



GOVERNMENT QUALITY MANAGEMENT COMMITTEE

RESOLUTION No. 20 Series of 2022

Government Quality Management Program (GQMP) Road Map For Fiscal Years 2022-2023

WHEREAS, Executive Order (EO) No. 605¹ dated February 23, 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 9001:2008² Quality Management System (QMS) pursuant to the implementation of the GQMP;

WHEREAS, the GQMC, which is created under EO No. 605 and mandated to formulate policies and oversee the implementation of the GQMP, is composed of the DBM as Chairman, Department of Trade and Industry as Co-Chairman, and the Department of the Interior and Local Government, Office of the President - Internal Audit Office and Development Academy of the Philippines as Members;

WHEREAS, among the functions of the GQMC is to monitor and evaluate the implementation of the GQMP and, when necessary, effect appropriate adjustments thereon in the light of changing conditions in both the domestic and international environments;

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, the Program envisions taking a great leap in its priorities by leveling up the quality improvement initiatives and focusing on enhancing public sector organizations' performance in delivering quality services. Further, the GQMP shall broaden government-wide quality improvement to ensure that Filipino citizens will greatly benefit from the process and system improvement initiatives;

WHEREAS, pursuant to its mandate, the GQMC, through its Secretariat, the DAP-Productivity and Development Center, with the assistance from the DBM – Systems and Productivity Improvement Bureau, crafted the GQMP Road Map 2022-2023 for implementation;

WHEREAS, due to the health and safety concerns and risks posed by the COVID-19 pandemic, the need to enhance the risk management capacity and capability of public sector organizations is recognized as among the crucial elements to enhance internal control and sustain public service delivery, especially in times of disruptions;

WHEREAS, the planned activities for 2022-2023, when executed, would achieve the following outcomes, i.e., sustained certification to ISO 9001 QMS; enhanced capability in managing risks and disruptions, and in providing consistent/sustained quality of public services; and evidenced-based improvement in the delivery of public services. The specific projects and activities, past

accomplishments, and targets are embodied in the **GQMP Roadmap for 2022-2023**;

WHEREAS, the GQMP Roadmap for 2022-2023 is aligned with a specific outcome in the *Ambisyon Natin 2040* by contributing to the sectoral goal of “responsive, people-centered, technology-enabled, and clean governance”, and has considered the possibility of the Philippine Development Plan 2017-2022 being changed or revised by the incoming administration;

WHEREAS, a resolution must be adopted by the Committee to authorize the implementation of the updated Program Plan;


NOW, THEREFORE, We, the Members of the GQMC, *hereby approve the GQMP Roadmap for 2022-2023*.

ADOPTED, this 29th day of March, 2022 in the City of Manila, Philippines.

**DEPARTMENT OF BUDGET
AND MANAGEMENT**

By:


Undersecretary Kim Robert C. De Leon
GQMC-DBM Principal Representative


Undersecretary and Officer-in-Charge
Tina Rose Marie L. Canda
Chairperson

**DEPARTMENT OF THE INTERIOR
AND LOCAL GOVERNMENT**

By:

(no member present)
Secretary Eduardo M. Año
Member

DEPARTMENT OF TRADE AND INDUSTRY

By:


Assistant Secretary Mary Jean T. Pacheco
GQMC-DTI Alternate Member

For:

Secretary Ramon M. Lopez
Co-Chairperson

**OFFICE OF THE PRESIDENT-OFFICE OF
THE DEPUTY EXECUTIVE SECRETARY
FOR INTERNAL AUDIT**

By:


Deputy Executive Secretary
Ricojudge Janvier M. Echiverri
Member

DEVELOPMENT ACADEMY OF THE PHILIPPINES

By:


President Engelbert C. Caronan, Jr.
Member

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 to ISO 9001:2015 effective September 15, 2015



GOVERNMENT QUALITY MANAGEMENT PROGRAM ROADMAP (2022-2023)

A. PROGRAM BACKGROUND

The Government-wide Quality Management Program (GQMP) has been established by virtue of Administrative Order (AO) No. 161, series of 2006 [*Institutionalizing Quality Management System (QMS) in Government*] dated October 5, 2006. It mandated all government agencies and government-owned and/or controlled corporations (GOCCs) to establish an ISO-aligned QMS. Local government units (LGUs) are encouraged likewise to establish an ISO-aligned QMS.

Executive Order No. 605, s. 2007, which amended AO No. 161, directs all departments and agencies of the Executive Branch, including all GOCCs and government financial institutions to adopt the then ISO 9001:2000 QMS as part of the implementation of the GQMP. The state universities and colleges, LGUs, Judiciary, Legislature, and Constitutional Offices are also encouraged to develop ISO-QMS and pursue 3rd party certification accordingly. EO No. 605 further provided that the QMS shall be certified for demonstrated conformity not only with ISO 9001:2000 QMS but also with the applicable Government QMS Standards (GQMSS), with priority to be given to frontline services.

The ISO 9001:2000 Standards had been updated twice since the inception of the GQMP, i.e., its migration to ISO 9001:2008 and then to ISO 9001:2015 which has been effective September 2015.

B. GQMP Goal and Objectives

Program Goal:

Enhanced public sector organizations' performance in delivering quality services

Objectives:

As provided under EO No. 605, the objectives of the GQMP are as follows:

1. Promote and enhance public sector performance through the adoption of ISO 9001:2000 (now ISO 9001:2015) Quality Management System (QMS) in all agencies of the government
2. Develop institutional infrastructure that shall provide certification with international accreditation
3. Establish the citizens' charter of key government offices that shall be provided to the transacting public as the government's manifestation of service guarantee
4. Recognize citizen-driven government organizations that have demonstrated alignment with international standards

C. GOVERNMENT QUALITY MANAGEMENT COMMITTEE (GQMC)

1. Structure

The GQMC, created under EO No. 605, is mandated to formulate policies and oversee the implementation of the GQMP and is composed of the heads of:

- a. Department of Budget and Management (DBM) as Chairman;
- b. Department of Trade and Industry as Co-Chairman; Members:
- c. Department of the Interior and Local Government;
- d. Office of the President-Internal Audit Office; and
- e. Development Academy of the Philippines (DAP).

The DAP - Productivity and Development Center (PDC) and the DBM - Systems and Productivity Improvement Bureau (SPIB) act as the Secretariat of the GQMC. The DAP is the lead in the Advocacy and Capability Building Component.

2. Functions

The GQMC functions per EO No. 605 are as follows:

- a. Serve as the steering and policy-making body for the GQMP;
- b. Approve the standards, guidelines, and institutional mechanisms to implement the Program;
- c. Coordinate with LGUs in the formulation of standards to ensure QMS certification at the local level;
- d. Coordinate with agencies to attend to, or address constraints in the implementation of Program activities;
- e. Formulate necessary mechanisms to sustain the implementation of ISO-QMS among public sector organizations, including measures to fund the effort, as well as recognition/incentive schemes for Program participants; and,
- f. Monitor and evaluate the implementation of the GQMP and effect necessary adjustments thereon in light of changing conditions in the domestic and international environments.

D. PROGRAM PLAN 2022-2023

With the increasing number of government agencies adopting and earning certification for the ISO 9001 Quality Management System (QMS), a significant impact on their performance and quality of their services has been evident through various indicators. These 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 continuing need to sustain or even enhance the implementation of QMS among government agencies to maximize the gains from adopting the ISO 9001 QMS.

In support of Republic Act No. 11032, Ease of Doing Business, and Efficient Government Service Delivery Act of 2018, the GQMP has leveled up its service quality improvement initiatives by focusing on enhancing citizen satisfaction. With the Program's goal of enhancing public sector organizations (PSOs) performance in delivering quality services, it shall continually concentrate on strengthening the capability of PSOs in improving their frontline services to effect actual and meaningful changes, and ensure that Filipino citizens will greatly benefit in the process and system improvement initiatives. This will be done through redesigning the approach to establishing QMS and integrating it with other processes/service productivity and quality improvement tools, such as process streamlining, and innovation, among others.

Reinforcement on risk management and public service continuity will also be done aligned with the guidelines from the ISO 31000 Risk Management System and the National Disaster Risk Reduction and Management Council (NDRRMC) and Philippine Disaster Resilience Foundation Incorporated's (PDRF) Public Service Continuity Plan (PSCP), among others. Also, other management system standards that will ensure seamless, continuous, and consistent delivery of public services will be introduced by the Program.

Major activities of the GQMP planned for 2022-2023 shall be as follows:

| Priority GQMP Projects | Regular GQMP Activities |
|--|--|
| <ul style="list-style-type: none"> ● Capability building and technical assistance (TA) on the development, implementation, and performance improvement of QMS and Risk Management ● Service Quality Improvement ● Quality Measurement and Standardization ● Citizen and Business Satisfaction Survey | <ul style="list-style-type: none"> ● Promotion of P&Q Improvement Approaches ● Publications ● Fora and symposia ● Recognition Ceremonies (GBPR, ISO QMS Certification, RMS/PSCP, etc.) ● Database Management System of ISO 9001 Certifications in the Government ● Meetings, sharing sessions, online exchanges, and other Communities of Practice (CoP) activities ● GQMC Meetings |

1. Program Goal and Outcomes

By 2023, the GQMP would have further enhanced public sector organizations' performance in delivering quality services. The planned activities for 2022-2023, when executed, would achieve the following outcomes:

- Sustained certification to ISO 9001:2015 QMS;
- Enhanced capability in managing risks and disruptions, and in providing consistent/sustained quality of public services; and,
- Evidenced-based improvement in the delivery of public services

2. Program Components

Component 1: Quality Management System Enhancement (QMSE)

- a) Provide technical assistance to agencies on the development of QMS and the improvement of the established QMS through process/site/scope expansion, integration of multiple management systems, consolidation of separate certifications, and/or alignment of their established QMS to the Business Excellence framework;
- b) Strengthen risk management capability through the adoption of approaches based on ISO 31000 Risk Management Guidelines, PSCP Guidelines, and the Revised Philippine Government Internal Audit Manual (RPGIAM) to ensure a more holistic and efficient approach to risk management and public service continuity planning, among others; and,
- c) Improve implementation of ISO 9001-certified QMS through the development of process and/or service quality improvement programs, and ensure implementation of such to come up with verifiable significant improvement upon certification to ISO 9001 standards.

Component 2: Quality Measurement and Standardization (QMAS)

- a) Generate evidenced-based improvement in the quality standards of PSOs through research and development/adoption of performance and associated service quality standards (SQS);
- b) Measure the citizen and business satisfaction level through citizen and business satisfaction surveys;
- c) Access research studies and tools, including creating partnerships with benchmark international institutions, to level-up frontline service standards; and,
- d) Institutionalize the implementation of service quality standards for critical frontline services among PSOs.

Component 3: Service Quality Improvement (SQI)

- a) Enhance capacities of the key officers and staff on relevant/appropriate service quality improvement standards, tools, and techniques to effect process and/or service quality improvement among PSOs;
- b) Assist agencies to develop SQI action plans that will address significant public issues on frontline services of the government; and,
- c) Assist the agencies in documenting and evaluating the results of SQI on citizen satisfaction and public sector productivity.

Component 4: Recognition and Promotion (RAP)

- a) Showcase and promote best practices as a way to foster knowledge sharing and to contribute in sustaining performance results in the entire bureaucracy;
- b) Conduct advocacy activities, identify benchmarks, and develop information, education, and campaign materials to promote and enhance the implementation of P&Q improvement approaches in the government; and,
- c) Recognize agencies with best practices to further boost their drive to continually improve the quality of their services and encourage other agencies to emulate them.

3. Physical Targets

| PERFORMANCE INDICATOR | BASELINE (ao 2021) | CUMULATIVE TOTAL | |
|---|--|------------------|------|
| | | 2022 | 2023 |
| 1) Number of agencies provided with technical guidance on the development, implementation, and performance improvement of QMS (including risk management, service quality improvement, and other productivity and quality improvement approaches) | <u>Total Number of Agencies with QMS certified to ISO 9001-2015:</u> Agencies directed to adopt QMS (EO 605) NLAs and OEOs: 126/171 (74%) GOCCs: 70/105 (67%) | 135 | 145 |
| | <u>Total Number of Agencies assisted on Risk Management, SQS and SQI</u> (New target, no baseline data available) Total number of agencies (per type) that may be assisted are as follows: 1) NLAs and OEOs = 171 total agencies 2) GOCCs = 105 | 10 | 18 |
| | | 6 | 14 |

| PERFORMANCE INDICATOR | BASELINE (ao 2021) | CUMULATIVE TOTAL | |
|---|---|------------------|--------|
| | | 2022 | 2023 |
| 2) Number of participants trained on QMS, risk management, service quality improvement, and other productivity and quality improvement approaches | 10,539 total participants trained (2018-2021) 1,651 total participants trained in 2021 | 10,989 | 11,739 |

4. Additional Activities

A. QMS Expansion - Building Integral Quality Management Towards Smart and Sustainable Communities (IQM)

The Supreme Court ruling on the Mandanas Case, which expands the financial and logistical resources of the local government units (LGUs), necessitates broad-based management systems and enhancement of the LGU capability to push for more local economic development, become an instrument of communities in promoting positive changes, and be a reliable partner of the national government.

Data as of December 2021 show that there are only about 111 out of 1,715 LGUs, composed of provincial (only 14 of 81), city and municipal governments, as well as, their locally operated colleges and universities, hospitals, and other entities, with established QMS and earned the ISO 9001 certification.

The IQM is directed towards accelerating and broadening the adoption of QMS, specifically to cover the major players in building sustainable and smart communities - the local government units (LGUs). The GQMP shall provide assistance to LGUs in building integral quality management. It shall mainly involve capacity building, such as orientation, training, workshops and technical guidance; development of QMS documented information; and, management assessments.

Specifically, the GQMP shall:

- a) Promote the ISO 9001 and its benefits among LGUs through fora, conferences, publications, AVPs, etc.; and,
- b) Provide technical assistance to LGUs in establishing Quality Management System certifiable to ISO 9001:2015, using the ISO 18091:2019 Guidelines for the Application of ISO 9001 in Local Government and incorporating the ISO 37101:2016 Management System for Sustainable Development

B. Coordination/Collaboration with the LGA

In the implementation of the IQM, the DAP will coordinate/collaborate with DILG's Local Government Academy (LGA) for parallel/joint efforts in developing the capabilities of the LGUs. It will also look into the challenges faced by LGUs in pursuing the ISO QMS and conduct appropriate advocacy and capability-building initiatives to further assist LGUs.

C. Explore the Inclusion of QMS Certification to the ISO 9001 Standard in the Criteria for DTI's Competitiveness Index of Cities and Municipalities

Complete Staff Work (CSW) will also be done to study the possible inclusion of QMS Certification to the ISO 9001 standard in the criteria for the DTI's Competitiveness Index of Cities and Municipalities