Policies and Guidelines on the Provision of Technical Assistance for the Development of ISO 9001:2015 Quality Management System for GQMP Beneficiary Agencies

I. INTRODUCTION

The Government Quality Management Program (GQMP) is a national government-funded program that promotes quality improvement in the public sector. The program was created through the issuance of Executive Order (EO) No. 605, *Institutionalizing the Structure, Mechanisms, and Standards to Implement the Government Quality Management Program (GQMP).*

The goal of the GQMP is to effect improvement in public sector performance by ensuring the consistency of products and services through quality processes that can be achieved through an effective Quality Management System (QMS). Aligning an organization's planning, service, and support operations to ISO 9001 International Standards is one reliable approach in establishing a QMS.

The program's priority is on improving the frontline services of the government to ensure that Filipino citizens will greatly benefit in the process and system improvement initiatives. Thus, process streamlining is being integrated to the program to achieve reduction of transaction steps, waiting time and transaction cost.

The Development Academy of the Philippines, through the General Appropriations Act of 2019, has funding for the technical assistance on the development of ISO 9001:2015 QMS for ten (10) GQMP Beneficiary Agencies.

II. PROGRAM OBJECTIVES

The GQMP aims to improve citizen satisfaction driven by government-wide quality improvement. Specifically, the program aims to:

a. Strengthen institutional capacities of public sector organizations in delivering citizen- focused public services and in implementing international standards-based QMS;
b. Increase the number of public sector organizations certified to ISO 9001:2015 Standards; and,
c. Improve the quality of public services through reduction of transaction cost and process steps, and client waiting time.

III. TERMS AND DEFINITION

Quality Management System - comprises activities by which the organization identifies its objectives and determines the processes and resources required to achieve desired results; Manages the interacting processes and resources required to provide value and realize results for relevant interested parties

ISO 9001:2015 Standard - an international standard with the most prominent approach to quality management systems, which is applicable to any organization from all types of sectors and activities regardless of the size or what the company does; focuses on client satisfaction through the delivery of quality products and services

Beneficiary Agency – a qualified and priority agency that shall receive a technical assistance on the development of ISO 9001:2015 QMS and process streamlining through the GAA funding of the program

Technical Assistance – a consulting service provided by the DAP; it includes assessment, training, workshops and technical guidance to ensure establishment and implementation of QMS in the agency

IV. SCOPE AND COVERAGE OF TECHNICAL ASSISTANCE

1. The DAP's technical assistance is expected to be completed within eight to ten months (8 to 10 months).

2. The project activities shall be in three (3) phases that may cover any or all of the following activities:

   a. Phase 1: Development of QMS
      - Process Walkthrough
      - Orientation on ISO 9001:2015 QMS
      - Training Course on ISO 9001:2015 QMS Requirements and Documentation
      - Workshop on Process Mapping and Risk-Based Quality Planning
      - Workshop on QMS Documentation
      - Seminar-Workshop on Streamlining Frontline Services
      - Technical Guidance on Enhancement of Operational Controls and Procedures
      - Seminar-Workshop on 5S Good Housekeeping

   b. Phase 2: QMS Implementation
      - Technical Guidance on QMS Implementation

   c. Phase 3: QMS Evaluation
      - Training Course on Auditing QMS
      - Training Course on Root Cause Analysis and Corrective Action Formulation
      - Workshop on Auditing QMS
      - Technical Guidance on Management Review
      - Readiness Assessment

3. The description of each of the activity shall be provided in the Memorandum of Agreement that shall be signed by the DAP and the Beneficiary Agency prior to the start of project implementation.

4. Project activities, e.g., training, workshops and technical guidance, that will ensure complete establishment of QMS shall be identified by the DAP based on the agency profile, e.g. process and site scope, existing QMS practices, and on-going efforts on establishment of QMS.

5. The number of participants for each activity shall be as follows:
   a. Orientation – maximum of fifty (50) participants
   b. Training - maximum of twenty (20) participants
   c. Workshops and Technical Guidance Sessions - maximum of thirty (30) participants

V. SELECTION PROCEDURE

A. Program Participation

1. The DAP shall publish this document in the DAP website (www.dap.edu.ph) and send out a **Call for Expression of Interest** to National Line Agencies and their attached agencies, Other Executive Offices, and State Universities and Colleges through official letter addressed to the head of agencies, and email announcement to the PBB (Performance Based-Bonus) Focal Persons.

2. Any qualified and interested agency shall fill out the Application Form (Attachment A) to be endorsed by at least the Second Highest Authority of the Agency, and submit in accordance with the application guidelines and by the specified closing date, as published by DAP.

3. The application form must be submitted through email, fax or mail addressed to:

   RACQUEL M. BARBECHO
   Program Manager, GQMPO
   Development Academy of the Philippines
   5B/F DAP Building, San Miguel Avenue
   Ortigas Center, Pasig City
   Tel. No.: (02) 631-2163
   TeleFax: (02) 631-2156
   Email Address: gqmpo@dap.edu.ph

4. The deadline of submission of application is on **21 December 2018**. But early submission is encouraged for greater chances of acceptance.

5. The DAP shall screen and notify the agencies if they have been pre-qualified on or before **28 December 2018.**

B. Eligibility Requirements

Agencies applying to become a GQMP beneficiary should meet the following requirements:

1. A National Line Agency and their attached agencies, Other Executive Office, or State University and College.
2. Has frontline service(s), preferably those transacting with individuals and/or business sector
3. Has no existing certification to ISO 9001:2015 QMS
4. Committed to secure certification to ISO 9001:2015 Standards within three (3) months upon completion of the DAP's technical assistance
5. Has the capacity to complete the project not later than November 30, 2019
6. Willing to cover the cost for logistical requirements of project implementation, such as training venue, meals and refreshments, transportation, accommodation of the DAP Project Team, etc.

C. Screening Process

1. The DAP shall conduct the screening of applications subject to the eligibility requirements and on the basis of the following:
   a. Impact of services to citizen satisfaction
   b. Top management commitment
   c. Organizational capability to implement the project

2. Qualified agencies are ranked based on the results of the screening.

3. The list of qualified agencies will be endorsed by the DAP's Productivity and Development Center to the Technical Working Group (TWG), composed of the representatives of the DAP, Department of Budget and Management and Civil Service Commission, for deliberation and confirmation.

D. Deliberation and Confirmation

1. Results of the screening process are deliberated by the TWG through a meeting called for the purpose or through referendum.

2. The TWG confirms the final list of ten (10) GQMP Beneficiary Agencies for 2019 through the obtained signature of each member of the TWG.

3. Qualified agencies, in excess of the ten, shall be on a waiting list in case there are problems or issues with any of the selected Beneficiary Agencies prior to commencement of implementation of the technical assistance.

E. Notification

1. The confirmed final list of ten (10) GQMP Beneficiary Agencies shall be notified through a letter and published in the DAP website on or before **11 January 2019.**

2. Applicants who do not pass the screening and/or deliberation will receive regret letters.

VI. PROJECT TERMS AND CONDITIONS

A. Pre-Implementation Policy

1. The Beneficiary Agency shall sign a Memorandum of Agreement (MOA) with the DAP prior to project implementation. Unsigned MOA within two (2) weeks upon turnover of DAP will forfeit the application, and next in rank waitlisted agencies will take the slot as the Beneficiary Agency.

2. Any additional activity, including additional participants, requested by the Beneficiary Agency shall require a separate agreement, and corresponding costs shall be shouldered by the agency.

B. Responsibilities of the DAP during Project Implementation

The DAP shall:

1. Organize a team who will conduct the project within the agreed timeframe;
2. Prepare the program and course designs for all the orientation, training, seminar and workshop activities;
3. Provide electronic copy of orientation, training and seminar materials for reproduction by the Beneficiary Agency, for each course to be conducted;
4. Provide resource persons and facilitator;
5. Provide certificates to qualified participants of training courses conducted;
6. Review the draft documented information and recommend necessary revisions to ensure their alignment with ISO 9001:2015 standard;
7. Provide technical advice and guidance to counterpart team in the establishment and implementation of the Beneficiary Agency's QMS; and,
8. Conduct readiness assessment of the QMS and recommend final preparation for the ISO 9001:2015 certification process.

C. Responsibilities of the Beneficiary Agency during Project Implementation

The Beneficiary Agency shall:
1. Designate a counterpart support team who will work closely with the DAP Project Team regarding technical and administrative requirements of the project, including monitoring of the progress of various project activities;
2. Provide logistical requirements of the project such as training/workshop/seminar/meeting venues, accommodation (when necessary), equipment (LCD projector with desktop or laptop), training supplies, reproduction of orientation, training and seminar materials for participants, and meals and snacks of participants and resource persons;
3. Provide transportation of the DAP Project Team, from DAP Office, Pasig City to training/workshop/seminar/meeting venues and vice-versa;
4. Draft documented information, including specific QMS related forms and tools and make the necessary revisions to ensure their alignment to ISO 9001:2015 standard, with guidance from DAP Project Team;

5. Ensure implementation of relevant project activities and provide policy support for the implementation of quality systems and procedures adopted by the Beneficiary Agency;
6. Ensure availability and participation of staff/participants concerned during the conduct of training courses and other activities necessary in the course of the project;
7. Ensure that the project is completed within the agreed duration; and,
8. Procure a third party certifying body for the certification of the established QMS.

D. Deferment of Project Activities

1. The Beneficiary Agency may request for postponement of project activities subject to review and approval of the DAP President.

2. The request shall be done through a request letter from the Head of the Beneficiary Agency addressed to the DAP President, with the following details:

   a. Specific activities that will be postponed
   b. Reasons for postponement
   c. Proposed new schedule (should be within the agreed project timeframe)
   d. A Conforme box at the right lower corner of the letter for the DAP President to sign

3. Once approved, the DAP shall send a copy of the signed letter.

E. Project Termination

1. The DAP reserves its right to terminate the project implementation at any time on the following grounds:

   a. The Beneficiary Agency does not comply with the terms and conditions of the MOA; and
   b. The Beneficiary Agency causes the recurring and/or prolonged delay of the project implementation.

2. A notice of possible project termination shall be issued by the DAP President to the head of the Beneficiary Agency. An explanation or justification for the specific grounds of termination may be provided to the DAP as basis for assessment whether to resume the project implementation or resort to termination.

3. To terminate the project, the TWG shall deliberate and notify the head of the Beneficiary Agency through an official letter. An incident report shall also be submitted to the Government Quality Management Committee.