

**PRODUCTIVITY AND DEVELOPMENT CENTER
2024 PROJECT ACCOMPLISHMENT REPORT**

I. Project Information

Project Code	:	QEGZI
Project Title	:	GQMP 2024: Strengthening Risk Management Capability for the Municipal Government of Pilar, Sorsogon
Project Start	:	January 1, 2024
Project End	:	December 31, 2024
Project Price	:	PhP 637,500.00
Client Organization	:	Municipal Government of Pilar, Sorsogon

II. Project Team

Project Manager	:	Rose May O. De Leon
Team Members	:	Hazelyn Anne V. Baure, April P. Espino
Supervising Fellow	:	Aileen A. Ricohermoso
Consultants/ Resource Persons	:	Jonilo J. Del Rosario

III. Project Details**Project Description**

The project aimed to strengthen the risk management (RM) capability of the Municipal Government of Pilar (MGP), Sorsogon, aligning its processes with ISO 31000:2018 and integrating RM into its ISO 9001:2015-certified Quality Management System (QMS). This initiative was part of DAP's efforts under the GQMP to build resilience and ensure quality public service delivery.

The local government, known for its commitment to good governance and service excellence, sought to improve its QMS by enhancing how it identifies, assesses, and manages risks. By adopting ISO 31000:2018 guidelines, Pilar LGU aims to elevate public service reliability and operational sustainability.

Project Objectives

The project enhanced the risk management capability of the MGP. Specifically, it:

- a) enhanced the understanding and appreciation of key officers and staff on the risk management principles, framework, and processes aligned with ISO 9001:2015 and ISO 31000:2018 RM guidelines; and
- b) developed the capabilities of the RM Team in enhancing the existing documentation and implementation that will complement the continual improvement and maintenance of the ISO 9001:2015-certified QMS.

Focus Area	:	Productivity-driven development
Project Type	:	Technical Assistance

PRODUCTIVITY AND DEVELOPMENT CENTER
2024 PROJECT ACCOMPLISHMENT REPORT

Project Beneficiary : Public Sector

Regional Coverage : Region V

IV. Project Accomplishments

The key activities conducted and delivered were as follows:

1. Process Walkthrough

The process walkthrough, conducted virtually, intended to gather the baseline information on the existing RM process and documents (e.g. risk management plan, procedure, etc.) of the MGP. The data gathered in the activity was used as reference to the detailed project workplan which was customized to address the RM areas for improvement.

Guidance on the key considerations for the composition of the RM Core Team was also provided during the activity.

Date Implemented: 28 June 2024

2. Training Course on Strengthening Risk Management Capability

The course developed the knowledge and understanding of the RM Core Team on the principles, framework, and processes defined in ISO 31000:2018 RM guidelines. An in-depth understanding of said topics allowed the participants to identify areas for integration of the RM into the ISO 9001:2015-certified QMS, including existing activities, approaches, and documented information

Date Implemented: 18 – 20 June 2024

Number of Participants Trained: 25

3. Workshop on Enhancing the RM Framework, Process, and Documented Information

The workshop was conducted to help the RM team enhance the agency's RM framework, process, and documented information (e.g. risk management plan and procedure) aligned with ISO 9001 QMS requirements and ISO 31000:2018 RM guidelines.

Through the activity, the RM Team was guided on designing, implementing, evaluating, and improving the RM framework across the organization. Enhancement of the RM process, which involves systematic application of policies, procedures, and practices will also be done.

Date Implemented: 5 – 7 August 2024

4. Technical Guidance on Documenting, Communication, Monitoring, and Reporting the RM Implementation

The activity facilitated the finalization of RM documented information for implementation. To ensure effective information dissemination, a planning session on communicating the enhanced RM was also conducted as part of the technical guidance.

PRODUCTIVITY AND DEVELOPMENT CENTER
2024 PROJECT ACCOMPLISHMENT REPORT

Additionally, the RM Core Team was guided on the monitoring and review (gathering and analyzing information, recording results, and providing feedback) of the implemented RM, intention of which is to assure and improve the quality and effectiveness of the RM process design, implementation, and outcomes.

Date Implemented: 8 – 10 August 2024

5. Orientation on the Enhanced MGP RM Guidelines

The activity was conducted to orient the officers and staff on the enhanced RM. The importance and benefits of implementing RM for ensuring the continuity of public services and maximizing gains of ISO 9001:2015 certification by levelling up QMS risk-based thinking was highlighted during the orientation. Likewise, the roles and responsibilities of the management, RM Core Team, and employees in the successful implementation, monitoring, and continual improvement of the RM were discussed and presented.

Date of Implementation: 30 September 2024

6. RM Effectiveness Assessment

The assessment helped determine whether the RM is effectively implemented and monitored against ISO 9001:2015 QMS requirements and ISO 31000:2018 RM guidelines.

The assessment identified further opportunities for improvement on the current RM practices and documented information to complement the sustenance of the ISO 9001:2015 QMS certification.

Date of Implementation: 13 November & 4 December 2024

Major Outputs

1. Baseline data of the existing RM framework, process, and practices of the agency were obtained that served as basis for the enhancements that can be made.
2. Twenty-five (25) key officials and staff comprising the agency's RM Core Team were trained and assisted in enhancing their knowledge and skills on ISO 31000:2018 RM guidelines.
3. RM framework: scope, context and criteria were revisited and enhanced.
4. Risk assessment and treatment were revisited and enhanced.
5. RM Cascading Plan was established.
6. RM Core Team's knowledge and skills on RM monitoring and review were enhanced.
7. The enhanced RM of the agency was assessed to be 62.73% effective based on the assessment conducted.

PRODUCTIVITY AND DEVELOPMENT CENTER
2024 PROJECT ACCOMPLISHMENT REPORT

Project Impact

The following are the significant impacts of the project:

1. **Enabled better identification and treatment of risks, aligning with the MGP's goals.** Through the project's structured technical assistance and training, the Municipal Government of Pilar, Sorsogon was able to strengthen its capacity to systematically identify and assess potential risks across its operations. With the enhanced RM framework, municipal officers and staff can now better recognize vulnerabilities in service delivery, administrative procedures, and community programs. These improvements ensured that risk mitigation strategies are not only reactive but are also aligned with the LGU's strategic priorities and development goals, thereby fostering a more resilient and responsive local governance system.
2. **Built awareness and engagement in RM practices across all departments.** One of the significant outcomes of the project was the increased awareness and active involvement of department heads and staff in applying risk-based thinking to their day-to-day responsibilities. From the orientation sessions to workshops and technical guidance, the project succeeded in creating a shared understanding of the value and benefits of risk management. This heightened awareness helped establish a culture where RM is not viewed as a separate or technical process, but rather as an essential part of planning, decision-making, and public service delivery throughout the entire organization.
3. **Empowered the RM Core Team to institutionalize risk-based thinking in municipal governance.** With focused training and mentoring, the designated RM Core Team of Pilar LGU gained the knowledge, confidence, and tools necessary to champion risk-based practices within their respective departments and functions. The team was instrumental in revisiting and enhancing the RM framework, establishing internal communication plans, and guiding the integration of RM into existing quality management processes. This empowerment has allowed the team to serve as internal advocates and facilitators, helping institutionalize a more proactive and preventive approach to governance that emphasizes foresight and accountability.

Lessons Learned

1. **Local Engagement is Key: Tailoring content and delivery based on the municipality's operational context enhanced learning effectiveness.** One of the most valuable insights gained from the project was the importance of deeply engaging with the local context of the Municipal Government of Pilar, Sorsogon. Unlike a one-size-fits-all approach, the technical assistance was intentionally designed to reflect the municipality's organizational structure, governance processes, and community priorities. This customization not only made the content more relatable and relevant to the participants but also enabled more meaningful discussions and active participation. For instance, risk scenarios and process examples were drawn from the LGU's own services—such as disaster preparedness, local health delivery, and permit processing—allowing participants to connect abstract RM concepts to their real-world responsibilities. This approach proved that when interventions are responsive to local conditions and culture, learning becomes more effective, ownership is strengthened, and implementation becomes more sustainable.
2. **Continuous Learning: The project reinforced the importance of combining on-the-ground experience with formal learning interventions for sustainable improvements.** The project also underscored the value of continuous learning, especially in a dynamic governance environment. Many participants brought with them years of hands-on experience, yet the introduction of internationally recognized standards and structured methodologies offered them new ways to think about and improve their work. By pairing practical experience with formal training, workshops, and mentoring sessions, the project

**PRODUCTIVITY AND DEVELOPMENT CENTER
2024 PROJECT ACCOMPLISHMENT REPORT**

created an integrated learning environment that encouraged reflection, innovation, and collaboration. Moreover, it became clear that sustained capacity-building should not end with a one-time intervention. The experience highlighted the need for ongoing support, refresher sessions, and knowledge-sharing platforms to maintain momentum and encourage continuous improvement. This dual approach—blending field experience with formal learning—builds not only technical competence but also confidence and adaptability among public servants tasked with driving change within their institutions.

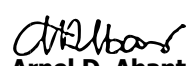
V. Attachment

- Summary of Evaluations for Course and Resource Person
- Summary of Ratings from the Certificates of Project Deliverable Accepted

Prepared by:


Rose May O. De Leon
Project Manager

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