

Productivity and Development Center

(Center)

[2023] PROJECT ACCOMPLISHMENT REPORT**I. Project Information**

Project Code	QERDA
Project Title	Development of a Quality Management System Certifiable to ISO 9001:2015 Standard for the BARMM-Office of the Chief Minister (BARMM-OCM)
Project Start	May 15, 2023
Project End	March 31, 2024
Project Price	PHP 2,102,800
Client Organization	BARMM-Office of the Chief Minister

II. Project Team

Project Manager	Ritchell T. Furigay-Cunanan
Team Members	Ador G. Paulino Ronald Armin F. Ocampo Aileen A. Ricohermoso Janina Angeli M. Ferrer Orlando B. Botero, Jr. Hazelyn Anne V. Baure April P. Espino
Supervising Fellow	Samuel C. Rosal
Consultant/ Resource Person	Antonio P. Santos

III. Project Details

Project Description	The need for government agencies to improve quality in their operations and service delivery has never been more urgent in the light of the current Administration's thrust to enhance the social fabric through ensuring people- centered, clean, and efficient governance, as cited in the "<i>Malasakit</i>" pillar of the Philippine Development Plan 2017-2022. To this goal, the government is leveraging the priorities of its Results-Based Performance Management System, and its people-centered Performance-Based Incentive System under Executive Order No. 80, s. 2012. This is further strengthened with the enactment of Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, which aims to establish transparency, efficiency, and quality in the delivery of government services and ensure citizen satisfaction, thereby improving the competitiveness of the country. There is also an urgent call to improve the citizens' faith and trust in the government's capacity to make the Filipino lives better, safer, and healthier. This clear and compelling direction of the Administration further intensifies the need for government agencies to comply with Executive Order No. 605, <i>Institutionalizing the Structure, Mechanisms, and Standard to Implement the Government Quality Management Program</i>, which was issued to effect improvement in public sector performance by ensuring the consistency of products and services through quality processes. Effective management and good governance are essential elements of quality that can be
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achieved through an effective Quality Management System (QMS). Aligning an organization's planning, service, and support operations to ISO 9001 International Standard is one reliable approach in establishing a QMS. This methodology provides a clear perspective of the quality system requirements and the areas of control to ensure consistency in the quality of services and continuous process improvement intended to generate approaches to improve citizen satisfaction.

The Bangsamoro Autonomous Region in Muslim Mindanao (BARMM) replacing the Autonomous Region in Muslim Mindanao (ARMM) is established through Republic Act No. 11054 - An Act Providing for the Organic Law for the Bangsamoro Autonomous Region in Muslim Mindanao, to ensure the necessary conditions for enduring peace and sustained socio-economic development suitable to the systems of life, needs, and aspirations of its people, provide services to communities, and encourage multi-stakeholders participation and facilitate appropriate partnerships. Hence, the BARMM seeks to continually improve the delivery of its services and transform its current management system to an ISO 9001:2015 certified QMS.

In this regard, the Academy implemented the project entitled, **"Development of a Quality Management System (QMS) Certifiable to ISO 9001:2015 Standard for the Bangsamoro Autonomous Region in Muslim Mindanao-Office of the Chief Minister (BARMM-OCM)."**

Project Objective

The project aimed to establish a QMS certifiable to ISO 9001:2015 standard for the BARMM-OCM covering its management, core, and support processes, and effect improvement in the quality of its processes and services for the Bangsamoro people.

Specifically, it:

- a. enhanced the understanding and appreciation of the additional processes' key officers and staff on the principles and requirements of ISO 9001:2015 standard, as well as, their interpretation of the QMS of BISU;
- b. developed the capabilities of key officers and staff in expanding and sustaining the ISO 9001:2015-Certified QMS;
- c. improved the documentation needed for the implementation and maintenance of the expanded QMS; and,
- d. exhibited verifiable process and/or service quality improvement in the delivery of the services of BISU.

Focus Area

Project Type

Project Beneficiary

Regional Coverage

Productivity-driven development

Technical Assistance

Public Sector

BARMM

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IV. Project Accomplishments

Key Activities Implemented

No.	Activity Title	Date of Implementation
1	Orientation on ISO 9001:2015 QMS	June 5
2	Training Course on ISO 9001:2015 QMS Requirements and Documentation	June 6-9
3	Workshop on Process Mapping and Risk-based Quality Planning	June 13-16
4	Training Course on 5S Quality Workplace	June 26-27
5	Workshop on QMS Documentation	August 8-11
6	Training Course on Service Process Improvement	August 14-16
7	Technical Guidance on the Enhancement of Operational Controls and Procedures	September 13-15
8	Technical Guidance on QMS Implementation	November 21-24 & 28
9	Training Course on ISO 19011:2018 Guidelines for Auditing Management Systems	December 11-14
10	Workshop on Auditing QMS	December 15

Major Outputs

1. Trained participants established a deeper understanding and appreciation of the ISO 9001:2015 QMS concepts, principles, and requirements.
2. Identified relevant internal and external issues, needs and expectations of interested parties, and associated risks and opportunities relevant to the additional offices/processes needing to be addressed; and, OPCR's/quality objectives and plans to ensure continuing alignment with the agency's QMS objectives and targets.
3. Developed QMS-documented information on the various functions and offices covered by OCM's scope of certification.
4. Trained twenty-five (25) participants in using various tools and techniques in process streamlining.
5. Conducted implementation guidance and submitted an assessment report which included findings and recommendations of the DAP Project Team to further improve QMS implementation.
6. Participants developed their knowledge in auditing QMS from planning to execution and drafted audit program and plan.

Project Impact

1. Because of the technical guidance sessions provided by the DAP Team, the established QMS documented information, were used in response to the issued Audit Observation Memorandum by the COA to the OCM.
2. Increased awareness of the advantages of having a documented system.
3. The conducted training provided an opportunity for the participants to improve their workplace conditions.

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1. The schedule of payment should be followed strictly to ensure a smooth flow of (succeeding) activities.
2. Provide, at least, a month gap when scheduling the succeeding activity so that the client has ample time to settle the payment for the completed activities.
3. Constant follow-up to the client of the signed CPDA for on-time preparation of the billing request.
4. Should there be any documentary requirements (i.e. accounts payable to DAP), they should be discussed and/or stipulated clearly in the MOA prior commencement of the project.
5. Consult the superiors before taking action on matters needing their decisions.
6. Effective communication minimizes waste.

V. Attachments

- Summary of Evaluation for Course and Resource Person (for training programs)
- Certificates of Project Deliverable Accepted

Prepared by:
RITCHELL T. FURIGAY-CUNANAN
Project Manager**Noted / Approved by:**
ARNEL D. ABANTO
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