

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

Project Code	QEGBD
Project Title	GQMP 2024: Development of a Quality Management System Certifiable to ISO 9001:2015 Standard for the University of the Philippines System Administration
Project Start	16 May 2024
Project End	31 December 2024
Project Price	PhP 1,855,000.00
Client Organization	University of the Philippines System Administration (UPSA)
Status	Closed

II. Project Team

Project Manager	Ador G. Paulino
Team Member	Ma. Elizabeth F. Estanislao, Jessa Mae L. Bonsol, Aileen A. Ricohermoso, Ronald Armin F. Ocampo, April Ponce Espino, Hazelyn Anne V. Baure, Janina Angeli M. Ferrer, Ritchell T. Furigay-Cunanan, Rose May O. De Leon, Orlando Jr. B. Botero, Natasha Michelle V. Abaya, Maria Veronica P. Angeles, 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 University of the Philippines System Administration (UPSA) created pursuant to Section 8 of the Resolution Reorganizing the University of the Philippines (UP) into a UP System, which was adopted at the 825th UP Board of Regents Meeting on December 21, 1972, is mandated to support UP's mandate as the national university of the Philippines pursuant to its 2008 Charter, or Republic Act (RA) No. 9500, to perform its unique and distinctive leadership in higher education and development, and seeks to continually improve the delivery of its services and transform its current Quality Management System (QMS) Certifiable to the ISO 9001:2015 Standard. The UPSA 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 Standard.

In this regard, the DAP implemented the project entitled, *"Development of a Quality Management System Certifiable to ISO 9001:2015 Standard for the University of the Philippines System Administration"*.

B. Project Objectives

The project aims to establish a QMS certifiable to ISO 9001:2015 Standard in the UPSA, covering the provision of instructions and research and extension services, as well as effect improvements in the quality of its services.

Specifically, it shall:

- 1) Enhance the understanding of key officers and staff on the principles and requirements of ISO 9001:2015 Standard;
- 2) Develop the capabilities of key officers and staff in preparing for and sustaining the ISO 9001:2015 certification;
- 3) Prepare the documentation needed for the implementation and sustainability of the established QMS; and,
- 4) Exhibit verifiable process and/or service quality improvement in the provision of UPSA's services.

C. Focus Area: Public Sector Productivity

D. Project Type: GAA

E. Project Beneficiary: SUCs and other schools

F. Coverage: NCR

IV. Project Accomplishments

A. Key Activities Implemented

Date	Activity
10-11 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.

Date	Activity
18 Jun 2024	<u>Orientation on ISO 9001:2015 Quality Management System (QMS) Standard.</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 UPSA. 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 also presented during the orientation.
1-4 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 UPSA. The discussions provided an overview of how to establish, implement, maintain, and continually improve the QMS.
17-19 Jul 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.
26, 29-30 Jul 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.
29-30 Aug 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 UPSA.

Date	Activity
12-13 & 20 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.
1-3 Oct 2024	<u>Technical Guidance on QMS Implementation.</u> This activity ensured that the implementation of the QMS in UPSA conformed with the requirements of ISO 9001:2015 Standard. Likewise, it included 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.
14-17 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.
18 Oct & 7-8 Nov 2024	<u>Workshop on Auditing QMS.</u> The workshop ensured the effective conduct of the UPSA'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.
4-6Nov 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.
21 Nov & 2 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 UPSA.
3-6 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

Date	Activity
	implementing a QMS. The assessment was also an opportunity to evaluate the effectiveness of the improvement actions implemented by reviewing data relevant to the UPSA's performance indicators.

B. Major Outputs

- 1) The commitment of UPSA 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 UPSA counterpart team.

The establishment of QMS in UPSA 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 UPSA, 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 UPSA a glimpse of what could happen during the actual audit of a third-party certifying body and the associated requirements needed to improve the documentation and implementation of the QMS in UPSA.

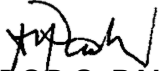
Lessons Learned

- 1) **Leadership (dedication) is essential.** The dedication of UPSA's top management, specifically the University 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. The top management designated the Vice President for Administration (VPA) as the overall focal for the QMS project. The VPA, in turn, designated the Assistant Vice President for Administration (AVPA for OD & Operations) as the primary focal for the QMS project. It is worthy of note that the DAP Project Team was fortunate to have closely worked with its counterpart team from the Office of the VPA. Fortunate because the focal of the counterpart team is a former DAPper, who is familiar with the QMS and ISO 9001:2015 Standard because she was a former PDC and member of the Technology Management Office (TMO).
- 2) **Allocation of resources (human and non-human) is vital.** This factor has been reflected in the actions of UPSA's leadership as explained above, especially as to the designation of a counterpart team. While non-human resources were sufficiently provided during the period of engagement of the DAP Project Team, the human resources allocated therefor was in a way constantly changing because of the nature of their employment, i.e., contractual and/or job order type, in UPSA. Thus, it is just but regular to see a new face in one activity as the previous representative of the Office was replaced.
- 3) **UPSA's nature of functioning.** UPSA is not the typical setup of an educational institution as one might surmise but rather a system that supports the functioning of the constituent universities of the University of the Philippines (UP). As such, this SUPPORT function becomes its CORE function in the language of the ISO 9001:2015 QMS Standards.
- 4) **Efforts on ISO 9001:2015 QMS Standards Certification.** The Office of the Vice President for Academic Affairs (OVPA) and the UP-Procurement Office (UPO). The former office completed the preparatory activities and documentations needed for the certification. However, the certification by a third-party certifying body did not materialize because of differing perspectives between and amongst the key people within the OVPA. Initially, the people from OVPA did not participate in the activities but eventually did towards the end. The latter office, on the other hand, was able to secure its certification during the conduct of the internal audit activity. While there were participants from the OPU from the start to the end of the QMS implementation, the OPU did not brag about their efforts during the sessions.

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:


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Noted/Approved by:


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