 Standard
 - Initial Quality Performance Assessment
 - Orientation on ISO 9001:2015 QMS
 - Training Course on ISO 9001:2015 QMS Requirements and Documentation
 - Workshop on Process Mapping and Risk-Based Quality Planning
 - Workshop on QMS Documentation
 - Workshop on Service Process Improvement
 - Technical Guidance on the Enhancement of Operational Controls and Procedures
 - Technical Guidance on QMS Implementation
 - Training Course on ISO 19011:2018 Guidelines for Auditing Management Systems
 - Training Course on Root Cause Analysis and Corrective Action Formulation
 - Technical Guidance on Management Review
 - Readiness Assessment

- Major Outputs**
- 1) Knowledge and skills of the trained participants (30 per training) were enhanced.
 - 2) Gap assessment findings and recommendations were provided.
 - 3) Workshop and technical guidance sessions provided to further enhance knowledge and skills gained, through provision of feedback and

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recommendation.

- 4) QMS certifiable to ISO 9001:2015

Project Impact

- 1) Developed capabilities of involved CGN officers and staff in the development, preparation, and planning for the sustenance of their QMS and ISO certification, including the preparation of their documentation and QMS implementation requirements
- 2) 30 participants training for each of the four training courses, enhancing awareness and understating for each topic, and creating solutions/action plans, relevant outputs such as audit plans, reports, corrective action plans, etc.
- 3) Standardized documentation of the CGN processes
- 4) Best practices were recognized and were shared with each other

Lessons Learned

- 1) The commitment and cooperation of the DAP Project Team and the CGN Core Team and Secretariat, as well as continuous support from the top management are vital to the success of the project implementation.
- 2) A reliable counterpart team plays a vital role in achieving the project activities. Open and effective communication between the two project teams are needed to determine, contain, manage, and learn from the issues and challenges that the project may face. Transparent and clear communication is also needed to avoid misinterpretations, project delays, and issues.
- 3) The emphasis of the concept of continual improvement and collaboration between participant groups and project teams to is needed to create enhanced and improved workshop and activity outputs.

V. Attachments

- Summary of Evaluation for Course and Resource Person (for trainings): *Access the folder [here](#).*
- Certificate of Project Deliverable Accepted (for all completed activities): *Access the folder [here](#).*
- Certificate of Project Closure: *Access the file [here](#).*

Prepared by:
JANINA ANGELI M. FERRER
Project Manager, PDC-TMO**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