

PRODUCTIVITY & DEVELOPMENT CENTER**Technology Management Office****2024 Project Accomplishment Report****I. Project Information**

Project Code	QEGBC
Project Title	GQMP 2024: Development of a Quality Management System Certifiable to ISO 9001:2015 Standard for the Basilan State College
Project Start	16 May 2024
Project End	31 December 2024
Project Price	PhP 1,855,000.00
Client Organization	Basilan State College (BaSC)
Status	Closed

II. Project Team

Project Manager	Ador G. Paulino
Team Member	Aileen A. Ricohermoso, Ronald Armin F. Ocampo, Ma. Elizabeth F. Estanislao, Ritchell T. Furigay-Cunanan, Rose May O. De Leon, April Ponce Espino, Hazelyn Anne V. Baure, Orlando Jr. B. Botero, Jessa Mae L. Bonsol, Janina Angeli M. Ferrer, Maria Veronica P. Angeles, Natasha Michelle V. Abaya, Marion Jasper V. Portea, and Arnel D. Abanto
Supervising Fellow	Samuel C. Rosal
Resource Persons	Internal Resource Persons

III. Project Details**A. Project Description**

The Administration is dedicated to realizing economic and social transformation to foster a prosperous, inclusive, and resilient society, as outlined in the Philippines Development Plan (PDP) 2023-2028. In alignment with this overarching objective, it is essential to uphold the principles of open, efficient, and accountable governance. Specifically, Chapter 14 Outcome 3 of the PDP focuses on rationalizing and fortifying government functions, systems, and mechanisms through enhancing the productivity performance of agencies as one of the key strategies.

This imperative direction in the PDP 2023-2028 further strengthens the need for government agencies to comply with Executive Order No. 605, s. 2007, specifically to *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 (GQMC), continues to levelling 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 greatly benefit from the process and system improvement initiatives.

Consequently, the Basilan State College (BaSC), a leading institution of excellence in innovative instruction and creative research and extension programs and projects, directed towards lasting peace and total human development, created, and established pursuant to Presidential Decree 1943, promulgated on 27 June 1984, sought to continually improve the delivery of its services and transform its current management system into a Quality Management System (QMS) Certifiable to ISO 9001:2015 Standard. Thus, the BaSC signified its interest and commitment and was selected as one of the GQMP Beneficiary Agencies that received technical assistance from the DAP for the establishment of a QMS certifiable status eligible to ISO 9001:2015 QMS Standard.

Accordingly, the DAP implemented the project entitled, *“Development of a Quality Management System Certifiable to ISO 9001:2015 Standard for the Basilan State College”*.

B. Project Objectives

The project established a QMS certifiable to ISO 9001:2015 standard in BaSC, which covered the provision of admissions, instructions, and research and extension services, as well as effect improvements in the quality of its services. Specifically, it:

- 1) Enhanced the understanding of key officers and staff on the principles and requirements of ISO 9001:2015 Standard;
- 2) Developed the capabilities of key officers and staff in preparing for and sustaining the ISO 9001:2015 Certification;
- 3) Prepared the documentation needed for the implementation and sustainability of the established QMS; and,
- 4) Exhibited verifiable process and/or service quality improvement in the provision of BaSC's services.

C. Focus Area: Public Sector Productivity

D. Project Type: GAA

E. Project Beneficiary: SUCs and other schools

F. Coverage: R15 (BARMM)

IV. Project Accomplishments

A. Key Activities Implemented

Date	Activity
13-14 Jun 2024	<u>Initial Quality Performance Assessment</u> . Provided a profile of the initial assessment of the agency's quality performance in terms of delivering consistent and continual quality products and services.
19 Jun 2024	<u>Orientation on ISO 9001:2015 Quality Management System (QMS) Standards</u> . An orientation on ISO 9001:2015 QMS was conducted to deepen awareness of top management and general employees 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 in BaSC. The orientation emphasized the importance and benefits of implementing QMS in improving service quality and productivity in the public sector. The project's overview, methodology, components, and roadmap were

Date	Activity
	also presented during the orientation.
16-19 Jul 2024	<u>Training Course on ISO 9001:2015 QMS Requirements and Documentation.</u> The course developed the participants' knowledge and understanding of quality concepts and principles, the requirements defined in ISO 9001:2015 standard, and relevant statutory and regulatory requirements relevant to BaSC. The discussions provided an overview of how to establish, implement, maintain, and continually improve the QMS.
31 Jul & 1-2 Aug 2024	<u>Workshop on Process Mapping and Risk-Based Quality Planning.</u> The workshop defined the scope of the QMS and determined the different processes to 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, among others, that may need to be addressed through risk-based quality planning.
20, 22-23 Aug 2024	<u>Workshop on QMS Documentation.</u> The workshop formulated the structure and controls for QMS-documented information. It determined specific documented information to be maintained to describe the QMS, established quality controls for its processes aligned with ISO 9001:2015 requirements to ensure consistent delivery of quality products and services. Moreover, it enhanced the high-level business process map that integrated and aligned processes to achieve the organization's desired outcomes. In the documentation process, existing management approaches were evaluated <i>vis-à-vis</i> the requirements of ISO 9001:2015 standard to ensure the availability, adequacy, and effectiveness of the QMS documented information. The workshop also introduced knowledge management to develop participants' awareness and understanding of the importance of managing organizational knowledge for improved efficiency of processes. It focused on determining, documenting, and maintaining the organizational knowledge necessary for the operation of processes, and making it available, to the extent necessary, to achieve conformity of products and services.
4-6 Sep 2024	<u>Training Course on Service Process Improvement.</u> This activity equipped 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 BaSC.
24-26 Sep 2024	<u>Technical Guidance on Enhancement of Operational Controls and Processes.</u> The activity highlighted the importance of establishing effective controls for all relevant processes of the organization. It also included a review of existing process controls and documented information to ensure alignment of operational and support processes.
4 & 7-8 Nov 2024	<u>Technical Guidance on QMS Implementation.</u> This activity ensured that the implementation of the QMS in BaSC conformed with the requirements of ISO 9001:2015 Standards. Likewise, it included

Date	Activity
	guidance sessions on planning for implementing and cascading the established QMS throughout the organization. An online visit was conducted to determine the adequacy of implementation <i>vis-à-vis</i> the established documentation and address gaps, if any exists.
28-31 Oct 2024	<u>Training Course on ISO 19001:2018 Guidelines for Auditing QMS.</u> The course developed the participants' knowledge and understanding of the concepts, principles, techniques, and practices of performing an effective internal audit in accord with ISO 19011:2018. It included a review of the requirements of Clause 9.2 of the ISO 9001:2015 Standard and how they are applied in the context of an internal audit, with the end goal of improving the established QMS. Workshops and exercises were facilitated for the participants to demonstrate their skills in planning and performing an effective internal audit, as well as the reporting of audit findings.
5 & 20-21 Nov 2024	<u>Workshop on Auditing QMS.</u> The workshop ensured the effective conduct of the BaSC'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 familiarization of the auditors with the internal audit process.
13-15 Nov 2024	<u>Training Course on Root Cause Analysis and Corrective Action Formulation.</u> The course imparted knowledge and developed the participants' skills in using the problem-solving approach. It included formulation of effective corrective actions to prevent recurrence of the nonconformities. Specific problem-solving tools and techniques were introduced and utilized by process owners in addressing non-conformities raised during the internal audits and/or during the conduct of daily operations/ activities.
26 Nov & 9 Dec 2024	<u>Technical Guidance on Management Review.</u> The DAP Project Team ensured the effective conduct of management review to evaluate the effectiveness and adequacy of the established QMS. It included a guidance session on the preparation of the required inputs for the management review and feedback to provide recommendations for improvement during actual management review of the BaSC.
10-13 Dec 2024	<u>Readiness Assessment.</u> The assessment determined the extent of conformance of the QMS documentation and implementation as against the minimum requirements of ISO 9001:2015 standard. It identified further opportunities for improvement on the current practices and documentation to bring about an effective approach in implementing a QMS. The assessment was also an opportunity to evaluate the effectiveness of the improvement actions implemented by reviewing data relevant to the BaSC's performance indicators.

B. Major Outputs

- 1) The commitment of BaSC to improve their service quality delivery and not for compliance only through their QMS journey.
- 2) Enhanced/Final version of the following documented information:

- a) Business Process Map
- b) QMS Scope Statement
- c) Quality Policy
- d) List of internal and external issues
- e) RIP's needs and expectations
- f) Risk and Opportunities Registry
- g) QMS Manual
- h) Quality Objectives
- i) Documented procedures of QMS required information (Control of Documents Procedure, Control of Records Procedure, Internal Quality Audit)
- j) Procedure/Guideline on Risk Assessment and Management
- k) Documentation of operational processes
- 3) Enhanced version of the identified processes for improvement
- 4) Draft Audit Programme, Audit Plan, Audit Checklist, Audit Findings Report and RFA for nonconformity findings
- 5) Finalized Management Review Procedure/Guidelines
- 6) Status and preparedness of the agency based on the established QMS
- 7) Recommendations for improvements or enhancements

C. Project Impacts

Accordingly, the committed project activities were delivered by the DAP Project Team as per the agreed schedule with minor adjustments and mutually agreed by the DAP Project Team and the BaSC counterpart team.

The establishment of QMS in BaSC served as the inspiration to improving the quality of service delivered to learners, its stakeholders, and other relevant interested parties, including raising the morale of people in BaSC, operational effectiveness, and regulatory compliance.

- 1) With the guidance, the participants were able to review and enhance documents, and operational procedures, as well as streamline processes from different departments. Also, the QMS adoption clarified roles and defined specific performance measures.
- 2) Upon completion of the Orientation and Training Course on QMS Requirements and Documentation, the participants were familiarized with the ISO 9001:2015 QMS Standards.
- 3) Likewise, upon completion of the Training Course on Internal Quality Audit and Root Cause Analysis, the participants who were process owners and later served as Internal Auditors enhanced their capabilities and were able to address the audit findings of their respective units based on QMS requirements. With these findings, the participants used an analytical approach to determine and validate the root causes of such nonconformities.
- 4) The feedback and recommendations made during the Readiness Assessment gave BaSC a glimpse of what could happen during the actual audit of a third party certifying body and the associated requirements needed to improving the documentation and implementation of the QMS in BaSC.

Lessons Learned

- 1) **Leadership (dedication) is essential.** The dedication of BaSC's top management, specifically the College President and the officials and officers comprising the management team is the key to realizing the successful implementation and completion of the scheduled 13 activities in 2024. This dedication from BaSC's leadership does not end here but rather serve as the beginning and must continue accordingly to getting the certification desired from a third-party certifying body and eventually embedded in BaSC's mindset of continual quality improvement. In early 2025, BaSC has completed its strategic planning in Manila embedding the quality management system as part of its strategic thrust and priorities.
- 2) **Allocation of resources (human and non-human) is vital.** This factor has been reflected in the actions of BaSC's leadership during the period of engagement of the DAP Project Team as sufficient resources, both human and non-human, were allocated to the project. Also, the top management of BaSC has appropriated sufficient funds to procuring the services of a third-party certifying body and has scheduled the same after the May 2025 elections. Likewise, BaSC's people have been supported and given the opportunity to participate in learning and development programs to upscaling their knowledge, skills and attitudes toward continual quality improvement and development.
- 3) **Strict compliance on deadlines.** While the above-mentioned learnings are both positive in a way for BaSC, the nature of operations in BaSC like any other public organization heavily relies on the principle of multi-tasking because of the finite, or limited, number of plantilla positions. Thus, people are designated to more than one post, which results to multiple concerns and responsibilities. Accordingly, this situation and work arrangement somehow impacted the compliance of some process owners in submitting their deliverables during the engagement period. This was not tolerated nor served as an excuse but was accepted because it is the reality. In 2024, it is worth noting that BaSC's top management has exerted efforts to creating additional plantilla positions and augment its present personnel complement.

V. Attachments

- 1) Certificate of Project Deliverable Accepted (CPDA) for all activities, and, Certificate of Project Closure (COC), which can be viewed from the ePMIS.

Prepared by:


ADOR G. PAULINO, IE, DPM
Project Manager

Noted/Approved by:


ARNEL D. ABANTO
Acting Vice President, PDC