

PRODUCTIVITY AND DEVELOPMENT CENTER**2023 PROJECT ACCOMPLISHMENT REPORT****I. Project Information**

Project Code	QEROL
Project Title	Development of a Quality Management System Certifiable to ISO 9001:2015 Standard for the Office of the Assistant Chief of Staff for Financial Management, G10, Philippine Army
Project Start	23 November 2022
Project End	15 February 2024
Project Price	PHP 957,600.00
Client Organization	Office of the Chief of Staff for Financial Management, G10, Philippine Army

II. Project Team

Project Manager	Natasha Michelle V. Abaya
Team Members	Evangeline M Macariola, Aileen A. Hazelyn Anne V. Baure, April Ponce Espino, Janina Angeli M. Ferrer
Supervising Fellow	Samuel C. Rosal
Consultants/ Resource Persons	Rosandro G. Bertis, Justo R. Batoon, Jr.

III. Project Details

Project Description	The Office of the Assistant Chief of Staff for Financial Management, G10 Philippine Army (OG10, PA), which was activated last 01 January 2021, serves as the adviser of the Commanding General on matters pertaining to budget and fiscal operations and facilitates the execution of Army appropriated and non-appropriated funds. The activation simplified the processes and management of the Philippine Army's financial and budgeting system, which were being undertaken by two separate offices formerly known as the Management and Fiscal Office and the Army Resource Management Office. In pursuit of its transformation effort to be a world-class Army by 2028, it continually improves its systems and processes. In this regard, the OG10, PA has requested the Development Academy of the Philippines (DAP) to provide technical assistance on the Development of a Quality Management System Certifiable to ISO 9001:2015 for the Office of the Assistant Chief of Staff for Financial Management, G10, Philippine Army.
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Project Objective	The project aims to facilitate the establishment of a QMS certifiable to ISO 9001:2015 standard for the OG10, PA, covering its financial and budgeting systems, including its management and support processes, at the Fort Andres Bonifacio, Taguig City. 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; and, c) Prepare the documentation and implementation requirements for QMS certification and sustenance of the established QMS.
Focus Area	Productivity-driven Development
Project Type	Technical Assistance, Training
Project Beneficiary	Public Sector
Regional Coverage	NCR

IV. Project Accomplishments

A. Key Activities Implemented

ACTIVITIES CONDUCTED	DESCRIPTION
1. Orientation on ISO 9001:2015 Quality Management System	13 January 2023 61 Key officers from the Executive Section, Branches, and staff were made aware of the requirements of ISO 9001:2015 and of their roles and responsibilities in the successful implementation of QMS. (CPDA Rating: 5.0)
2. Training Course on ISO 9001:2015 QMS Requirements and Documentation	13-15 and 17 February 2023 20 QMS Core Team members and staff were trained on the requirements of ISO 9001:2015 standards. (CPDA Rating: 5.0)
3. Workshop on Process Mapping and Risk-Based Quality Planning	08-10 March 2023 17 QMS Core Team members and staff were capacitated to enhance identified internal and external issues, needs, and expectations using SWOT; developed process map, quality policy, associated risk, and opportunities, as well as quality objectives that could affect OG10, PA's strategic and operational performance. (CPDA Rating: 5.0)
4. Workshop on Quality Management System Documentation	30-31 March 2023 13 QMS Core Team members and staffs facilitated the review and revision of OG10, PA's existing management approaches vis-à-vis the requirements of ISO 9001:2015 standards to ensure availability, adequacy, and effectiveness of the QMS documented information. (CPDA Rating: 5.0)
5. Technical Guidance on QMS Implementation	27-28 April 2023 The QMS Core Team members, key officers, and staff were guided on planning for the implementation and cascading of

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ACTIVITIES CONDUCTED	DESCRIPTION
	OG10, PA's established QMS, and ensuring alignment on the requirements of ISO 9001:2015 Standards. (CPDA Rating: 5.0)
6. Workshop on Auditing QMS	30 June 2023 – Audit Preparation 11 September 2023 – Actual Report Writing A workshop for OG10, PA Internal Quality Auditors, was facilitated to ensure trained auditors can effectively plan, prepare, and perform an internal audit. The annual audit program, detailed plan/itinerary, and audit checklist for the first conduct of the audit were finalized. After the internal audit, the auditors were guided in writing the audit findings and recommendations on the corrective action to address audit findings. (CPDA Rating: 4.75)
7. Training Course on Root Cause Analysis and Corrective Action Formulation	24-25 October 2023 17 trained internal auditors were capacitated to develop awareness and enhance their capability to effectively use practical tools and techniques for analyzing and validating the root cause of existing nonconformities and formulating solutions for preventing the nonconformities from recurring and/or occurring. (CPDA Rating: 5.0)
8. Technical Guidance on Management Review	17 October 2023, MR Input Preparation 11 December 2023, Actual MR The QMS Core Team members and key officers were guided in preparing and finalizing the inputs needed for the management review. QMS Core Team members, key officers, and staff were observed by the DAP Project team during the actual management review. Provided recommendations for improvement at the end of the meeting. (CPDA Rating: 5.00)
9. Readiness Assessment	07-08/12 February 2024 51 QMS Core Team members, key officers, and staff participated in the remote/online assessment, which was conducted to check the adequacy of the established QMS against the requirements of ISO 9001:2015. The activity identified necessary actions to eliminate the gaps and recommend final preparations for ISO 9001:2015 certifications. The assessment has concluded that OG10, PA's QMS, is certainly certifiable to ISO 9001:2015. (CPDA Rating: 5.0)

B. Major Outputs

- OG10, PA Executives, Branch Chiefs, and Civilian Personnel were made aware of their responsibilities in the successful implementation of QMS.
- Capacitated core team members, key officers, and staff on ISO 9001:2015 QMS Requirements and Documentation, Root Cause Analysis, and Corrective Action Formulation.
- Statement of QMS Scope, Process Map, Relevant Interested Parties, Risk and Opportunity Registry, Quality Policy, and Quality Objectives were formulated.

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- ISO 9001:2015-aligned quality manual was developed, and controls on operational procedures were reviewed and enhanced.
- Effective conduct of management review was facilitated.
- QMS of OG10, PA was assessed as certainly certifiable to ISO 9001:2015 QMS standard.

C. Project Impact

- Leadership and commitment by the executives were demonstrated through their active involvement in the effective implementation of the QMS requirements.
- The quality policy was established and communicated within OG10, PA, including the strategic objectives and measures, and ensured the achievement of its performance scorecards aligned with the strategic directions.
- The project clearly defined and improved awareness of OG10, PA's mandate about its financial Management processes specific to preparation, legislation, execution, and accountability.
- The OG10 PA adequately established and implemented its documented information aligned with the requirements of the QMS.
- The operational planning and controls were evident in the Project Management Planning Schedule. The OG10, PA, demonstrated the controlled conditions through the work instructions and guidelines. E.g., disposition forms approved by the commanding general.
- The OG10 PA learned the importance of risk-based thinking in planning. Realized the need to ensure process owners periodically monitor, measure, analyze, and evaluate accomplishments against the target reported in the Management Review.
- The OG10, PA's QMS, is recommended to be certainly certifiable to ISO 9001:2015.

D. Lessons Learned

Establishing the development of QMS for OG10, PA, became quite challenging due to the military officers frequently conducting rotational deployment—for example, the movement of Branch Chiefs assigned as QMS Core Team leaders to another branch. To optimize the delivery of services by the DAP Project Team, the OG10, PA designated civilian personnel as the QMS Team Members, including its QMS Secretariat, who dutifully work closely to implement and monitor the progress of the various activities. To end, the team effectively, sufficiently, and adequately transformed the OG10, PA's QMS.

V. Attachments

- Summary of Evaluation for Course and Resource Person <https://bit.ly/42M2w21>
- Certificate of Project Deliverable Accepted <https://bit.ly/3IgVuIR>
- Certificate of Project Closure (for all completed projects)

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Project Manager**Approved by:**
SAMUEL C. ROSAL
Director, PDC-TMO**Noted by:**
ARNEL D. ABANTO
Vice President-PDC**Notes:**

1. Project details on Sections I-III can be generated through PMIS based on PM inputs.
2. Project Managers are required to accomplish Section IV & provide Section V to reflect the results of project implementation.
3. Project Managers can update/adjust the pre-filled sections(I-III) based on actual data.