Government institutions are now faced with a significant challenge: to secure and maintain the trust and confidence of the citizenry. No less than the President of the Republic issued this call—a move that is consistent with the President’s platform of good governance and anti-corruption. This strengthens the implementation of Executive Order No. 605 series of 2007, an earlier directive for all government agencies under the executive branch as well as all GOCCs and GFIIs to subscribe to the Quality Management System standards set forth in ISO 9001 and which encourages other government institutions including the legislative, the judiciary and state-run universities to follow suit.

In the Philippine Development Plan 2011-2016, the value of enhancing and standardizing the quality of public service delivery to become consistent with the requirements of the International Organization for Standardization (ISO) was likewise emphasized as a strategy to improve the effectiveness of government in fulfilling its mandate towards the end goal of inclusive growth. In particular, it identifies the need to ensure high quality, effective, efficient, transparent, accountable, economically and physically accessible, and non-discriminatory delivery of public service as necessary to create an environment where citizens and the private sector can maximize their full potential.

Recognizing this, the Inter-Agency Task Force (IATF) on the Harmonization of Government Performance Monitoring Information and Reporting Systems came out with Memorandum Circular 2014-01 dated 21 April 2014 which provides that as a condition to the grant of Performance Based Bonus (PBB) an institution must achieve at least 90% of its targets. For the Support to Operations (STO), “the common target should be the establishment of a Quality Management System aligned with ISO Standards or the continuing certification of one frontline service.”

Through compliance with ISO 9001:2008 Quality Management System standards, public sector organizations will be able to enhance their efficiency, reliability, responsiveness and transparency; and, improve its ability to achieve its targets. Understanding the standard and how to achieve certification is therefore an imperative.
The ISO 9001:2008 family of standards is “by far, the world’s most established quality framework, currently being used by over 1.5 million organizations in 191 countries.”

ISO 9001:2008 in particular, sets out the requirements of a quality management system and in turn, is being used by over one million companies and organizations in over 170 countries. It is based on eight quality management principles:

- Customer focus
- Leadership
- Involvement of people
- Process approach
- System approach
- Continual improvement
- Fact-based decision making, and
- Mutually beneficial supplier relationships

It is important to note that ISO 9001:2008 does not prescribe a single way of implementing the QMS. The design of the system is dependent entirely on an organization’s needs, its objectives, the processes it employs, the products or services it provides as well as its size and structure. This makes it applicable to any type of organization regardless of its field of activity.

The standard’s primary objective is to improve the level of satisfaction of clients by meeting their needs and expectations and by fulfilling the requirements of the regulatory bodies to which the organization is subject. When closely observed and adhered to, these standards can transform organizations and make them globally competitive. Applied to the government setting, the implications of such a transformation are substantial especially for its most important customers — the citizens.

References:
To assist agencies in the establishment of a Quality Management System certifiable to ISO 9001:2008, the Development Academy of the Philippines has laid out a series of courses that will help the agencies conform with the requirements of the standards. The courses are open to a mix number of agencies and are designed to be run cumulatively building upon the topics and outputs that have been previously taken up or done. Ideally, attendees should be the agencies’ employees who will be responsible to establish, implement, maintain and continuously improve the QMS of their agencies.

The courses and workshops are as follows:


The half-day orientation will present an overview of the importance and principles of ISO 9001:2008 QMS/GQMSS and the roles and responsibilities of the QMS Core Team resulting in the cultivation of awareness among management and employees on how to succeed in its implementation.  

**Training Course on ISO 9001:2008 Requirements & Documentation**

This three-day foundation course will enable the agencies’ QMS/GQMSS core teams to discuss the requirements of the Quality Management System. During the training, the approach on how to establish and document a QMS will likewise be discussed.

Several workshops on documentation such as the formulation of the quality policy, process map, quality objectives and plans, quality manual, and the ISO mandatory procedures will also be conducted during the course. Guidance will likewise be provided to participants as they develop the structure and format for the QMS documentation of their respective organizations.

**Workshop 1: Establishment of QMS & Quality Planning**

This three-day workshop is designed to facilitate the formulation of quality plans. Participants will be guided to identify the needs and expectations of their customers and other key stakeholders, formulate quality policy, establish the quality objectives of their organization, identify the processes and responsibilities necessary to attain the quality objectives and formulate the plans as well as identify the resources necessary to attain these quality objectives.

**Workshop 2: Quality Manual Documentation**

During this two-day workshop, participants will be taught and guided on how to document their respective organizations’ quality manual. Thus, participants are expected to bring with them a draft QM at the end of the workshop.

**Workshop 3: Quality Procedures**

This three-day workshop will facilitate the crafting of QMS mandatory procedures. It will also provide guidance in defining/establishing the processes and procedures involved in the Quality Management System such as management of resources to support the QMS, the control of the delivery of core services, determination of customer satisfaction, control of outsourced services, a competency-based HRD and management review.
**Training Course on Root Cause Analysis**

This is a three-day course which will teach participants on systematic problem solving tools and techniques with focus on the required methodologies under clause 8 of the ISO 9001:2008 standards. After the training course, process owners will have been trained to identify the root cause of problems and to initiate proper action.

**Seminar on 5S Good Housekeeping**

This is an appreciation course on the principles and practice of 5S in the workplace. It focuses on workplace organization for the participants to use as tools in the ISO-QMS implementation.

**Seminar for Quality Management Representatives**

This one-day seminar is designed to make participants understand the correct interpretation of ISO 9001 Clause 5 on Management Responsibility. This is essential for the effective management of QMS' continual improvement.

**Seminar on Quality Management System Implementation**

This one-day seminar will teach the participants on how to effectively implement the Quality Management System after it has been developed.

**Seminar on Quality Management System Cascading**

Participants will learn how to cascade information pertaining to the QMS and process owners will be guided on QMS implementation.

**Training Course on Internal Quality Audit**

This four-day course is designed to enable the potential internal QMS auditors of the agency to plan for and conduct IQA, prepare and present audit findings, monitor and evaluate the effectiveness of actions taken on audit findings.

As a result of this four-day training course, the IQA team should be able to conduct the Internal Quality Audit covering all relevant processes under the scope of the agency’s QMS.

**Hit your targets.**

Join the growing list of government agencies with QMS that are ISO 9001:2008 certified.

We’ll teach you how!