

PRODUCTIVITY AND DEVELOPMENT CENTER

(Center)

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

Project Code	QEGAW
Project Title	GQMP 2024: Development of a Quality Management System Certifiable to ISO 9001:2015 Standard for the City Government of Pasig
Project Start	March 1, 2024
Project End	December 31, 2024
Project Price	PhP 1,855,000
Client Organization	City Government of Pasig

II. Project Team

Project Manager	Ritchell T. Furigay-Cunanan
Team Members	Aileen A. Ricohermoso, Ma. Elizabeth F. Estanislao, Janina Angeli M. Ferrer, April P. Espino
Supervising Fellow	Samuel C. Rosal
Consultants/ Resource Persons	Charlie A. Marquez & Antonio P. Santos

III. Project Details

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 the strengthening of the implementation of the Government Quality Management Program, results-based performance management system standards, and the Development Academy of the Philippines' (DAP) productivity capability development programs, as well as the adoption of 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)*.

The DAP, as the National Productivity Organization and the Advocacy and Capability-Building arm of the Government Quality Management Committee, will continue leveling 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 City Government (CG) of Pasig created through Republic Act 7829, envisions itself to be the exemplar of participatory good

PRODUCTIVITY AND DEVELOPMENT CENTER

(Center)

[2024] PROJECT ACCOMPLISHMENT REPORT

governance where communities enjoy a high quality of life in a competitive and inclusive economy, ecologically balanced environment, innovative and resilient infrastructure guided by a responsive, transparent, and accountable government. In line with its mission to uphold the principle of participatory governance, the CG of Pasig 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 Pasig signified its interest and commitment and was selected as one of the QMP 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, "**GQMP 2024: Development of a Quality Management System Certifiable to ISO 9001:2015 Standard for the City Government of Pasig.**"

Project Objective

The project aimed to establish a QMS certifiable to ISO 9001:2015 standard in the CG of Pasig, covering its management, support, and core processes in the provision of public services, legislation, and programs 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:

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

Focus Area	Productivity-driven development
Project Type	Technical Assistance
Project Beneficiary	Public Sector
Regional Coverage	NCR

IV. Project Accomplishments**Key Activities Implemented**

No.	Activity Title	Date of Implementation
1	Initial Quality Performance Assessment	April 4, 22
2	Orientation on ISO 9001:2015 QMS	April 29
3	Training Course on ISO 9001:2015 QMS Requirements and Documentation	May 7-10
4	Workshop on Process Mapping and Risk-based	May 29-31

PRODUCTIVITY AND DEVELOPMENT CENTER

(Center)

[2024] PROJECT ACCOMPLISHMENT REPORT

No.	Activity Title	Date of Implementation
	Quality Planning	
5	Workshop on QMS Documentation	June 19-21
6	Training Course on Service Process Improvement	July 17-19
7	Technical Guidance on the Enhancement of Operational Controls and Procedures	August 5-7
8	Technical Guidance on QMS Implementation	August 29-30, September 13
9	Training Course on ISO 19011:2018 Guidelines for Auditing Management Systems	September 16-19
10	Workshop on Auditing QMS	September 20, October 15-16
11	Training Course on Root Cause Analysis and Corrective Action Formulation	November 8-10
12	Technical Guidance on Management Review	October 18, December 3
13	Readiness Assessment	November 26-29

Major Outputs

1. Management and employees were made aware of the productivity and quality improvement approaches, QMS requirements, and their roles and responsibilities in successfully implementing the QMS.
2. Thirty (30) participants were trained on the requirements of the ISO 9001:2015 Standard, which prepared the team for crafting the initial draft business process map, scope of QMS, quality policy, and list of externally provided products, processes, and services.
3. Established documented information on QMS scope, process map, identified relevant interested parties and their needs and expectations, internal and external issues, risks and opportunities register, quality policy, quality objectives, quality manual, procedures, and identified processes to be streamlined.
4. Conducted implementation guidance and submitted assessment reports which include findings and recommendations of the DAP Project Team to further improve CG of Pasig's QMS implementation.
5. Twenty-nine (29) internal audit team leaders and members were able to perform audit from planning, execution, to reporting of audit findings. Audit programme for the conduct of the initial internal audit, audit plan, audit itinerary, audit checklists, IQA reports, and request for actions were prepared for the said activity.
6. Trained thirty (30) participants in using various tools and techniques in process streamlining.
7. Developed awareness and understanding on the techniques for analyzing and validating the root cause of existing and potential problems, and formulation of solutions to prevent the problem from recurring and/or occurring were provided to twenty-eight (28) participants.
8. Technical guidance sessions for the conduct of the Management Review, feedback and recommendations to enhance its conduct and make QMS effective were provided.
9. Gap assessment findings and recommendations.
10. QMS certifiable to ISO 9001:2015.



PRODUCTIVITY AND DEVELOPMENT CENTER

(Center)

[2024] PROJECT ACCOMPLISHMENT REPORT

Project Impact

1. Enhanced appreciation of the QMS Core Team members, key officers, and staff on the requirements of ISO 9001 that complements the implementation of QMS within their organization.
2. The conducted training provided an opportunity for the participants to improve their workplace conditions.
3. Participants in the training were made aware of the use of different productivity tools, which made it easier for them to address the nonconformities found during QMS implementation.
4. Contribute to the improvement in CG of Pasig's growth and development endeavors by the institutionalization of a globally recognized standard that supports CG of Pasig's efforts to improve the quality of service that can eventually lead to the growth and development endeavors of the LGU.
5. Enhanced appreciation of the importance of adopting QMS in the organization, emphasizing the need to understand and satisfy client expectations.
6. Increased awareness of the advantages of having a documented system.

Lessons Learned

1. The continuous support of top management and high involvement of people in the organization are key factors that contribute to a successful project implementation.
2. Provision of transportation and accommodation to the DAP Project Team the day before the activity may be an advantage especially to out-of-town venues:
 - a. The DAP Project Team is bringing laptops and training materials. It could have been safer if the CG of Pasig service vehicle will be used than taking a public transportation.
 - b. A day-before arrival to the venue of both the DAP Project Team and participants may be helpful to ensure all arrangements are in place and that the activity start on time.
3. Gain understanding on the context of the organization and stay focus will provide more customized delivery of service.

V. Attachments

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

Prepared by:


RITCHELL T. FURIGAY-CUNANAN
Project Manager

Noted / Approved by:


ARNEL D. ABANTO
Acting Vice President

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