

I. Project Information

Project Code	QEGZQ
Project Title	GQMP 2024: Development of a Quality Management System Certifiable to ISO 9001:2015 Standard for the Games and Amusements Board
Project Start	01 January 2024
Project End	31 December 2024
Project Price	PHP 1,855,000.00
Client Organization	Games and Amusements Board

II. Project Team

Project Manager	Aileen A. Ricohermoso
Team Members	Marion Jasper Portea, Ronald Armin F. Ocampo, Ma. Elizabeth F. Estanislao
Supervising Fellow	Samuel C. Rosal
Consultants/ Resource Persons	Renato Antonio S. Alvarado, Jennifer C. Gonzales

III. Project DetailsProject Description

The DAP, as the National Productivity Organization and the Advocacy and Capability-Building arm of the Government Quality Management Committee, will continue 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 will greatly benefit from the process and system improvement initiatives.

Consequently, the Games and Amusement Board (GAB) created through Executive Order No. 120 (s. 1948) and re-organized through Executive Order No. 392 (s. 1951), is mandated to regulate and supervise professional sports and allied activities to combat and prevent the existence and proliferation of illegal bookie joints and other forms of organized illegal gambling connected with all play-for-pay sports and amusement games. In line with its mission of enriching of the Philippine professional sports in all its aspects through competent regulations and supervision; and promotion of character building to be inculcated among sports professionals for the love of their family and country, the GAB 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 GAB signified its interest and commitment, and was selected as one of the GQMP 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 has implemented the project entitled, "Development of a Quality Management System Certifiable to ISO 9001:2015 Standard for the Games and Amusements Board".

Project Objective

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

Specifically, it shall:

- 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 GAB's services.

Focus Area	Productivity-driven development
Project Type	Technical Assistance
Project Beneficiary	Public Sector
Regional Coverage	NCR, R11 (DAVAO REGION), R7 (CENTRAL VISAYAS)

IV. Project Accomplishments

Key Activities Implemented

1. Initial Quality Performance Assessment (IQPA)
18-19 March 2024

The activity aimed to evaluate the quality performance of the GAB prior to the establishment of ISO 9001:2015 QMS and propose enhancements to service quality through the ISO 9001:2015 certification of the identified processes and/or sites. The data and information and insights gathered were presented and deliberated with the GAB's top management, key officers, and staff to have a common understanding of the GAB's strengths and weaknesses in its existing systems and processes. Additionally, this activity facilitated ownership development among stakeholders when they acknowledged the observations and deliberated on the proposed recommendations.

IQPA report – [IQPA Report](#)

Photo documentation – [vids and pix IQPA](#)

2. Orientation on ISO 9001:2015 Quality Management System
17 April 2025

An orientation on ISO 9001:2015 QMS was conducted to deepen top management and general employees' awareness 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 of the GAB. 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.

Photos - [photos and videos GAB QMS Orientation](#)

3. Training Course on ISO 9001:2015 QMS Requirements and Documentation
2-3 & 6-7 May 2025

The course aimed to develop participants' knowledge and understanding of quality concepts and principles, the requirements defined in ISO 9001:2015 standard, and relevant statutory and regulatory requirements. The discussions provided an overview of how to establish, implement,

maintain, and continually improve the QMS. Workshops and exercises were facilitated to enable the participants to demonstrate their interpretation of the requirements, as well as their skills in drafting the documented information within the GAB context.

Training Journals - [Group Workshop Journals](#)

Photo documentation - [photos and videos GAB TCQRD](#)

4. Workshop on Process Mapping and Risk-Based Quality Planning
8-9 May 2024

The workshop aimed to define the scope of the QMS to determine 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 that were needed to be addressed through risk-based quality planning.

Photo documentation - [Photos and Videos GAB WSRBQP](#)

5. Workshop on QMS Documentation
10-11 June & 2 July 2024

The workshop aimed to formulate the structure and controls for GAB QMS-documented information. It enabled the development of specific documented information (to be maintained) to describe the QMS, establish quality controls for its processes, and align with ISO 9001:2015 requirements to ensure consistent delivery of quality products and services. Moreover, a high-level GAB process map was developed through the activity. In the process of documentation, existing management approaches were evaluated vis-à-vis 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 enhance 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 GAB operations and making these available (to the extent necessary) to ensure conformity of services and satisfaction of GAB clients and stakeholders.

Photo documentation - [videos and pix](#)

6. Training Course on Service Process Improvement
9-11 July 2024

This activity aimed to equip the participants with the concepts and various approaches to improve processes and be consistent in the quality of GAB's services. It facilitated action plans from the participants which are intended to improve identified GAB processes.

Training Journals – [final workshop outputs](#)

Photo documentation - [Pix and videos TCSPI GAB](#)

7. Technical Guidance on the Enhancement of Operational Controls and Procedures
29-31 July 2024

The activity aimed to establish effective controls for all relevant processes of the organization. It included a review of existing process controls and documented information in to ensure alignment of GAB operations and support processes.

8. Technical Guidance on QMS Implementation
24-26 September 2024

This activity aimed to ensure the effective implementation of the QMS in conformance with the requirements of ISO 9001:2015 standards. It included guidance sessions on planning for the implementation and cascading the established QMS throughout the GAB. On-site visits to the GAB Main Office and Cebu Field Office were conducted to determine the adequacy of implementation vis-à-vis the established GAB QMS, and address gaps if any exist. To ensure the effective implementation of improvement actions, e.g. streamlined processes or any other improvement actions technical guidance was provided to the concerned offices or functions.

Photo documentation - [videos and pix](#)

9. Training Course on ISO 19011:2018 Guidelines for Auditing Management Systems
13-16 August 2024

The course aimed to develop the participants' knowledge and understanding of the concepts, principles, techniques, and practices of performing an effective internal audit in accordance with ISO 19011:2018. It included the 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 reporting audit findings.

Training Journals – [journals](#)

Photo documentation - [videos and pix](#)

10. Workshop on Auditing QMS
9 September & 16-17 October 2024

The workshop aimed to ensure the effective conduct of the GAB's actual internal QMS audit. 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 were facilitated to ensure the auditors' familiarization with the internal QMS audit process.

11. Training Course on Root Cause Analysis and Corrective Action Formulation
6-8 November 2024

The course aimed to impart knowledge and develop the participants' skills in using the problem-solving approach. It included the formulation of effective corrective actions to prevent recurrence of the nonconformities. Specific problem-solving tools and techniques introduced through this course were utilized by process owners in addressing non-conformities raised during the internal QMS audit.

Training Journals – [journals](#)

Photo documentation - [videos and pix](#)

12. Technical Guidance on Management Review
10 September & 13 December 2024

The activity aimed to ensure the effective conduct of Management Review (MR) to evaluate the effectiveness and adequacy of the established QMS. Participants were guided in preparing the required MR input documents/materials (agenda) to be presented during the actual management review. At the end of the actual MR, DAP Project Team provided feedback and recommendations to improve the conduct of succeeding MRs.

13. Readiness Assessment
19-20 & 22 November 2024

The assessment aimed to determine the extent and correctness of conformance of the QMS documentation and implementation against the applicable requirements of ISO 9001:2015 standard. The activity enabled the further identification of improvement opportunities on current practices and documentation to achieve a more effective implementation of the established QMS.

Readiness Assessment Report - [Assessment Report](#)

Major Outputs

1. Enhanced and calibrated participants' knowledge and skills on ISO 9001:2015 QMS requirements and documentation.
2. Established QMS procedures, guidelines and/or tools to capture:
 - a. QMS process map
 - b. QMS scope statement
 - c. Quality policy statement
 - d. Internal and external issues
 - e. Relevant interested parties' needs and expectations
 - f. Action plans to risks and opportunities registry
 - g. Operational/functional objectives and QMS plans
 - h. Controls on documented information
 - i. Controls on nonconformities and corrective action
 - j. Management of customer satisfaction data and information
 - k. Conduct of QMS reviews by the GAB's Top Management
 - l. Gathering and documentation of organizational knowledge.
3. Proposed improvements/simplification/innovation on identified process/es that affect the quality of public service delivery.
4. Enhanced participants' knowledge and skills in performing QMS audit that include planning, implementation, and reporting.
5. Enhanced QMS procedures, guidelines and/or tools to capture audit plan, policies, methodologies, criteria, findings, and results.
6. Enhanced participants' knowledge and skills on root cause analysis and corrective action formulation.
7. Enhanced controls on operational processes.
8. Proposed implementation plan/enhancements for the QMS' certification and sustainability.
9. Initial and final assessment reports on existing systems and processes and service quality improvements.

PDC

(Center)

[2024] PROJECT ACCOMPLISHMENT REPORT**Project Impact**

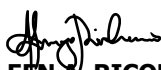
The recently concluded project significantly contributed to enhancing awareness and appreciation of quality in service delivery among GAB personnel. Through targeted interventions—such as the training courses, process reviews, and consultative workshops—the project fostered a heightened consciousness of performance standards, client satisfaction, and continuous improvement.

Lessons Learned

1. Quality awareness must be continuous. Simply introducing quality concepts and conducting training courses is not enough. These need to be consistently reinforced and practiced.
2. Leadership buy-in and people engagement in decision-making are essential to instill a culture of quality.
3. Capacity-building is most effective when contextualized. Trainings and workshops are better received when aligned with the actual practices of the agency. Customizing the project's interventions increases the project's value and applicability.
4. Leadership support is a facilitating success factor. Projects that gained strong support from agency heads were more likely to sustain quality initiatives and institutionalize good practices.
5. Documentation mechanisms matter. Establishing mechanisms for documenting service processes made it easier to identify performance gaps and monitor improvements.

V. Attachments

- Summary of Course Evaluations - [Course Evaluations](#)
- Summary of Resource Person Evaluations - [RP Evaluations](#)
- Certificates of Project Deliverable Acceptance - [GAB CPDAs and Activity Guides](#)
- Certificate of Project Closure - [Certificate of Project Closure](#)

Prepared by:
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Project Manager**Noted / Approved by:**
ARNEL D. ABANTO
Center Head**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