

DAP sa Mindanao

(Center)

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

Project Code	:	RORPA
Project Title	:	Development of a Quality Management System Certifiable to ISO 9001:2015
Project Start	:	June 01, 2023
Project End	:	December 15, 2023
Project Price	:	PhP750,000.00
Client Organization	:	Professional Regulation Commission Regional Office XI

II. Project Team

Project Manager	:	Mr. Jonnel P. Podawan
Team Members	:	Fatima D. dela Cruz; Avon P. Sinajon; Rhea P. Pabriga; Giovanni V. Soria; Jean R. Radoc; Maxene S. Soria
Supervising Fellow	:	Mark Lemuel L. Garcia
Consultants/ Resource Persons	:	Glicerio N. Soliban

III. Project Details

Project Description	:	Project aims to establish a robust and compliant quality management system (QMS) within the organization, aligned with the requirements of the ISO 9001:2015 international standard. The project will focus on developing and implementing a comprehensive QMS that ensures consistent delivery of high-quality products or services and enhances customer satisfaction.
Project Objective	:	The project aims to provide technical assistance to the PRC in developing their QMS that aligns with ISO 9001:2015 and works towards achieving certification.
Focus Area	:	Productivity-driven development
Project Type	:	Training
Project Beneficiary	:	Government Sector
Regional Coverage	:	Mindanao

IV. Project Accomplishments

Key Activities Implemented	:	Pre-Implementation Phase: - Finalization of MOA and MOA signing - Creation of the DAP Project team - Inception Meeting - Submission of the outputs for first deliverables Implementation Phase: - Initial Gap Assessment/process walkthrough
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- Training Course on ISO 9001:2015
- Finalization of PRC XI 9001:2015 manual
- Training Course on Auditing QMS
- Final Gap Assessment/Readiness Review
- Technical Guidance to respond to stage 1 – Audit Findings

Post-Implementation Phase:

- Tabulation of pre and post-assessment;
- Tabulation of course and speaker evaluation;
- Submission of final report;
- Meeting with the project team to evaluate and draw lessons learned in the implementation; and
- Submission of Consolidated Activity Report.

Major Outputs : Developed and Documented Quality Management System (QMS); Conduct of QMS Awareness and Capability Building Training and sessions; Internal Quality Audit Tools and Mechanisms; Management Review Guidelines and Records; Certification Readiness Assessment Report.

Project Impact : Recommended for ISO certification.

The intervention has significantly enhanced the Professional Regulation Commission (PRC) Region XI's capacity to institutionalize a systematic and disciplined approach to quality management. Through the provision of targeted technical assistance in developing a Quality Management System (QMS) aligned with ISO 9001:2015 standards, the project has strengthened the Commission's ability to deliver high-quality and consistent services.

This initiative supports the PRC's overarching objective of driving continuous improvement and achieving higher levels of customer satisfaction. By aligning its processes with internationally recognized standards and working toward ISO certification, PRC Region XI is better positioned to sustain operational excellence, improve public trust, and institutionalize a culture of quality within the organization.

Lessons Learned : All data gathering activities would be more efficient if done through guided facilitation of the DAP Project Team.
Coordination between the DAP Project Team and the client's focal team could have been more efficient to ensure commitment in the attendance of the participants, especially the key members of the local government unit.

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[2023] PROJECT ACCOMPLISHMENT REPORT**V. Attachments**

- Summary of Evaluation for Course and Resource Person (for training program)
- Certificate of Project Closure (for all completed projects)

Prepared by:

by 
FOR: JONNEL P. PODAWAN
Project Manager

Noted / Approved by:


MARK LEMUEL L. GARCIA
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