



## **Policies and Guidelines on the Provision of Technical Assistance on ISO 9001:2015 Quality Management System for GQMP Beneficiary Agencies FY2021**

### **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.

With the onset of COVID 19 and the new normal, the government has faced a greater challenge of ensuring that government services are always available to the citizens and that it is responsive to changes brought about by a volatile, uncertain, complex, and ambiguous world. Thus, the program's priority is on improving the delivery of public services, especially the frontline and key services of the government, through redesigning the approach in establishing QMS and integrating it with other processes/service quality improvement tools, such as service continuity, process streamlining, and innovation. Integrating other processes/service quality improvement tools and techniques with QMS and introducing new management system standards and excellence frameworks shall ensure a seamless, continuous, and consistent delivery of public services.

The Development Academy of the Philippines, through the General Appropriations Act of 2021, has available funding for the technical assistance on the development/expansion/integration/levelling-up of 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. Increase the number of agencies with a Quality Management System certified to ISO 9001:2015 Standards;
- b. Effect actual process and/or service quality improvement among government agencies through various quality and productivity tools and approaches;
- c. Establish and promote the implementation of service quality standards;
- d. Improve the workplace quality and organization of the national government agencies; and,
- e. Broaden awareness and capacities of government agencies in adopting quality improvement approaches.

To realize these, the GQMP, through its component on Strengthening and Expanding the Government Quality Management System, shall:

- a. Provide technical assistance to agencies on the development of QMS; improvement of the established QMS through process/site scope expansion; integration of multiple

- management systems of an agency; or alignment of their established QMS to Business Excellence (BE) framework;
- b. Expand the coverage of beneficiary agencies to include LGUs; and,
  - c. Improve implementation of ISO 9001-certified QMS through the development of process and/or service quality improvement programs and ensuring implementation of such to come up with verifiable significant quality improvement upon certification to ISO 9001 standards.

### 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 Standards** - an international standard with the most prominent approach to quality management systems, which applies to any organization from all types of sectors and activities regardless of the size and 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 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 the establishment and implementation of QMS in the agency

### IV. SCOPE AND COVERAGE OF TECHNICAL ASSISTANCE

1. The DAP's technical assistance shall ensure the effective establishment, sustained implementation, and enhanced performance of QMS among agencies. These interventions aim to: (a) develop agency-wide quality improvement program and/or an integrated quality management system; (b) establish measures to strengthen the established quality improvement program to effect actual improvements in service delivery and ensure service continuity; and, (c) enhance the attainment of agency outcomes and citizen/business satisfaction. Specifically, the DAP shall assist agencies in developing/expanding a QMS and exhibiting process and/or service quality improvement through process streamlining and innovation, targeting critical issues in the agency affecting the general public as it implements QMS. The technical assistance to be offered to the Beneficiary Agency may be any of the following:
  - a. **Development of QMS Certifiable to ISO 9001:2015 Standards** – This technical assistance shall be offered to government agencies with no existing ISO 9001:2015 Certification. The project aims to facilitate the establishment of the QMS and effect process improvements in the delivery of the agency's services. This shall include a series of awareness and capability-building activities to key officers and staff on the preparation of the required QMS documented information, effective implementation and evaluation of the established QMS, and realization of process/service quality improvement. The goal of this intervention is to ensure that government agencies shall be able to deliver seamless delivery of services and ensure service continuity through the established QMS.
  - b. **Process or Site Scope Expansion of QMS** – This technical assistance shall be offered to government agencies with existing ISO 9001:2015 Certification for a

limited process or site scope. The project aims to facilitate the expansion of the established QMS to cover all the processes and all the sites, e.g., regional or field offices, to provide a more consistent delivery of services across all processes and/or sites. It also aims to establish an agency-wide quality improvement program or integral quality management to maximize the benefits of QMS to the agency and effect actual quality improvement in the delivery of its services. This shall include a series of awareness and capability-building activities to the existing and new members of the QMS Core Team which includes enhancing the required QMS documented information, establishing a pool of QMS trainers, ensuring the effective expansion, implementation, and evaluation of the QMS, and effecting process/service quality improvement in the agency's processes. The goal of this intervention is to ensure that government agencies shall be able to provide consistent and value-adding public services to the citizens.

- c. **Integration of Multiple Management Systems** – This technical assistance shall be offered to government agencies with multiple ISO 9001 QMS Certifications or other management systems. The project aims to integrate the established multiple QMS certifications or parallel management systems of the agency, i.e., separate QMS for each unit/field office or a combination of two (2) or more management systems, into a single and complete scope or integrated certification. This is to ensure a more holistic approach to management and a more effective interface of processes leading to an improved efficiency and effectiveness of the management system.
  - d. **Level-up QMS towards Organizational Performance Excellence** – This technical assistance shall be offered to government agencies with existing ISO 9001-Certification and has demonstrated a high level of maturity in QMS implementation or has maintained a complete scope QMS Certification. The project aims to facilitate the establishment of mechanisms for government agencies to integrate and align systems and processes towards achieving superior results through the adoption of the BE Framework. This shall include a series of awareness and capability-building activities to key officers and staff on performance excellence and analysis and reporting of performance indicators, as well as, workshops and technical guidance sessions on planning, developing, implementing, and sustaining performance excellence initiatives. The purpose of this intervention is to ensure that government agencies are maximizing the benefits of QMS geared towards service performance excellence.
2. The DAP's technical assistance is expected to be completed within six (6) to eight (8) months.
  3. The project activities shall be based on the standard technical package of the DAP-PDC, which shall be provided in the Memorandum of Understanding (MOU) to be signed by the DAP and the Beneficiary Agency before the start of project implementation.

## V. SELECTION PROCEDURE

### A. Program Participation

1. The DAP shall publish this document on the DAP website ([www.dap.edu.ph](http://www.dap.edu.ph)) and send out a **Call for Expression of Interest** to target agencies under the following classifications:
  - National Line Agencies (NLAs) and their attached agencies
  - Other Executive Offices (OEOs)
  - State Universities and Colleges (SUCs)
  - Local Government Units (LGUs)
2. Target agencies include the following:

Technical Assistance	Target No. of Agencies	Types of Agencies
Development of QMS Certifiable to ISO 9001:2015 Standards	4	NLAs and their attached agencies, OEOs, LGUs, and SUCs
Process/Site Scope Expansion of QMS or Integration of Multiple QMS certifications	3	NLAs and OEOs with existing ISO 9001 QMS certification/s
Level-up QMS towards Organizational Performance Excellence	3	ISO 9001-Certified Government Agencies

Note: *The target number of agencies may change depending on the applications received per type of technical assistance and on the inputs of the TWG upon deliberation of applications.*

3. 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 following the application guidelines on the specified closing date, as published by DAP.
4. The application form must be submitted through an email addressed to:

**MR. YURI R. MUNSAYAC**

Officer-in-Charge  
Government Quality Management Program Office  
5B/F DAP Building, San Miguel Avenue  
Ortigas Center, Pasig City  
Tel. No.: (02) 631-2163  
TeleFax: (02) 631-2156  
Email Add: [gqmpo@dap.edu.ph](mailto:gqmpo@dap.edu.ph)

5. The deadline for submission of the application is on **26 February 2021**. But early submission is encouraged for greater chances of acceptance.

### B. Eligibility Requirements

Agencies applying to become a GQMP beneficiary must have the following qualifications:

1. A National Line Agency, Other Executive Office, State University and College, or a Local Government Unit;

2. Has frontline service(s), preferably those transacting with individuals and/or business sector;
3. Has the capacity to complete the project not later than December 31, 2021;
4. Willing to cover the cost for logistical requirements of project implementation, such as training venue, meals, and refreshments, transportation, etc.
5. Agencies intending to apply for the Technical Assistance on the Development/Expansion of ISO 9001:2015 QMS must be committed to secure certification to ISO 9001:2015 Standards covering all processes and sites within three (3) months upon completion of the DAP's technical assistance for applicants of Development/Expansion of ISO 9001:2015 QMS;
6. Agencies intending to apply for the Technical Assistance on the Integration of Multiple Management Systems must be committed to pursue one (1) certification for the entire agency covering all processes and sites; and,
7. Agencies intending to apply for the Level-Up QMS for Organizational Performance Excellence must have an existing ISO 9001 certification for at least three (3) years and have demonstrated a high level of maturity in QMS implementation.

### **C. Screening Process**

1. The DAP shall conduct the screening of applications subject to the eligibility requirements and based on the following:
  - a. Impact of services to citizens
  - 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 invited oversight agency, 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 a referendum.
2. An additional criterion for deliberation may include the agency's prevailing critical issue/s that significantly affects the public and call/s for immediate attention or action.
3. The TWG confirms the final list of ten (10) GQMP Beneficiary Agencies for 2021 through the obtained signature of each member of the TWG.
4. Qualified agencies, more than the ten, shall be put on the waitlist in case there are problems or issues with any of the selected Beneficiary Agencies before the 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 on or before **5 March 2021**.
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 Understanding (MOU) with the DAP before project implementation. Unsigned MOU 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 outside the technical assistance package 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 an 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 relevant standards/requirements;
7. Provide technical advice and guidance to the counterpart team in the establishment/expansion/integration of the Beneficiary Agency's QMS and/or implementation of performance excellence initiatives; and,
8. Conduct a 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 GQMP 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, meals, and snacks of participants and resource persons, and hosting of virtual sessions, as applicable;
3. Provide transportation of the DAP Project Team, from DAP Office, Pasig City to training/workshop/seminar/meeting venues and vice-versa for virtual or face-to-face sessions, as applicable.
4. Draft documented information and make the necessary revisions to ensure their alignment to relevant standards/requirements, with guidance from DAP Project Team;
5. Ensure implementation of relevant project activities and provide policy support for the implementation of established systems 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. Share the benefits of QMS through documentation or fora conducted by the DAP.

For Beneficiary Agencies of the **Development/Expansion of ISO 9001:2015 QMS and Integration of Multiple Management Systems**, they shall, as applicable:

1. Procure a third-party certifying body for the certification of the established QMS;
2. Pursue certification of the integrated management systems within three (3) months upon completion of the project; and,
3. Submit progress reports on the status of certification.

For Beneficiary Agencies of the **Level-up QMS towards Organizational Performance Excellence**, they shall:

1. Provide evidence of self-assessment based on the relevant Philippine Quality Award (PQA) Assessment Criteria;
2. Submit an approved action plan to address the areas for improvement arising from the results of self-assessment;
3. Implement priority improvement initiatives and allow the DAP Project Team to verify the results of implemented improvement action plans; and,
4. Expected to or may pursue an application for the PQA the following year upon completion of the project.

#### **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 Conformed 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 MOU; 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 a basis for assessing whether to resume the project implementation or resort to the 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.