

## Strategic Initiative 1

<b>NAME OF PROGRAM:</b>	<b>National Government Career Executive Service Development Program (NGCESDP) – Public Management and Development Program (PMDP)</b>
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**I. CONTACT PERSON/ PROGRAM TEAM HEAD:** Lead: Ms. Nanette C. Caparros  
Managing Director, PMDP

**II. PROGRAM DESCRIPTION:** The NGCESDP-PMDP is an intensive, purposive and continuing training program for incumbent executives and middle managers and their potential successors in the government bureaucracy. It aims to foster careerism in government and promote stability in the bureaucracy by producing a corps of development-oriented, competent, dedicated and honest officials within the medium term. This supports the government’s commitment to lift the nation from poverty through honest and effective governance and to transform the government from one that is self-serving to one that works for the welfare of the nation. The PMDP hopes to achieve the following:

- Develop a keen appreciation of the vital role government executives play in the overall development process;
- Produce competent government leaders committed to the welfare of their constituents and the country’s progress;
- Foster a spirit of kinship, mutual support and harmony among government leaders working for the common goal of a good life for all;
- Deepen the bench of successors to the incumbent government office executives to ensure smooth transition in case of promotions or vacancies; and
- Enhance the image of the Philippines government as an institution imbued with professionalism, integrity and honesty.

PMDP has two classes: the Middle Managers Class (MMC) and the Senior Executives Class (SEC), and is built around the three learning areas of Governance and Development, Strategic Public Management, and Public Efficacy and Leadership. The MMC is designed to have a 76-day residential training at the DAP Conference Center in Tagaytay and a 10-day learning-and-teaching sensing journey in a rural community. A Re-Entry Project from each participant is required for implementation upon their return to their agencies/cluster. On the other hand, the SEC has a 37-day residential training and a 5-day Sensing Journey, and a 5-day foreign study mission. A Capstone Paper, which can be a policy proposal or a management case is required from each participant.

<b>III. PROGRAM MILESTONES:</b>				
<b>ACTIVITIES</b>	<b>TIMELINE</b>		<b>BUDGET</b>	<b>FUNDING SOURCE</b>
	<b>START</b>	<b>END</b>		
<b>A. PROMOTIONS AND RECRUITMENT</b> <ul style="list-style-type: none"> <li>• Promotions and recruitment will be done year round and will target both the agencies and the desired participants. This will be done with a combination of widespread direct mail, press releases through the traditional press as well as websites, personal calls to decision makers and events marketing.</li> </ul>	2019	2019	Based on approved budget from DBM	GAA

IV. PROGRAM MILESTONES:				
ACTIVITIES	TIMELINE		BUDGET	FUNDING SOURCE
	START	START		
<b>B. PROGRAM IMPLEMENTATION AND MONITORING</b> <ul style="list-style-type: none"> <li>• Close monitoring of particular performance will be undertaken to address difficulties, ensure compliance with training requirements and attain 100% graduation from the program.</li> <li>• Regular evaluation of course content and delivery will be done towards continuous enhancement of the curriculum and training design</li> <li>• Faculty performance and program management will be closely scrutinized to ensure effective and efficient program delivery.</li> </ul>	2019	2020	Based on approved budget from DBM	GAA
<b>TOTAL</b>				

- V. MEASURES AFFECTED:**
- Completion rate (of enrolled students in PMDP)
  - Percentage of Re-Entry Plans (REPs) Accepted
  - Budget utilization rate

Noted by:

  
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**TRYGVE A. BOLANTE**  
 Compliance Officer

## Strategic Initiative 2

NAME OF PROGRAM:	Government Quality Management Program (GQMP)
<b>I. CONTACT PERSON/ PROGRAM TEAM HEAD:</b>	Lead: Ms. Raquel Barbecho, Program Director / VP Arnel D. Abanto, Managing Director, PDC
<b>II. PROGRAM DESCRIPTION:</b>	<p>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 ensure that "real change" is the actual direction of the government. Government agencies are being directed to improve their delivery of services through process streamlining and rationalizing documentary requirements for ease of transaction of the citizens. 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 direction of the Administration is already being translated into action through the Philippine Development Plan 2017-2022. Its Chapter 5 aims to build responsive and transparent public sector through citizen-centered, clean and efficient delivery of public goods and services.</p> <p>This clear and compelling direction of the Administration further strengthens the need for government agencies to comply to Executive Order (EO) No. 605, Institutionalizing the Structure, Mechanisms, and Standards to Implement the Government Quality Management Program (GQMP), 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 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. This methodology provides a clear perspective of the quality system requirements and the areas of control to assure the consistency in the quality of services and continuous process improvement that will generate approaches to improve customer/citizen satisfaction.</p> <p>Government agencies could actually attest to the significant benefits gained from adopting and earning certification for the ISO 9001 Quality Management System. ISO 9001-certified agencies have demonstrated conformance to the ISO 9001 international standards that generally require clearly defined quality policy, objectives and plans, and established operative controls for effective and efficient operations and for ensuring enhancement of client satisfaction. Thus, there is a consistent increase in the number of international certifications received by the public sector since 2006. The GQMP is taking a great leap in its priorities by leveling up its quality improvement initiatives and focusing on enhancing citizen satisfaction. With the Program's vision, "Improved citizen satisfaction driven by government-wide quality improvement," the concentration would be on improving the frontline services of the government to ensure that Filipino citizens will greatly benefit in the process and system improvement initiatives. Thus, reduction on the citizens' transaction steps, waiting time, and transaction cost shall be the core of its objectives.</p> <p>The program aims to:</p> <ol style="list-style-type: none"> <li>1. Increase the number of agencies with Quality Management System certified to ISO 9001:2015</li> <li>2. Streamline processes of frontline services</li> <li>3. Establish service quality standards</li> <li>4. Improve the workplace quality and organization of the national government agencies</li> <li>5. Promote innovation in public service delivery through innovation laboratory</li> <li>6. Improve capacities of government agencies in adopting quality improvement approaches</li> </ol>

<b>III. PROGRAM MILESTONES:</b>				
<b>ACTIVITIES</b>	<b>TIMELINE</b>		<b>BUDGET</b>	<b>FUNDING SOURCE</b>
	<b>START</b>	<b>END</b>		
1. <b>Developing, Strengthening and Expanding the Government Quality Management Systems for various government agencies</b>	2019	2019	Based on approved budget from DBM	GAA
2. <b>Institutionalizing 5S Good Housekeeping Program</b>	2019	2019		
3. <b>Promoting Public Sector Productivity and Quality Improvement</b>	2019	2019		
<b>TOTAL</b>				

**IV. MEASURES AFFECTED:**

- Percentage of client government agencies assisted on QMS with ISO 9001 certifiable QMS

Noted by:

  
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### Strategic Initiative 3

<b>NAME OF PROGRAM</b>	<b>Customer Satisfaction Survey</b>
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I. **CONTACT PERSON/ PROGRAM TEAM HEAD**      Lead: Ms. Catherine S. Luzuriaga, Acting Director, COSM

II. **PROGRAM DESCRIPTION**      As a continuous commitment to quality service, the Academy ensures that the requirements and expectations of its clients are monitored, assessed and addressed through the conduct of various client feedback tools/methods. DAP Office Order 2012-003 (Client Feedback and Perception) directs the conduct of a Client Satisfaction Survey (CSS) as one of the tools in determining the feedback of the Academy’s clients regarding the service rendered to them. This involves a set of questions designed to determine if the requirements are met and delivered.

The survey will be managed by the Corporate Operations and Strategy Management Office (COSM) with project information to be supplied by operations units of the Academy, as well as the DAPCC. The information supplied by these units will then be used to identify prospective survey respondents.

Starting 2015, the Governance Commission for GOCCs (GCG) directed that the Client Satisfaction Survey be conducted by a third-party provider. GCG also issued in 2018 a prescribed methodology and questionnaire for GOCCs like DAP. It was emphasized that the survey will be in the form of a structured pen-and-paper questionnaire and proposed a data gathering method consisting of intercept (face-to-face) interviews and telephone interviews for DAP’s type of business, to be administered by a third-party consultant and trained field interviewers.

In compliance with the GCG’s directive, the DAP will contract a Consultant to carry out and provide assistance to COSM and the Academy in accomplishing the Client/Customer Satisfaction Survey 2019.

<b>III. PROGRAM MILESTONES:</b>				
<b>ACTIVITIES</b>	<b>TIMELINE</b>		<b>BUDGET</b>	<b>FUNDING SOURCE</b>
	<b>START</b>	<b>END</b>		
1) Production and preparation of survey/fieldwork materials	2019	1 <sup>st</sup> Quarter 2020		Corporate Funds
2) Data collection				
3) Data cleaning and validation, and computation of descriptive statistics				
4) Writing and submission of interim reports				
5) Data cleaning and validation for final analysis of data				
6) Writing of final report				
7) Submission of final reports and turn-over of project documents				
<b>TOTAL</b>				

IV. **MEASURE AFFECTED:**

- Customer Satisfaction Rating

Noted by:

  
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## Strategic Initiative 5

**I. NAME OF PROGRAM:** Third Party ISO Surveillance Audit of DAP QMS

**II. CONTACT PERSON/ PROGRAM TEAM HEAD:** Lead: Quality Council; Mr. Mark Louie Grado, Team Lead, Internal Quality Audit / Ms. Catherine Luzuriaga, Acting Director, COSM & Head, QMS Core Team Secretariat

**III. PROGRAM DESCRIPTION:** In its quest for continuous improvement of its quality management system, the DAP has sought certification under ISO 9001:2015 standards. This certification is renewed in 3-year cycles with an annual surveillance audit being conducted to ensure that the organization maintains the effectiveness of its QMS.

Maintaining ISO certification under the 2015 standards is also part of the Good Governance conditions under the AO25 guidelines, as well as part of the requirements for availment of the Performance Based Bonus (PBB) under GCG guidelines.

IV. PROGRAM MILESTONES:				
ACTIVITIES	TIMELINE		BUDGET	FUNDING SOURCE
	START	END		
1) Conduct of Internal Quality Audits (IQA)	2019	2019		Corporate Funds
2) Conduct of Management Review	2019	2019		
3) Review and updating of Documented Information	2019	2019		
4) Conduct of Surveillance Audit	2019	2019		
<b>TOTAL</b>				

**V. MEASURE AFFECTED:**

- QMS Conformance Rate

Noted by:

  
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## Strategic Initiative 4

<b>NAME OF PROGRAM:</b>	
<b>Modernizing Government Regulations (MGR) Program</b>	
<b>I. CONTACT PERSON/ PROGRAM TEAM HEAD:</b>	Mr. Arnel A. Abanto VP/Managing Director, Managing Director, PDC
<b>II. PROGRAM DURATION:</b>	2016-2022
<b>III. PROGRAM DESCRIPTION:</b>	<p>The MGR Program is a key strategy adopted by DAP, NEDA, NCC and the Inter-Agency Committee on Development Administration to accelerate improvement in regulatory quality and coherence. This is one of the priority programs in line with the provisions of the Philippine Development Plan 2017-2022, particularly on the Sector Outcome of “ensuring people-centered, clean, efficient, and effective governance.” More specifically, the program supports the Subsector Outcome of “achieving seamless service delivery,” focusing on regulatory reform to attract more foreign and local investments, promote enterprise growth, wealth, and employment creation. The program is designed to contribute to the improvement of the competitiveness of the Philippines by examining existing regulations to streamline unnecessary rules and compliance costs, to ensure regulatory effectiveness and to influence agencies to work together in reducing regulatory burden to businesses.</p> <p>The output of this examination shall be used in developing the National Regulatory Architecture that will define seven critical elements: (1) an appropriate institutional infrastructure to manage regulations; (2) a defined regulatory making and review process; (3) an industry regulatory framework; (4) a Quality Regulatory Management System; (5) a clear public consultation process; (6) appropriate competency development programs for relevant government bodies and (7) an integrated and accessible Philippine Business Regulatory Information System.</p>

For its strategic initiatives on research, the following are the key milestones/activities of the program:

IV. PROGRAM MILESTONES:				
ACTIVITIES	TIMELINE		BUDGET	FUNDING SOURCE
	START	END		
<b>1. Conduct Industry Scoping and Alignment Meetings</b> <ul style="list-style-type: none"> <li>Review and improve data gathering instruments</li> <li>Conduct initial industry scoping to gather relevant issues of the five (5) focus industries (i.e., non-banking finance, insurance, mining, education, and utilities) and determine specific regulations that impact the identified industries</li> <li>Introduce minimum research methodologies and prescribed analysis tools such as the Regulatory Impact Analysis (RIA) and the Traffic Light Score Methodology (TLSM) to the study teams</li> </ul>	Feb	April	Based on approved budget from DBM	
<b>2. Conduct Industry Dialogues and Regulatory Mapping</b> <ul style="list-style-type: none"> <li>Involve relevant stakeholders/players in the conduct of a series of dialogues with key players in five (5) focus industries.</li> <li>Gather information regarding the experiences of companies in setting-up businesses and complying with government-imposed regulations affecting the said industries.</li> <li>Map out the process flow based on the actual experience of businesses in complying with said regulations and gather recommendations on how to improve the business regulatory environment.</li> </ul>	May	July		
<b>3. Conduct Perception Survey</b> <ul style="list-style-type: none"> <li>Administer the perception survey in the five (5) priority industries</li> <li>Process and analyze data gathered from the survey to strengthen the results of the industry reviews</li> </ul>	June	Nov		
<b>4. Validate Results thru Consultation and Public Fora</b> <ul style="list-style-type: none"> <li>Present the results and findings in a progressive manner in at least three (3) geographical areas in the county.</li> <li>Present and validate results of industry regulatory review findings with key stakeholders – DAP review panel, industry players, regulators, and oversight agencies (as necessary)</li> </ul>	Aug	Nov		
<b>5. Finalize Industry Regulatory Review Reports</b> <ul style="list-style-type: none"> <li>Revise and include comments and inputs gathered from the consultations and presentations to key stakeholders</li> <li>Finalize and package reports for publication</li> </ul>	01 Dec	31 Dec		
<b>TOTAL</b>				

**V. MEASURE AFFECTED:**

- Number of researchers and studies completed
- Budget utilization rate

Noted by:



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