

## DAP LIST OF COMPLETED PROJECTS

As of June 2021

No.	PROJ TITLE	CLIENT	PROJECT START	PROJECT END	PROJ PRICE (net of VAT)	PROJECT DESCRIPTION
1	3-in-1 2021 Planning Conference of the Commission on Election (COMELEC)	Commission on Elections	26-Apr-21	30-Jun-21	430,253.57	The Commission on Elections (COMELEC) is the principal government agency tasked by the Constitution to enforce and administer all laws and regulations concerning the conduct of regular and special elections. It is a body that is designed to be constitutionally independent from the executive, legislative, and judicial branches of government to ensure the conduct of free, fair and honest elections. As an added measure, the Constitution also grants fiscal autonomy to enable the COMELEC to operate effectively, efficiently, and free from political interference. The Constitution mandates that "funds certified by the Commission as necessary to defray the expenses for holding regular and special elections, plebiscites, initiatives, referenda, and recalls, will be provided in the regular or special appropriations and, once approved, will be released automatically upon certification by the Chairman of the Commission." In December 2019, the Development Academy of the Philippines (DAP), through the Center for Governance (CFG), successfully assisted the Commission in the conduct of its "Revisiting the Commission on Elections (COMELEC) 2017 – 2022 Strategic Plan and 2020 Action Planning: 3-Day '3-n-1' Conference" that reviewed its 2017 – 2022 Strategic Plan and aligned its efforts and resources to this strategic direction. This F.Y. 2021, the COMELEC identified the need to account its year-end performance by reviewing its 2020 accomplishments and plan for the F.Y. 2021. In response, the DAP proposes the conduct of a performance review and planning session.
2	Online Training On Public Sector Strategic Planning And Performance Management For Public-private Partnership Center (PPPC)	Public Private Partnership Center of the Philippines	01-Feb-21	16-Mar-21	350,000.00	This online course is a 20-hour capability development intervention designed to equip the top management, middle management, and the corporate planning unit of the Public-Private Partnership Center (PPPC) with the fundamentals, tools, techniques, and best practices of effective strategic planning and foresight in the public sector. It shall provide opportunity for a collective understanding and linking of organizational strategies to performance management at the unit and individual levels.
3	2020 Port Users Satisfaction Survey for the Philippine Ports Authority	Philippine Ports Authority	01-Mar-21	30-Jun-21	2,232,142.86	The PPA has engaged the Development Academy of the Philippines (DAP) since 2015 to administer its customer satisfaction surveys in several port management offices (PMOs) nationwide. Building on the results of these assessments, the PPA intends to continue conducting regular client satisfaction surveys to measure the customers' insights on the organization's management and operations, as well as to monitor the performance of selected PMOs in terms of satisfying the needs of port users.
4	2020 Customer Satisfaction Survey For The Philippine Crop Insurance Corporation	Philippine Crop Insurance Corporation	19-Oct-20	19-Mar-21	1,160,714.29	The PCIC commissioned the Development Academy of the Philippines (DAP) to undertake a Customer Satisfaction Survey among farmers. This was anchored on PCIC's primary mandate that is to help stabilize the income of agricultural producers and promote the flow of credit in the countryside through insurance protection, particularly for the subsistence of the farmers, against the loss of their crops and non-crop agricultural assets on account of natural calamities, plant pests and diseases, and/or other perils.
5	2020 Customer Satisfaction Survey For The National Transmission Corporation (transco)	National Transmission Corporation	19-Oct-20	28-Feb-21	471,000.00	This project aims to determine the level of satisfaction of TransCo's customers (i.e. Renewable Energy Developers, Utility Management Department Customers and the National Grid Corporation of the Philippines) on the quality of services offered to them and evaluate the responsiveness of TransCo to their needs and concerns.
6	2020 Customer Satisfaction for the Government Service Insurance System (GSIS)	Government Service Insurance System	01-Dec-20	30-Apr-21	1,339,285.71	The Government Service Insurance System (GSIS), created by Commonwealth Act No. 186 and Republic Act No. 8291 (or the GSIS Act of 1997), is a social insurance institution that provides a defined benefit scheme under the law. Its members are entitled to an array of social security benefits, such as life insurance benefits, separation or retirement benefits, and disability benefits. The GSIS is also the administrator of the General Insurance Fund by virtue of RA 656 (Property Insurance Law), which provides insurance coverage to government assets and properties that have government insurable interest. Memorandum Circular 2013-02 of the Governance Commission of GOCCs (GCG) mandated the participation of the public in the evaluation of the performance of government-owned and controlled corporations (GOCCs). Along this line, the GCG required all GOCCs to adopt and conduct a third-party customer satisfaction survey. In 2018, the GCG issued a supplemental guideline which directed the GOCCs to adopt a standard methodology for the conduct of the survey. Through these guidelines, the GCG identified the primary customers of GOCCs who will be the respondents of the survey, prescribed the questionnaire and methodology to be used for each type of respondent, and required a standard analysis and interpretation of the results. For 2020, the GCG released the "Guidebook on the Enhanced Standard Methodology for the Conduct of the Customer Satisfaction Surveys for GOCCs" to ensure that individual results of the GOCCs' customer satisfaction survey are comparable and can be consolidated to determine the overall customer satisfaction score of the GOCC sector. The GSIS – having realized the need of conducting regular customer satisfaction surveys to measure the customers' insights on the organization's management and operations, as well as to monitor the performance of its offices/branches/etc. in terms of satisfying their needs – has sought the assistance of the Development Academy of the Philippines (DAP) to administer its customer satisfaction survey this year. In this context, the GSIS requested the DAP to submit a proposal on the conduct of its 2020 Customer Satisfaction Survey, using the GCG Guidebook.
7	2020 Customer Satisfaction Survey for the LLDA	Laguna Lake Development Authority	01-Feb-21	30-Apr-21	479,440.18	Memorandum Circular 2013-02 of the Governance Commission for GOCCs (GCG) mandated the participation of the public in the evaluation of the performance of Government Owned and Controlled Corporations (GOCCs). Along this line, the GCG required all GOCCs to adopt and conduct a third-party customer satisfaction survey. In 2018, the GCG issued a supplemental guideline which directed the GOCCs to adopt a standard methodology for the conduct of the survey. The guidelines identified the primary customers of GOCCs who will serve as respondents of the survey, prescribed the questionnaire and methodology to be used for each type of respondent, and standard analysis and interpretation of results. In 2020, the GCG released the "Guidebook on the Enhanced Standard Methodology for the Conduct of the Customer Satisfaction Surveys for GOCCs" to ensure that individual results of the GOCCs' customer satisfaction survey are comparable and can be consolidated to determine the overall customer satisfaction score of the GOCC sector. In light of the new GCG Guidebook, the LLDA requested the DAP to conduct the 2020 Customer Satisfaction Survey.
8	2019-2020 Customer Satisfaction Survey For The Philippine Deposit Insurance Corporation	Philippine Deposit Insurance Corporation	02-Jan-20	31-Mar-21	1,665,652.03	With the issuance of Memorandum Circular 2013-02 by the Governance Commission for Government Owned and Controlled Corporations (GCG), public participation became part of evaluating the performance of Government Owned and Controlled Corporations (GOCCs) in the 2015 cycle. Along this line, the GCG required all GOCCs to adopt and conduct a third-party customer satisfaction survey.  The Philippine Deposit Insurance Corporation (PDIC), as the government institution primarily responsible for insuring deposits, adopts a quality policy that commits to "deliver world-class service to the depositing public". To achieve this, the PDIC employs a performance pledge that outlines standards in service delivery such as processing transactions with utmost efficiency, and valuing feedback as potential basis for streamlining and innovating systems and processes among others. Consistent with this performance pledge, the PDIC through its Public Assistance Department conducts a customer feedback survey to rate their services.

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9	2020 Customer Satisfaction Survey For Philippine Reclamation Authority	Philippine Reclamation Authority	01-Oct-20	01-Mar-21	469,075.00	Created by virtue of Presidential Decree 1084, The Philippine Reclamation Authority (PRA), formerly Public Estates Authority was created to serve primarily as the clearinghouse for all reclamation projects in the Philippines. PRA's programs and projects are supportive of government's thrust towards sustaining economic gains by generating local and foreign investments in large-scale reclamation and development projects. PRA, which is mandated to be self-liquidating, has created assets for the Government by converting reclaimed lands into valuable and income-generating real estate properties. Aside from this, PRA is involved in a wide range of projects and delivery of services related to land development and urban renewal, infrastructure projects as well as financing and construction of buildings for other government agencies. PRA aims to increase the nation's land assets through reclamation in an environmentally sustainable manner consistent with public interest and to provide for a coastal defense strategy for the benefit for the future generations of Filipino people. With the issuance of the Governance Commission for GOCC's (GCG) Memorandum Circular to have a third-party customer satisfaction survey as part of the performance evaluation of GOCCs, PRA recognized an opportunity to further improve their services. In this context, PRA engages the Development Academy of the Philippines (DAP) in the conduct of its 2019 Customer Satisfaction Survey, which will use GCG's 2019 Standardized Guidelines and Methodology for the conduct of customer satisfaction survey for GOCCs.
10	Harmonization of the National Government Performance Monitoring, Information and Reporting System 2020	Department of Budget and Management	01-Jan-20	30-Jun-21	23,274,000.00	In line with the Government's commitment to accountability and effective governance and in an effort to further rationalize the compensation and pay system, Administrative Order 25 issued in December 2011 sought to harmonize, unify, streamline and simplify all existing monitoring and reporting requirements of the oversight agencies through an integrated Results-Based Performance Management System (RBPMS). In view of their relatively developed state and wide use for budgeting and planning, the Organizational Performance Indicator Framework (OPIF) and the Results Matrix (RM) of the Philippine Development Plan are the underlying frameworks for the RBPMS.
11	GAA - Development of Public Sector Productivity Specialists Foundation Course	Department of Budget and Management	02-Jan-20	31-Mar-21	6,300,000.00	The DPSPS Foundation Course comprises online lectures and exercises on public-sector productivity concepts, principles, and basic tools and techniques. The modules will also cover issues and trends affecting the productivity of the Philippine public-sector.
12	Public Sector Productivity and Innovation Factsheets and Datasets	Department of Budget and Management	01-Jan-20	30-Jun-21	2,500,000.00	This research project will collect, organize, and consolidate selected relevant data and information about public sector productivity and innovation in the Asia and Pacific Region that will contribute to the knowledge repository of the DAP Center of Excellence on Public-Sector Productivity. From 3 January 2020 to 30 June 2021, it shall produce twenty-six (26) fact-sheets and corresponding datasets covering (but not limiting to) basic public-sector data, national public-sector accounts, highlights on government competitiveness and ease of doing business, sector-level productivity performance, and comparative competitiveness of selected Asian countries.
13	2020 Compendium on Innovation and Productivity Initiatives in the Public Sector	Department of Budget and Management	01-Jan-20	30-Jun-21	1,050,000.00	One of the four components of the Development Academy of Philippines' (DAP) initiative as the Asian Productivity Organization (APO) Center of Excellence on Public Sector Productivity (COEPPS) is the Research Program focusing on productivity innovations, best practices, assessments of productivity performance, and the adaptation and examining effectiveness of productivity tools and technologies in the public sector. Compendium will catalogue innovation and productivity initiatives of different public sector in the Philippines that reshaped and improved the method and manner of the delivery of public services through the development of human capital, reengineering and reinvention of processes, and rethinking of institutional structures.
14	GAA - Case Studies On Emerging Issues In Public Sector Productivity	Department of Budget and Management	02-Mar-20	31-Mar-21	1,350,000.00	This research presents three case studies which will focus on the emerging issues confronting the Philippines public sector and how these issues influence its performance and productivity. In particular, the performance and resiliency of the public sector amid the COVID-19 pandemic outbreak will be examined in the case studies. Findings from the case studies can hopefully provide a better understanding on how to approach and address the new challenges facing the country's public sector, especially when faced with unprecedented external shock.
15	GAA - APO Conference On Smart Public Service Delivery	Department of Budget and Management	02-Jan-20	31-Mar-21	3,600,000.00	This conference aims to assess and learn the best practices of smart public-sector service delivery digitization, discuss the ongoing changes in services provided by the public sector including their nature and scope, and develop recommendations to improve smart public sectors in APO member countries.
16	Future Center and Innovation Laboratory (2020)	Department of Budget and Management	01-Jan-20	30-Jun-21	4,500,000.00	The DAP Future Center and Innovation Laboratory is a neutral/open ground for government agencies and stakeholders to address critical and emerging developmental issues through collaborative and experimental actions towards public sector innovation. It will inspire people to discover their gifts, harness talents, and encourage creativity.
17	APO Workshop on Developing Public Sector Productivity Specialists (International) 2020	Department of Budget and Management	03-Feb-20	30-Jun-21	3,600,000.00	The Development of Public-sector Productivity Specialist (APO Certified Public Sector Productivity Specialist) project is a training course that teaches public-sector personnel the knowledge, skills, and attitudes needed to improve the productivity of their respective organizations. Throughout the project, the participants will undergo lectures, simulations, group discussions, and site visits to learn the various concepts, strategies, and tools in public-sector productivity.
18	GAA - COE: Public Sector Productivity Webinar Series 2020	Department of Budget and Management	01-Jan-20	31-Mar-21	1,000,000.00	The Center of Excellence on Public-sector Productivity (COE-PSP) has four components, one of which is Capability Development. This component provides a range of face-to-face and online training and other learning solutions to develop new capabilities and hone competencies on productivity methods, tools and techniques, as applied in the public-sector to develop a critical mass of productivity professionals. The COE-PSP Webinars is a Capability Development initiative which serves as a platform for understanding the latest issues of interest both locally and globally. It focuses on topics related adapting to the "New Normal" for public-sector Productivity.
19	GAA - Tot On Government Digital Services For Public Sector Productivity	Department of Budget and Management	01-Apr-20	31-Mar-21	3,600,000.00	This project aims to introduce the concept of government digital services to increase the effectiveness and efficiency in meeting public needs. It will tackle e-government systems that promote quality governance and innovation as well as recent advances in digital services and their implications on how the public sector can contribute to social and economic development.
20	GAA - Pmdp Promotions And Advocacy 2020	National Government Agencies	01-Jan-20	31-Mar-21	12,000,000.00	The Promotions and Advocacy Group is on the components of the Public Management Development Program (PMDP). It is created mainly to lead in promoting PMDP and pursuing advocacies anchored on the Program's mission, vision and objectives.
21	GAA - Office Of The Managing Director - Program Management 2020	National Government Agencies	01-Mar-20	31-Mar-21	6,500,000.00	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 President Aquino'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.

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22	Middle Managers Class Batch 24 - Residential Training	National Government Agencies	10-Aug-20	31-May-21	17,000,000.00	The PMDP is the National Government's Career Executive Service Development Program which aims to produce a network of peak-performing, development-oriented, ethical and committed government executives and middle managers in the Philippine bureaucracy. It contributes to the achievement of the Philippine government's goal to promote people-centered, clean efficient and effective governance through strengthened institutions.
23	Support to the DOLE Job Summit and Related Activities	World Bank	25-Mar-21	30-May-21	849,800.00	The Academy, through the Council of Fellows (COF), has just been selected by the World Bank Group to provide consultancy services for its Support to the DOLE Job Summit and Related Activities in support of the National Employment Recovery Strategy 2021-2022
24	Basic Course On Project Management, Monitoring, And Evaluation	Forest Management Bureau	18-Dec-20	19-Feb-21	803,571.43	The Development Academy of the Philippines (DAP) through the Sustainable Human Development Program (SHDP) was tasked to implement the project "Basic Course on Project Management, Monitoring, and Evaluation" for the Forest Management Bureau (FMB) of the Department of Environment and Natural Resources (DENR).
25	Strategic Foresight And Planning For The National Center For Mental Health (ncmh)	National Center for Mental Health	25-Aug-20	30-Mar-21	1,785,714.29	The development of a Strategic Plan for the National Center for Mental Health will be a six-month program. DAP will provide technical assistance to establish the environmental context that informs the current and future mental health profile of the country and use this as the basis or inputs in determining the plausible/desired future scenarios upon which the strategic plan will be anchored.
26	Master in Public Management major in Health Systems and Development Regular Batch 3	Department of Health	01-Aug-18	30-Jun-21	14,523,675.00	The Master in Public Management, major in Health Systems and Development (MPM-HSD) is a 38-unit interdisciplinary graduate program customized for the Doctors to the Barrios (DTTBs). The Program has been running since 2010, and is graduating its sixth batch in October 2016. It incorporates the Academy's distinctive features of combining both theoretical and practical competencies, as well as building stewardship values. Program graduates are envisioned to be health systems reform implementers and rural health development managers who will serve as change catalysts in their areas and agencies. With the numerous inquiries about the Program by non-DTTBs, the Development Academy of the Philippines (DAP) realized the need to open the program to other practitioners in the health sector, specifically health workers, practitioners and professionals in the government and private sector. This year, the Program will be accepting Development Management Officers (DMOs), Provincial/Municipal Health Officers (PMHOs), and Public Health Nurses (PHNs) . MPM-HSD uses and includes adult and experience-based learning, interactive sessions with experts and practitioners, field exposures, and an action oriented thesis scheme that combines scientific research with program development and implementation. Its major learning areas involve strengthening scientific and technical knowledge and skills on one hand, and developing personal and managerial efficacy on the other. These cover research, planning and implementation of programs on health sector reform and other related initiatives. Students are honed on scientific as well as managerial approaches and tools for pursuing reforms and proposing strategic solutions to problems and concerns in the health sector.
27	Master in Public Management major in Development and Security Batch 15	Armed Forces of the Philippines	01-Feb-20	30-Jun-21	5,800,000.00	The Master in Public Management major in Development and Security (MPM DevSec) and the Armed Forces of the Philippines Command and General Staff College (AFPCGSC) is a joint program of the Development Academy of the Philippines (DAP) and the Armed Forces of the Philippines (AFP) through the approval of the Department Circular Nr 5. It is crafted as a twinning program for the mandatory mid career course of AFP officers before they are promoted to "06" position. The intensive degree programs seek to build the competencies of future leaders within the overarching framework of development and security. The program believes that enduring peace and prosperity can be achieved only by melding and balancing the relevant and key substantive sub-fields of national security and national development into a focused, single-minded, and reasonably coherent whole.
28	Certificate Course On Futures Thinking	Public and Private	17-Aug-20	31-Mar-21	281,500.00	The Certificate Course on Futures Thinking (CC-FT) will introduce the praxis of Futures Thinking, an equal take on theory and practice towards futures intelligence and futures literacy. Looking through the FT lens, it aims to relate futures as an asset, tool and resource. Moreover, the course will delve into the use of the futures concept to anticipate better outcomes and transform today.
29	Executive Course On Leadership, Innovation, Communication And Knowledge Management (click)	Public and Private	03-Sep-20	31-Mar-21	351,000.00	The Executive Course on Leadership, Innovation, Communication, and Knowledge Management is a joint offering of four partners—the DAP, NUCESO, Aboltiz Equity Ventures, Inc., and Union Bank. It is intended for Career Executive Officers and senior government officials to reinforce existing and provide an overview of new competencies that they will need to better cope with the demands of the changing workplace. The program will have its first run in October 2020 for select government officials who will meet the criteria set by the program partners.
30	Certificate Course On Productivity And Quality Management	Public and Private	15-Sep-20	31-Mar-21	266,000.00	This is an introduction to the practice of productivity and quality management (PQM) in organizations. System thinking is used as a framework to guide the PQM practice. Managing the context of PQM provides the springboard for organizations to start their respective journey with PQM.
31	Certificate Course On Evidence-based Policy Making	Department of Interior and Local Government	14-Sep-20	31-Mar-21	360,000.00	This Certificate Course is designed specifically for local government officials of Region IV A and personnel of the Department of the Interior and Local Government (DILG)- Region IV A. The Course will equip students with the basic competencies of sound policy-making.
32	Certificate in Youth Development	National Youth Commission	11-Jan-20	30-Jun-21	3,800,000.00	The Certificate in Youth Development (CYD), which will also be known as the National Youth Commission- Young Leaders Program (NYC-YLP), is a 15-unit program designed for Sangguniang Kabataan-elected officials. It incorporates the Academy's distinctive features of combining both theoretical and practical cum functional competencies, as well as building stewardship values. This Certificate Program is envisioned to be the first in the Philippines and among the South East Asian countries in delivering an innovative program that deals specifically with the development of the youth sector. With DAP's ladderized educational structure, the students who have a bachelor's degree will be given an option to proceed to the Master in Public Management program. The program will be delivered online and will conclude with a presentation of an Action Plan and Project that the students are expected to implement in their respective offices or areas of jurisdiction.

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No.	PROJ TITLE	CLIENT	PROJECT START	PROJECT END	PROJ PRICE (net of VAT)	PROJECT DESCRIPTION
33	GAA - GQMP 2020: Government Best Practice Recognition	Department of Budget and Management	01-Mar-20	31-Mar-21	850,000.00	<p>The Government Best Practice Recognition (GBPR) is one of the Business Excellence (BE) programs for the public sector along with Philippine Quality Award (POA) and the Government Excellence Class. It is an initiative of the Development Academy of the Philippines (DAP) to promote and showcase outstanding and innovative practices demonstrated by public sector organizations.</p> <p>The year 2015 marked the pilot implementation of the Government Best Practice Recognition (GBPR). Formerly known as Government Best Practice Competition (GBPC), it was the Academy's response to the rising call for public sector organizations to further enhance the quality of service delivery.</p> <p>Since its inception, a total of eighteen (18) entries have already been chosen and recognized.</p> <p>This year, the GBPR intends to reach more agencies to share their best practices and be recognized. It will be implemented as a component activity of the Government Quality Management Program (GQMP), a national government-funded program that promotes quality improvement in the public sector. The goal of the GQMP is to ensure the consistency of products and services through quality processes that can be achieved through an effective Quality Management System (QMS).</p>
34	GAA - COE-PSP 2020: Government Best Practice Recognition	National Government Agencies	15-Apr-20	31-Mar-21	900,000.00	<p>The GBPR is annually conducted by the Academy to recognize successful and validated practices demonstrated by public sector organizations, complementing the initiatives of Public Sector Productivity Innovation Laboratory (PSP-InnoLab) under the Government Quality Management Program (GQMP).</p> <p>As the platform for knowledge sharing, the GBPR supports the knowledge management efforts of the Center of Excellence for Public Sector Productivity (COE-PSP). The GBPR directly serves as a resource for information for the publicly accessible online repository COE-PSP Knowledge Bank, which is currently being hosted and managed by the Academy.</p>
35	APO-Certified Productivity Practitioners Course (CPPC)	APO/DAP/Government and Private Institution	27-Nov-20	30-Mar-21	2,000,000.00	<p>The Certified Productivity Practitioners Course (CPPC) is an offshoot of the Asian Productivity Organization's Development of Productivity Practitioners: Basic and Advanced (DPP: Basic and Advanced). Now on its third year, the CPPC focuses on certifying participants in becoming full-fledged productivity practitioners.</p>
36	GAA - GQMP 2020: Expansion Of The Iso 9001:2015 - Certified Quality Management System Of The Parole And Probation Administration	Parole and Probation Administration	02-Mar-20	31-Mar-21	1,785,000.00	<p>The Academy is implementing the project entitled, "Expansion of the ISO 9001:2015-Certified Quality Management System of the Parole and Probation Administration," to cascade the QMS in all of its RPPOs and Provincial/City PPOs, and maximize the benefits of QMS by exhibiting significant improvements in its processes and services covering the provision of investigation, supervision, and rehabilitation services for parolees and probationers.</p>
37	GAA - GQMP 2020: Development Of A Quality Management Certifiable To Iso 9001:2015 Standard For The City Government Of Mandaluyong	City Government of Mandaluyong	02-Mar-20	31-Mar-21	1,415,000.00	<p>The City Government of Mandaluyong (CG of Mandaluyong) is mandated by Republic Act No. 7675 series of 1994 to ensure and support, among other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balanced ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among their residents, maintain peace and order, and preserve the comfort and convenience of their inhabitants. In line with its mission to harness all resources to serve the needs of its constituency towards industrialization through dedicated and accountable public officials and an empowered citizenry, the CG of Mandaluyong seeks to continually improve the delivery of its services and transform its current management system to an ISO 9001:2015 certified QMS. The CG of Mandaluyong signified its interest and commitment, and was selected to become one of the GQMP Beneficiary Agencies that will receive technical assistance from the DAP for the establishment of a QMS certifiable to ISO 9001:2015 standard. In this regard, the Academy is implementing the project entitled, "Development of a Quality Management System Certifiable to ISO 9001:2015 Standard for the City Government of Mandaluyong."</p>
38	GAA - GQMP 2020: Development Of A Quality Management System Certifiable To Iso 9001:2015 Standard For The Presidential Communications Operations Office	Presidential Communications Operations Office (PCOO)	01-Mar-20	31-Mar-21	1,415,000.00	<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 enhance the social fabric through ensuring people-centered, clean, and efficient governance, as cited in the "Malasakit" pillar of the Philippine Development Plan 2017-2022. To this goal, the government is leveraging the priorities of its Results-Based Performance Management System, and its people-centered Performance-Based Incentive System under Executive Order No. 80, s. 2012. This is further strengthened with the enactment of Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, which aims to establish transparency, efficiency, and quality in the delivery of government services and ensure citizen satisfaction, thereby improving the competitiveness of the country. 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 clear and compelling direction of the Administration further intensifies the need for government agencies to comply with Executive Order No. 605, Institutionalizing the Structure, Mechanisms, and Standard to Implement the Government Quality Management Program, 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 Standard 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 ensure consistency in the quality of services and continuous process improvement intended to generate approaches to improve citizen satisfaction. The Presidential Communications Operations Office (PCOO) is mandated by Executive Order No. 4 series of 2010 to serve as the premier arm of the Executive Branch in engaging and involving the citizenry and the mass media in order to enrich the quality of public discourse on all matters of governance and build a national consensus. In line with its mission to serve as the primary vehicle for consciousness-raising, constituency-building, and social mobilization in support of the policies, programs, and projects of the Presidency; and, to serve as a tool for informing, educating, enlightening the citizenry about matters of national importance for inspiring the citizenry to deepen their civic engagement, the PCOO seeks to continually improve the delivery of its services and transform its current management system to an ISO 9001:2015 certified QMS. The PCOO signified its interest and commitment, and was selected to become one of the GQMP Beneficiary Agencies that will receive technical assistance from the DAP for the establishment of a QMS certifiable to ISO 9001:2015 Standard. In this regard, the Academy is implementing the project entitled, "Development of a Quality Management System Certifiable to ISO 9001:2015 Standard for the Presidential Communications Operations Office".</p>

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39	GQMP 2020: Promotion of Relevant Quality and Productivity Improvement Approaches	Department of Budget and Management	01-Jul-20	31-May-21	3,000,000.00	The Government Quality Management Program (GQMP) envisions taking a great leap in its priorities by leveling up its quality improvement initiatives and focusing on enhancing citizen satisfaction by 2022. Further, the GQMP aims to improve citizen satisfaction driven by government-wide quality improvement. It shall build capacities in fostering quality across public sector organizations. As part of the GQMP advocacy to promote quality improvement, particularly to foster innovation in improving public service delivery, a series of introductory courses and a virtual forum will be implemented. Also, the materials for the GQMC Special Award shall be developed. These activities aim to continue the promotion of new trends in productivity and quality improvement solutions and management system standards of related technologies to help innovate and improve public services, and level-up the quality management system. Specifically, a series of introductory courses will be implemented using online modalities. In this regard, the PDC-Advocacy and Institutional Development Office (AIDO) in partnership with the GQMP shall be implementing the project entitled, "GQMP 2020: Promotion of Relevant Quality and Productivity Improvement Approaches." The theme is Smarter QMS! Fostering QMS Innovation in Public Service Delivery.
40	Development of a QMS Certifiable to ISO 9001:2015 Phase 2 for Philippine National Police	Philippine National Police	01-Oct-19	31-May-21	9,220,000.00	The Philippine National Police (PNP) is the armed, civilian national police force in the Philippines that enforces the law, prevents and controls crimes, maintains peace and order, and ensures public safety and internal security with the active support of the community.  The PNP has established and maintains a quality management system (QMS) certifiable to ISO 9001:2015 standard for its eight (8) identified offices located at Camp BGen. Rafael T. Crame, Quezon City and National Capital Region Police Office, Camp Bagong Diwa, Taguig City. With its aim to continually improve the performance of the organization, the PNP will establish a QMS certifiable to ISO 9001:2015 standard to another eighteen (18) offices located at Camp BGen. Rafael T. Crame, Quezon City.  In line with this, the PNP has requested the Development Academy of the Philippines (DAP) to provide technical assistance on the Development of a Quality Management System Certifiable to ISO 9001:2015 for the Philippine National Police (Phase 2).
41	Development of a Quality Management System Certifiable to ISO 9001:2015 for the National Anti-Poverty Commission Secretariat	National Anti-Poverty Commission	01-Feb-20	31-Dec-20	1,185,000.00	The National Anti-Poverty Commission (NAPC), mandated under the Republic Act (8425), also known as the "Social Reform and Poverty Alleviation Act of 1997", serves as the coordinating and advisory body for the implementation of the social reform and poverty alleviation agenda. It envisions a progressive society where there is equitable distribution of wealth, and where its people, especially the poor and the marginalized, enjoy improved quality of life and participate responsibly in governance.
42	Training of Trainers on Developing Future-ready Agribusiness Social Enterprises	APO/DAP/Government and Private Institution	01-Oct-20	30-Apr-21	900,000.00	Smallholder farmers in developing countries face tough challenges to their productivity, growth, and sustainability, including lack of access to affordable financial products, limited knowledge of high-quality inputs, low usage of technology and market data, and poor market links across value chains. To close these gaps and help smallholder farmers thrive, social enterprises are implementing innovative solutions in the agriculture sector. Social enterprises are defined as private for-profit, nonprofit, or hybrid organizations that use business methods to advance their social missions. In the case of agriculture, social enterprises often address a particular pain point in the value chain, with the intention that the cost of their services or products will be recuperated through the benefits and income gains that smallholders receive. To serve such a "last mile" market, social enterprises often develop business models that are innovative, cost-effective, and offer good value for money in providing quality services and products.  With global trends in agri-food systems and the advent of novel technologies, the business and rural landscapes have rapidly changed over the last decade. Developments, including the Internet of Things (IoT), cloud computing, unified communications, more reliable high-speed Internet connections, and greater access to affordable smart devices, have the potential to significantly change industries. Social enterprises and startup companies, led by the current generation of agribusiness owners and leaders, are becoming more innovative and creative in addressing social and environmental problems and fully harnessing the connected world, which will eventually lead to more modern agriculture value chains.  For this training of trainers course, particular focus will be on four elements of the agriculture value chain, i.e., accessing finance, improving productivity, increasing post-harvest value/agro-innovation, and creating value chain and market linkages, where innovative/future-ready social enterprises could play a vital role in addressing the problems of smallholder farmers and micro and small entrepreneurs and increasing productivity. It is equally important to highlight the role of social enterprises in co-creating solutions to everyday problems faced by smallholder farmers and micro and small entrepreneurs. Although several are now in operation, the need to develop more future-ready agribusiness social enterprises is crucial, given the enormous challenges faced by agriculture. Those challenges include feeding more than nine billion people in 2050; increasing climate change issues, shortages of farm labor, and aging farming communities in Asia.  This training of trainers will combine the two important aspects of content and delivery. The first will provide knowledge on successful models of future-ready social enterprises and the characteristics and competencies of their leaders. The second will focus on creating platforms to for new entrepreneurs to develop and manage future-ready social enterprises in the agribusiness sector.
43	GAA - GQMP 2020: Development Of A Quality Management System Certifiable To Iso 9001:2015 Standards For The National Commission On Muslim Filipinos (ncmf)		02-Mar-20	31-Mar-21	1,415,000.00	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. In the inaugural speech and the 10-point socio-economic agenda of the President, the government agencies are directed to improve the delivery of services through process streamlining and rationalizing documentary requirements to increase competitiveness and ease of transaction for 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 clear and compelling direction of the Administration further strengthens the need for government agencies to comply to Executive Order (E.O.) 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.

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**As of June 2021**

No.	PROJ TITLE	CLIENT	PROJECT START	PROJECT END	PROJ PRICE (net of VAT)	PROJECT DESCRIPTION
44	GAA - GQMP 2020: Development Of A Quality Management System Certifiable To Iso 9001:2015 For The National Printing Office	National Printing Office	02-Mar-20	31-Mar-21	1,415,000.00	With global trends in agri-food systems and the advent of novel technologies, the business and rural landscapes have rapidly changed over the last decade. Developments, including the Internet of Things (IoT), cloud computing, unified communications, more reliable high-speed Internet connections, and greater access to affordable smart devices, have the potential to significantly change industries. Social enterprises and startup companies, led by the current generation of agribusiness owners and leaders, are becoming more innovative and creative in addressing social and environmental problems and fully harnessing the connected world, which will eventually lead to more modern agriculture value chains.
45	GAA - GQMP 2020: Development Of A Quality Management System Certifiable To Iso 9001:2015 For The Office Of Civil Defense	Office of Civil Defense	02-Mar-20	31-Mar-21	1,415,000.00	The OCD, in line with its mandate to administer a comprehensive national civil defense and disaster risk reduction and management program by providing leadership in the continuous development of strategic and systematic approaches, as well as, measures to reduce the vulnerabilities and risks to hazards and manage the consequences of disaster, aims to continually improve the delivery of its services and transform its current management system.  The OCD has signified its interest and commitment to undertake the project, and has been selected as one of the GQMP Beneficiary Agencies that will receive technical assistance from the DAP for the establishment of a QMS certifiable to ISO 9001:2015 standard.  In this regard, the Academy is implementing the project entitled, "Development of a Quality Management System Certifiable to ISO 9001:2015 Standard for the Office of Civil Defense.
46	GAA - GQMP 2020: Development Of A Quality Management System Certifiable To Iso 9001:2015 Standards For Mindanao Development Authority	Mindanao Development Authority	02-Mar-20	31-Mar-21	1,415,000.00	For this training of trainers course, particular focus will be on four elements of the agriculture value chain, i.e., accessing finance, improving productivity, increasing post-harvest value/agro-innovation, and creating value chain and market linkages, where innovative/future-ready social enterprises could play a vital role in addressing the problems of smallholder farmers and micro and small entrepreneurs and increasing productivity. It is equally important to highlight the role of social enterprises in co-creating solutions to everyday problems faced by smallholder farmers and micro and small entrepreneurs. Although several are now in operation, the need to develop more future-ready agribusiness social enterprises is crucial, given the enormous challenges faced by agriculture. Those challenges include feeding more than nine billion people in 2050; increasing climate change issues, shortages of farm labor, and aging farming communities in Asia.
47	GAA - Development Of A Quality Management System Certifiable To Iso 9001:2015 Standard For The Office For Alternative Dispute Resolution	Office for Alternative Dispute Resolution	01-Jul-20	31-Mar-21	1,415,000.00	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. In the inaugural speech and the 10-point socio-economic agenda of the President, the government agencies are directed to improve the delivery of services through process streamlining and rationalizing documentary requirements to increase competitiveness and ease of transaction for 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 clear and compelling direction of the Administration further strengthens the need for government agencies to comply to Executive Order (E.O.) 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.  In line with the aforementioned thrust of the government and to strengthen the implementation of the E.O. No. 605, the Development Academy of the Philippines (DAP), as a member of the Technical Working Group on Advocacy and Capability-Building of the QMCA and as the National Productivity Organization, and through the General Appropriations Act of 2020 funding for the GQMP, shall provide technical assistance to the Office for Alternative Dispute Resolution (OADR), as one of the Beneficiary Agencies of the GQMP, to facilitate the establishment of a QMS certifiable to ISO 9001:2015 standard.  The OADR is mandated by Republic Act no. 9285 to promote, develop and expand the use of alternative dispute resolution (ADR) in the private and public sectors; and, to assist the government in monitoring, studying and evaluating the use of ADR by the public and the private sector, and recommending to Congress needful statutory changes to develop, strengthen and improve ADR practices in accordance with world standards. In line with its mandate, the OADR seeks to continually improve the delivery of its services and transform its current quality management system to an ISO 9001:2015 certified QMS.
48	2020 Customer Satisfaction Survey (CSS) and Enhancement of Service Quality Standards (SQS) For The Philippine Fisheries Development Authority	Philippine Fisheries Development Authority	15-Nov-20	15-May-21	3,035,714.29	This training of trainers will combine the two important aspects of content and delivery. The first will provide knowledge on successful models of future-ready social enterprises and the characteristics and competencies of their leaders. The second will focus on creating platforms to for new entrepreneurs to develop and manage future-ready social enterprises in the agribusiness sector.
49	Online Training Course on ISO 9001:2015 Quality Management System (QMS) Requirements and Documentation for the Ecosystems Research and Development Bureau	Ecosystems Research and Development Bureau	01-Apr-21	15-May-21	180,000.00	The Ecosystems Research and Development Bureau has successfully (ERDB) obtained ISO 9001:2015 certification on March 28, 2020 for its Quality Management System (QMS) covering the Conservation, Management, Development and Proper Use of the Country's Environment and Natural Resources.
50	Online Training Course on ISO 19011:2018 Guidelines for Auditing Management Systems for the Biodiversity Management Bureau	Biodiversity Management Bureau	01-Jun-21	30-Jun-21	240,000.00	The Biodiversity Management Bureau (BMB) has successfully obtained ISO 9001:2015 certification on March 28, 2020 for its Quality Management System (QMS) covering the Conservation, Management, Development and Proper Use of the Country's Environment and Natural Resources. In order to effectively maintain this system, the BMB has requested for an Online Training Course on ISO 14011:2018 Guidelines for Auditing Management Systems.
51	Online Training Course on Auditing Quality Management System for the National Defense College of the Philippines	National Defense College of the Philippines	23-Feb-21	30-Apr-21	192,000.00	Conduct of Online Training Course on Auditing Management System for the NDCP Internal Quality Auditors to enable NDCP to effectively maintain its Quality Management System

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No.	PROJ TITLE	CLIENT	PROJECT START	PROJECT END	PROJ PRICE (net of VAT)	PROJECT DESCRIPTION
52	COE Public Sector Productivity Innovation Laboratory 2020	National Government Agencies	01-Jan-20	30-Jun-21	3,735,000.00	<p>The Philippine government has been facing challenges that potentially need new ideas to resolve the issues. Changing citizen expectations, policy challenges, global trends, fiscal pressure and technological changes are just some of the issues that should drive the government sector to extract and apply innovative ideas in its existing system. In most cases, many approaches have already been applied to resolve prevalent issues but a new idea has the potential to resolve them.</p> <p>Thus, it is high time to strengthen the implementation of the Public Sector Productivity Innovation Laboratory. Through the program, innovation thinking will be promoted and encouraged among government agencies. Innovation is the generation and application of new ideas. It is not simply coming up with ideas, but also integrating them with the existing system and processes, and monitoring the results.</p>
53	GAA - GQMP 2020: Advocacy And Capability-building On Innovating The Public Sector	National Government Agencies	01-Jan-20	31-Mar-21	4,000,000.00	<p>The Development Academy of the Philippines (DAP) has long been serving the public sector as change catalyst, capacity builder and partnership builder. Over the years, DAP has capacitated government officials, conducted strategic research, produced innovative solutions, and developed efficient management systems for the public sector. Thus, the Philippines, with DAP as the focal point, has been designated as the Center of Excellence (COE) on Public Sector Productivity (PSP) by the Asian Productivity Organization. The COE designation is a recognition of the high level of competency as well as the track record of exemplary performance that DAP has shown in promoting public sector productivity. One of the objectives of the COE on PSP is for the Philippines to serve as the hub of a "web collaborators" on innovation and productivity in the public sector, where an innovation laboratory would be one of its four pillars.</p> <p>Today, the public sector faces increasing sophistication of public demand and other new challenges. Addressing these issues potentially requires new ideas. Changing citizen expectations, policy challenges, global trends, fiscal pressures and technological changes are just some of the issues that drive the government sector to extract and apply innovative ideas to its existing systems. In many cases, various conventional approaches have been applied to resolve prevalent issues with little success, thus new ideas are needed to resolve them.</p>
54	Gaa - Development Of A Quality Management System Certifiable To Iso 9001:2015 Standard For The Philippine Aerospace Development Corporation	Philippine Aerospace Development Corporation	04-May-20	31-Mar-21	1,415,000.00	<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. In the inaugural speech and the 10-point socio-economic agenda of the President, the government agencies are directed to improve the delivery of services through process streamlining and rationalizing documentary requirements to increase competitiveness and ease of transaction for 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.</p> <p>This clear and compelling direction of the Administration further strengthens the need for government agencies to comply to Executive Order (E.O.) 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>
55	Technical Assistance on the Creation of Offices to the Bangsamoro Transition Authority and Other Offices Deemed Necessary	Office of the Presidential Adviser on the Peace Process	25-Jul-19	28-Feb-21	4,589,285.71	<p>Today, the public sector faces increasing sophistication of public demand and other new challenges. Addressing these issues potentially requires new ideas. Changing citizen expectations, policy challenges, global trends, fiscal pressures and technological changes are just some of the issues that drive the government sector to extract and apply innovative ideas to its existing systems. In many cases, various conventional approaches have been applied to resolve prevalent issues with little success, thus new ideas are needed to resolve them.</p>
56	Curriculum Development And Training Of Trainers To Mainstream Children's Rights Into Lgu Planning And Budgeting	Ministry of Interior and Local Government	10-Dec-19	28-Feb-21	10,714,285.71	<p>This project is a technical assistance provided to the Ministry of Interior and Local Government aimed to mainstream children's rights in the LGU planning and budgeting. The project will develop a curriculum employing adult learning principles (ALP) that will be used in roll out training to 63 barangays in North Cotabato (to be formed into 7 Special Government Units), 5 provinces and 4 cities of BARMM. DAP will develop training materials in various platforms to aid in the training sessions that will be delivered by a pool of trainers who will undergo capacity development workshops conducted by DAP.</p>