GOVERNMENT QUALITY MANAGEMENT COMMITTEE

RESOLUTION No. 12
Series of 2016

FY 2016 Government Quality Management Program (GQMP)
Work Plan and Funding for the Advocacy and Capability-Building Activities

WHEREAS, Executive Order (EO) No. 605[1] dated 23 February 2007 directs all departments and agencies of the Executive Branch, including all government-owned and/or -controlled corporations and government financial institutions to adopt ISO 9001:2008 Quality Management System (QMS) pursuant to the implementation of the Government Quality Management Program (GQMP);

WHEREAS, per said EO, the QMS shall be certified for demonstrated conformity with ISO 9001 standards and the applicable Government Quality Management Systems Standards (GQMSS), with priority given to frontline services;

WHEREAS, said EO created a Government Quality Management Committee (GQMC) to formulate policies and oversee the implementation of the GQMP;

WHEREAS, pursuant to its mandate, the GQMC, through its Technical Working Group on Advocacy and Capability Building (ACB), has formulated an ACB Plan for 2016 (*Annex A*) to implement the GQMP;

WHEREAS, the Development Academy of the Philippines (DAP), the lead agency of the Technical Working Group on ACB, has been authorized by the GQMC by virtue of Resolution No. 2, s. 2007, to implement Awareness and Capability Building and Technical Assistance to priority agencies for the development of their QMS certifiable to ISO 9001:2015[2]; and

WHEREAS, Item No. 2 of GQMC Resolution No. 6, s. 2008, authorized the GQMC Alternate Members to act on other concerns relative to the GQMP implementation provided that action will not breach existing policies on the matter;

NOW, THEREFORE, We, the Principal/Alternate Members of the GQMC, hereby authorize the Department of Budget and Management (DBM) to transfer fund to the DAP for the implementation of the ACB activities, chargeable against FYs 2015 (continuing) and 2016 GQMP funds allocated for the purpose, upon completion of each of the expected outputs

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[1] Institutionalizing the Structure, Mechanisms and Standards to Implement the Government Quality Management Program Amending for the Purpose Administrative Order No. 161, s. 2006

[2] Migrated version of ISO 9001:2008 effective September 15, 2015

indicated in Annex A, subject to the DBM's acceptance of the corresponding accomplishment, financial reports and other supporting documents corresponding to subject deliverables requested for transfer of funds.

ADOPTED, this __7th__ day of _____ June _____, 2016 in the City of Manila, Philippines.

DEPARMENT OF BUDGET AND MANAGEMENT

By:

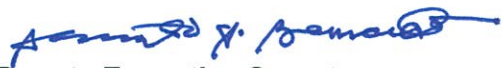**Undersecretary RICHARD E. MOYA**
Alternate Member

DEPARTMENT OF TRADE AND INDUSTRY

By:

Assistant Secretary IRENEO V. VIZMONTE
Alternate Member

INTERNAL AUDIT OFFICE, OFFICE OF THE PRESIDENT

By:

Deputy Executive Secretary ALBERTO A. BERNARDO
Member

DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

By:

NOT PRESENT

Undersecretary EDWIN R. ENRILE
Alternate Member

DEVELOPMENT ACADEMY OF THE PHILIPPINES

By:

Senior Vice-President MAGDALENA L.MENDOZA
Alternate Member

FY 2016 Government Quality Management Program
Advocacy and Capability Building Plan

Activities	Expected Outputs	Cost (PhP)
1. 4th Recognition Ceremony of ISO 9001:2008 Certified Agencies	One (1) Recognition Ceremony conducted About 135 agencies recognized	500,000
2. National Quality and Productivity Improvement Month • Conference on Government Quality Management System (GQMS), e.g., basic orientation on ISO 9001:2015 • Audio-Visual Documentation of the Success of GQMP • Launching of the Big 5S Day Program	One (1) GQMS Conference conducted Audio-Visual presentation developed, Big 5S Day launched	580,000
3. Updating of the Government QMS Standards (GQMSS)	GQMSS for ISO 9001:2015 updated	500,000
4. Development and/or Certification of an ISO 9001:2015 QMS for Priority Agencies*	Ten (10) agencies with a QMS certifiable/certified to ISO 9001:2015	17,550,400
5. Government Excellence Class (GEC) Self-Assessment Validation*	Twenty (20) agencies with validated GEC self-assessment	500,000
6. Orientation on Government Excellence Class (GEC) and Government Best Practice Competition (GBPC)*	Ten (10) GEC Orientations conducted	200,000
Total		**19,830,400**

Notes: The balance of **PhP169,600** from the total **PhP20M** GQMC allotment is also hereby allocated to cover expenses for GQMC meetings and other related activities.

* Necessary expenses on venue, transportation, training materials and supplies, food and accommodation shall be shouldered by the participating agencies

GOVERNMENT QUALITY MANAGEMENT PROGRAM (GQMP) ADVOCACY AND CAPABILITY-BUILDING PLAN 2016

A. PERFORMANCE MEASURES: OUTCOMES

- Contribution to the enhancement of the government performance through the improved and streamlined frontline services;

- Strengthening of institutional capacities of public sector organizations in delivering citizen-focused public services through the implementation of ISO 9001-certified quality management system (QMS) and attaining the government excellence class (GEC) status; and,

- Development of quality management practitioners in government.

B. PROMOTION AND ADVOCACY

The GQMC shall implement the following projects to strengthen the promotion of wider adoption of Government QMS certifiable to ISO 9001:2015:

1. 4th Recognition Ceremony of ISO-Certified Government Offices (Per GQMC Resolution No. 10)

Certificate of recognition for ISO certified government offices shall be awarded by the President of the Philippines in Malacañang Palace to recognize the efforts of government agencies in creating a QMS. The recognition will also be published in a national newspaper to encourage other public offices to start adopting the program.

Expected Outputs	:	One (1) recognition ceremony
		135 government agencies recognized
Participants	:	400 attendees
		Top and middle management of ISO 9001-certified government agencies

2. National Quality and Productivity Improvement Month, October 2016

This is a one-day ISO QMS conference intended to continually promote and widen adoption of Government QMS (GQMS). The conference will showcase QMS best practices in the government and promote good governance in view of the ISO-certified QMS. Audio-Visual documentation of success of GQMP shall also be

developed to be posted in the GQMC website. Awarding of a 5S Competition in the Government shall also be facilitated in this event.

Expected Outputs   :   One (1) Conference conducted
                           Audio-Visual Presentation developed

3. Updating of the Government QMS Standards (GQMSS)

This will cover research and data gathering from QMS practitioners to translate the ISO 9001:2015 standards into the language of the government. Specific government practices and other public service-related experiences shall be used to demonstrate how each requirement is fulfilled by a government office. The updated GQMSS shall guide the government agencies in the establishment and implementation of the ISO 9001 QMS.

Expected Outputs   :   Updated GQMSS posted in the GQMP website
Participants   :   ISO 9001 certified LGUs and agencies

C. CAPABILITY-BUILDING

The GQMC shall implement technical assistance to GQMP priority agencies in the development of QMS certified to ISO 9001:2015. It shall also provide assistance to selected agencies in the preparation for application for the GEC.

1. Development of a QMS Certified to ISO 9001:2015 for Priority Agencies

The GQMC shall implement consulting projects for GQMP priority agencies to provide assistance in the development of their QMS and ensure their certification to ISO 9001:2015. Specifically, technical assistance and training courses shall be provided to priority agencies to establish, document and implement QMS responding to the requirements of ISO 9001:2015, enhance the knowledge and skills of key officers and staff on ISO QMS, and seek certification to ISO 9001:2015 of the established QMS.

It shall cover technical assistance to priority agencies in the development of QMS certified to ISO 9001:2015. Target priority agencies are based on the importance of their services to the business sector and to the general citizens. Government offices that have major frontline services are considered as priority agencies. The following interventions shall be provided to each agency/office:

Activity	Timeframe	Duration (days)	Cost (PHP)
Process Walkthrough	Month 1	1	20,000
Top Management Orientation	Month1	0.5	20,000
Orientation for General Employees		0.5	20,000
Training Course on ISO 9001:2015 QMS Requirements and Documentation	Month 2	3	102,000
Workshop on Quality Policy and QMS Planning		3	75,000
Workshop on Process Mapping		1	25,000

Activity	Timeframe	Duration (days)	Cost (PHP)
Workshop on Documentation of QMS-required Information and Establishing Structure and Controls for Documented Information	Months 3-4	4	100,000
Technical Guidance on Review and Enhancement of Operational Controls and Procedures		3	45,000
Training Course on Knowledge Management Basic Tools and Techniques	Month 4	3	102,000
Workshop on Customer Satisfaction Tools	Month 5	1	25,000
Workshop on Control of Nonconformity	Month 5	1	25,000
Training Course on Basic Productivity and Quality Improvement Approaches	Month 5	3	102,000
Technical Guidance on QMS Implementation	Months 5-8	6	90,000
Training Course on Auditing QMS	Month 6	4	136,000
Workshop on Establishing the QMS Audit Programme, Auditing QMS, and Audit Report Writing	Month 7	3	75,000
Technical Guidance on Management Review Inputs and Implementation	Month 8	2	30,000
Final Gap Assessment/Readiness Review	Month 8	3	75,000
Certification of the Established QMS by an Independent Certifying Body	Month 9	TBI	500,000
Subtotal			**1,567,000**
12% VAT			188,040
TOTAL COST			**1,755,040**

Expected Outputs   :   Ten (10) Agencies Certified to ISO 9001:2015
Participants   :   Ten (10) Priority Agencies

2. **Orientation on Government Excellence Class (GEC) and the Government Best Practice Competition (GBPC)**

Public sector organizations are encouraged to take part in a new initiative to help improve services and performance through business excellence. The DAP shall conduct half-day orientation sessions on GEC and GBPC for key officers and staff of responsive agencies. The orientation shall discuss the key concepts and principles of GEC, the mechanics of attaining the GEC status and the proper way of accomplishing the assessment tool.

Expected Outputs   :   Ten (10) batches of orientation conducted
Participants   :   300 key officers and staff of various government agencies

3. **GEC Self-Assessment Validation**

For organizations to achieve GEC status, the first step is to conduct a self-assessment. The DAP shall facilitate the conduct of a validation workshop on the process of self-assessment to ensure that the conduct of the self-assessment is done effectively.

Expected Outputs	:	Twenty (20) Agencies with Validated Results of GEC Self-Assessment
Participants	:	Twenty (20) Selected Agencies

D. PROJECT COST

The above-mentioned projects and deliverables shall have the following cost:

Activities	Details	Cost (PHP)
1. 4th Recognition Ceremony of ISO 9001:2008 Certified Agencies (Refer to Resolution No. 10)	About 400 attendees	500,000
2. National Quality and Productivity Improvement Month - Conference on GQMS, e.g., basic orientation on ISO 9001:2015 - Audio-Visual Documentation of the Success of GQMP - Launching of the Big 5S Day Program	1-day conference 5-minute video	580,000
3. Updating of the GQMSS	E-copies only	500,000
4. Development of a QMS Certified to ISO 9001:2015 for Priority Agencies*	P1,755,040 each agency/office x 10	17,550,400
5. Government Excellence Class (GEC) Self-Assessment Validation*	P25,000 each agency x 20	500,000
6. Orientation on Government Excellence Class (GEC) and Government Best Practice Competition (GBPC)*	P20,000 x 10 batches	200,000
Total		**19,830,400**

Note: The balance of **PhP169,600** from the total **PhP20M** GQMC allotment is also hereby allocated to cover expenses for GQMC meetings and other related activities.

* Necessary expenses on venue, transportation, training materials and supplies, food and accommodation shall be shouldered by the participating agencies