



ISO 9001:2015 Certified
CIP/4045/08/06/579

Orientation on ISO 9001:2015 Quality Management System

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INTRODUCTION

01

Do we need Quality Management System in the Government?

02

If we do, why ISO 9001:2015 QMS?

03

What is ISO 9001:2015 QMS?

04

What does it take?

01

Do we need Quality Management System in the Government?

The Challenges



The Top 10 Most Competitive Global Economies

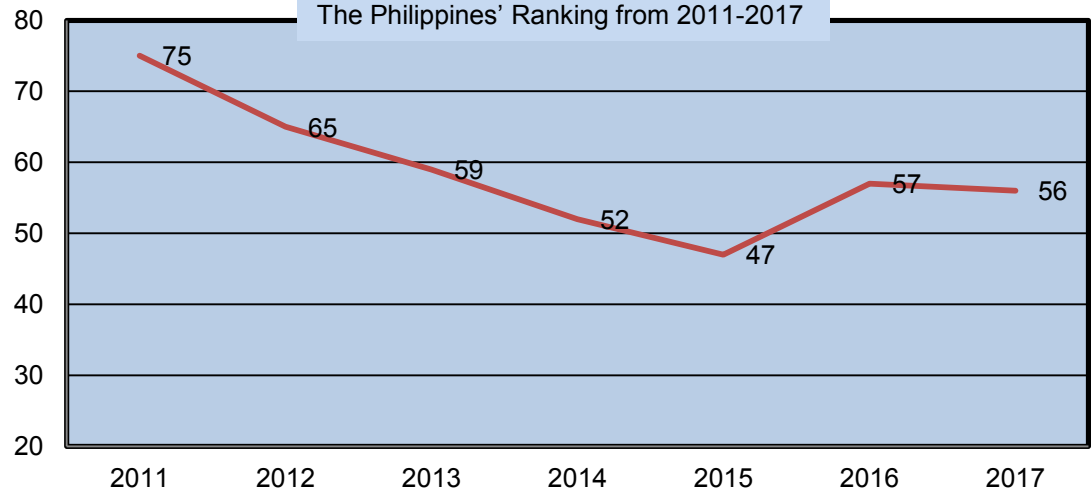
Global Competitiveness Report 2017-2018

Global rank*

Switzerland	1
United States	2
Singapore	3
Netherlands	4
Germany	5
Hong Kong SAR	6
Sweden	7
United Kingdom	8
Japan	9
Finland	10

Source: The Global Competitiveness Report 2017-2018
*2017-2018 rank out of 137 economies

The Philippines' Ranking from 2011-2017



Philippines inched up 1 notch in the 2017 WEF Global Competitiveness index

Institutions	+3	0	Technological Readiness
Infrastructure	+2	-3	Higher Education and Training
Macroeconomic Development	+2	-2	Labor Market Efficiency
Health and Primary Education	+1	-4	Market Size
Goods Market Efficiency	+4		
Financial Market Development	+4		
Business Sophistication	+6		
Innovation	+3		

The Challenges

“The erosion of confidence in the capacity of our public servants to make the people’s lives better, safer and healthier”



Erosion of faith and trust in government

The Challenge

GQMP Response

Make services accessible, convenient and pleasant to the transacting public

- ✓ Reduce requirements and the processing time of all applications
- ✓ Certify QMS covering the streamlined processes



Source: Inaugural Address of President Rodrigo Duterte
Oath-taking of the President of the Philippines
Malacañang Palace | June 30, 2016

The Challenges



Philippine Development Plan 2017-2022

“MALASAKIT” Enhancing the social fabric of public institutions

Outcome

Citizen-centered, innovative, clean, efficient, effective and inclusive delivery of public goods and services

Sub-Sector Outcomes

Citizenry fully engaged & empowered

Corruption reduced

Seamless service delivery achieved

Administrative governance enhanced

Civil service strengthened



Improved citizen satisfaction driven by government-wide quality improvement

Legal Basis



- **Administrative Order No. 161, s. 2006** (*Institutionalizing **Quality Management System in Government***) dated October 5, 2006
- **Executive Order No. 605, s. 2007** (*Institutionalizing the Structure, Mechanisms and Standards to Implement the **Government Quality Management Program**, Amending for the Purpose Administrative Order No. 161, s. 2006*) dated February 23, 2007
- **Republic Act No. 9485** (*An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties*)
- **Administrative Order 25, s. 2011** (*Creating an Inter-Agency Task Force (IATF) on the Harmonization of Government Performance Monitoring Information and Reporting Systems*)

EO No. 605: Institutionalization of the Government Quality Management Program



Directs **departments/agencies** under the Executive Branch and GOCCs to **adopt ISO-QMS and pursue certification**



Enjoins **SUCs** and encourages **LGUs, Judiciary, Legislature, and Constitutional Offices** to establish ISO-QMS and pursue certification



Directs **establishment of citizens' charter of key government offices** as service guarantee

Goal of the GQMP

To strengthen institutional capacities of public sector organizations in delivering citizen- focused public services and in implementing international standards-based quality management systems (QMS)



The Government Quality Management Committee



The **GQMC** is mandated to formulate policies and oversee GQMP implementation



Chair



Co-Chair



GQMC
Composition

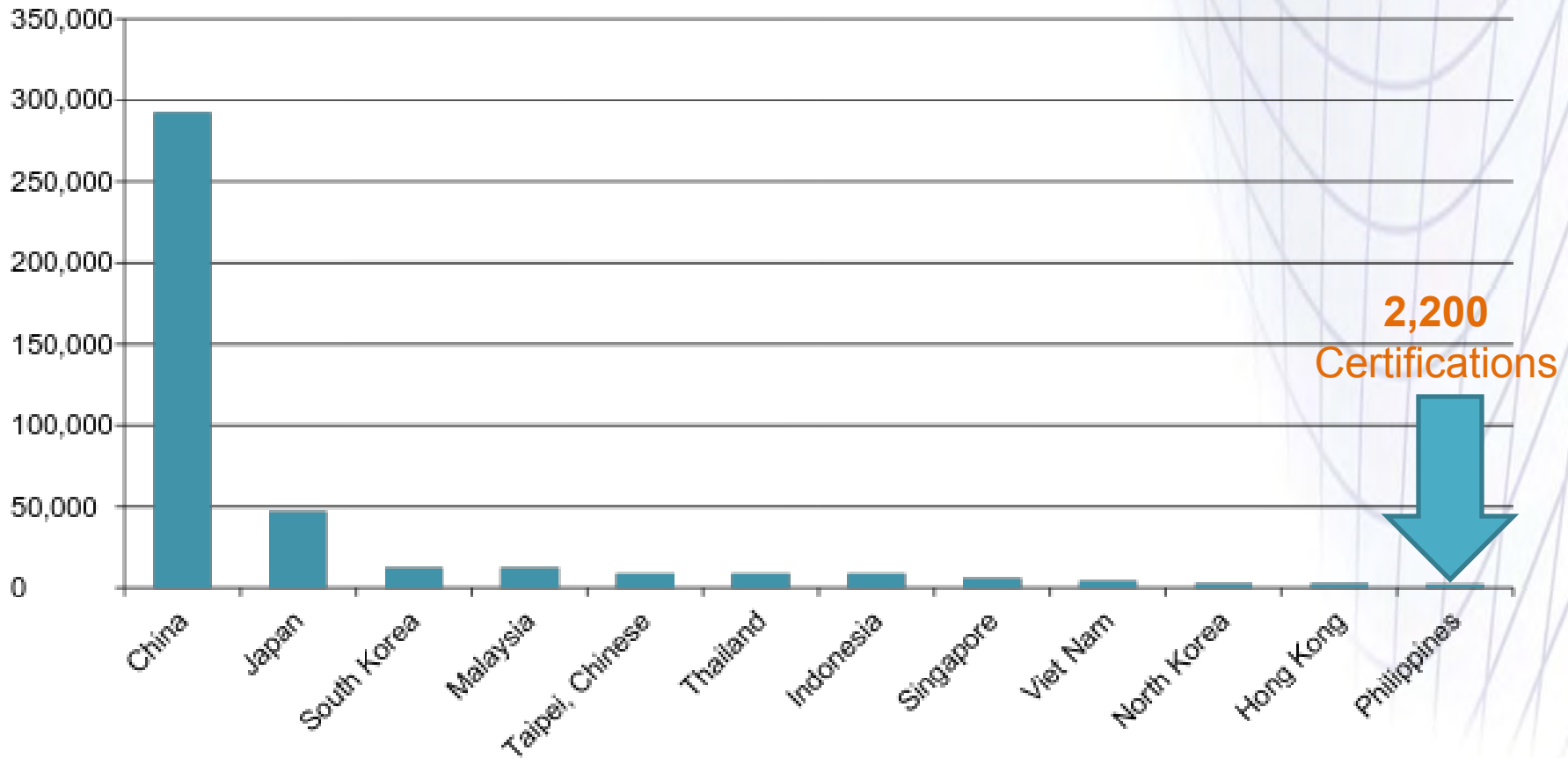


Administrative Order 25, s. 2011 and the QMS

“the common target should be **establishment of Quality Management System** aligned with ISO 9001 Standards or the continuing certification of one frontline service.”

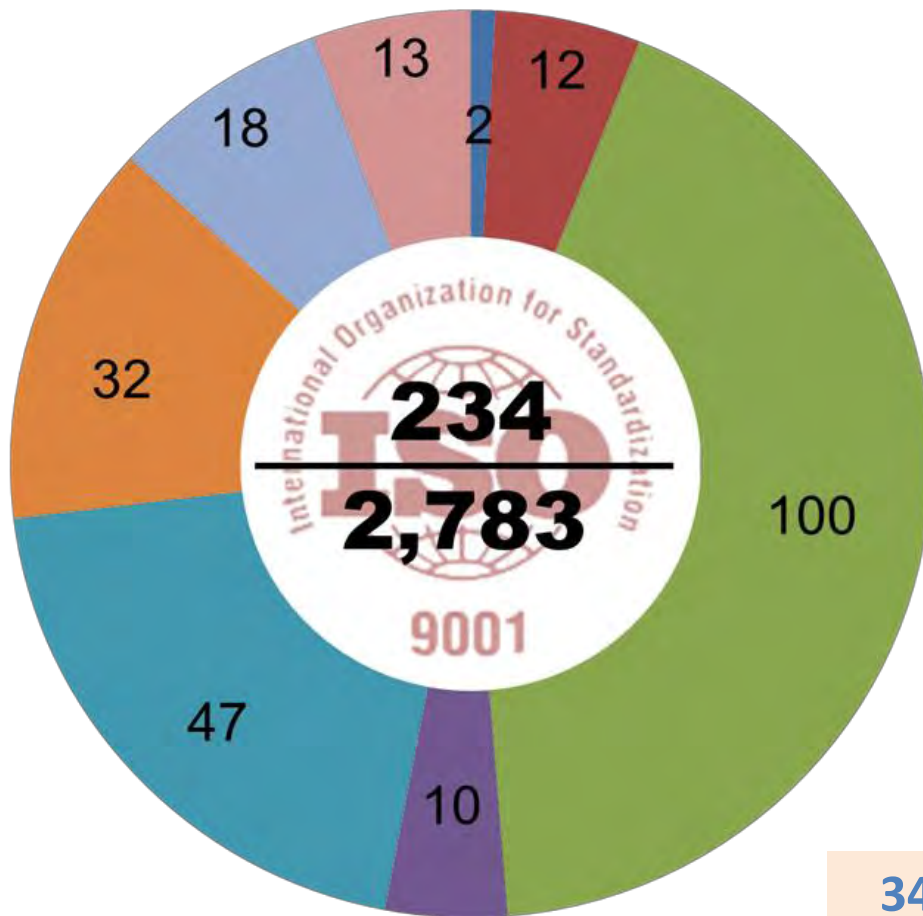


QMS Certification in Asia and the Philippines



The ISO Survey of Management System Standard Certifications, 2015

QMS Certification in the Philippine Government











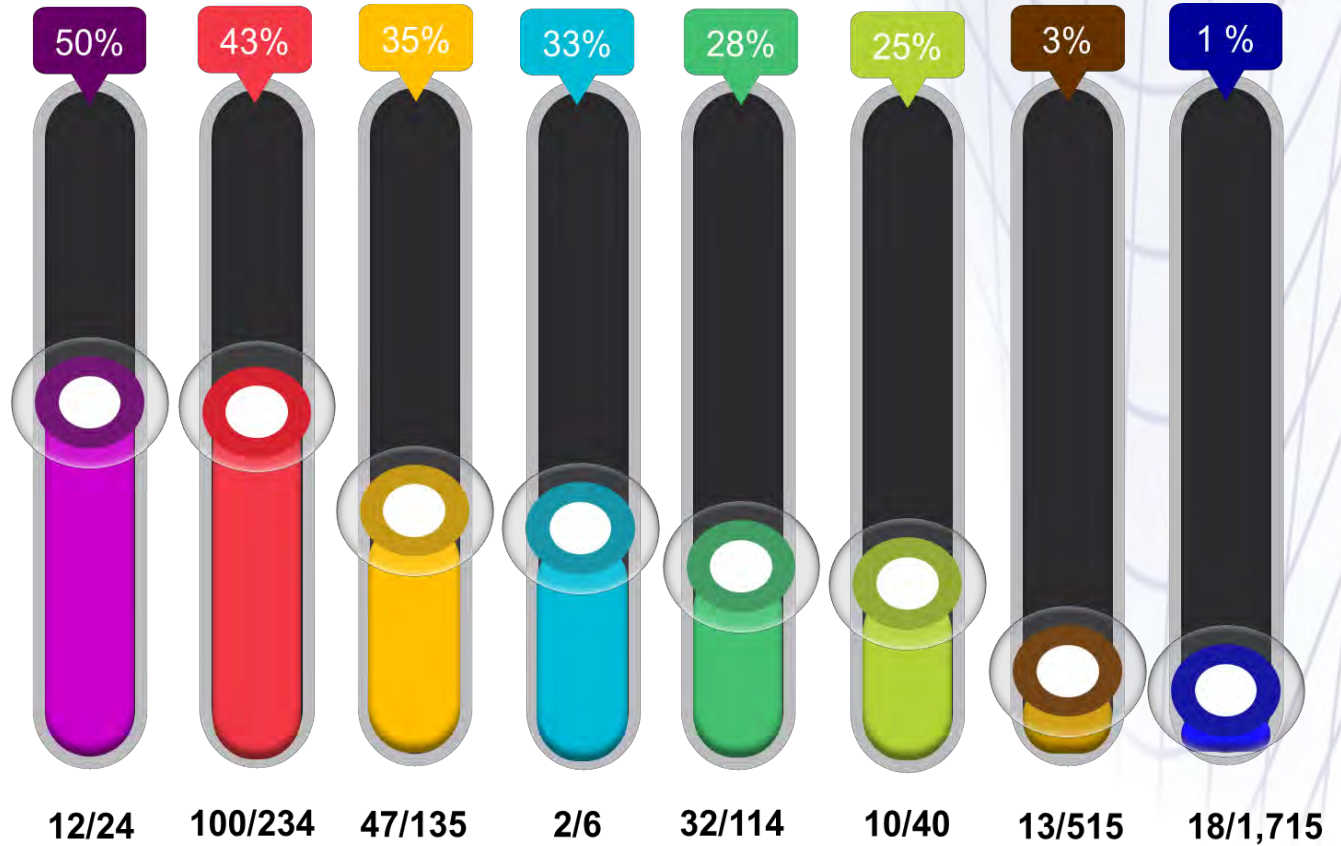
- Constitutional Offices
- National Government Agencies
- NGA-Attached Offices and Bureaus
- Other Executive Offices
- Government Owned or Controlled Corporations
- State Universities and Colleges
- Local Government Unit
- Local Water Districts

340 Certificates Issued to the Government

As of April 11,
2017

ISO 9001 QMS Certifications in the Government

	National Government Agencies
	NGA Attached Offices and Bureaus
	Government Owned or Controlled Corporations
	Constitutional Offices
	State Universities and Colleges
	Other Executive Offices
	Local Water Districts
	Local Government Unit



As of April 11,
2017

02

**If we do, why ISO
9001:2015 QMS?**

QMS towards Performance Excellence

Philippine
Quality Award



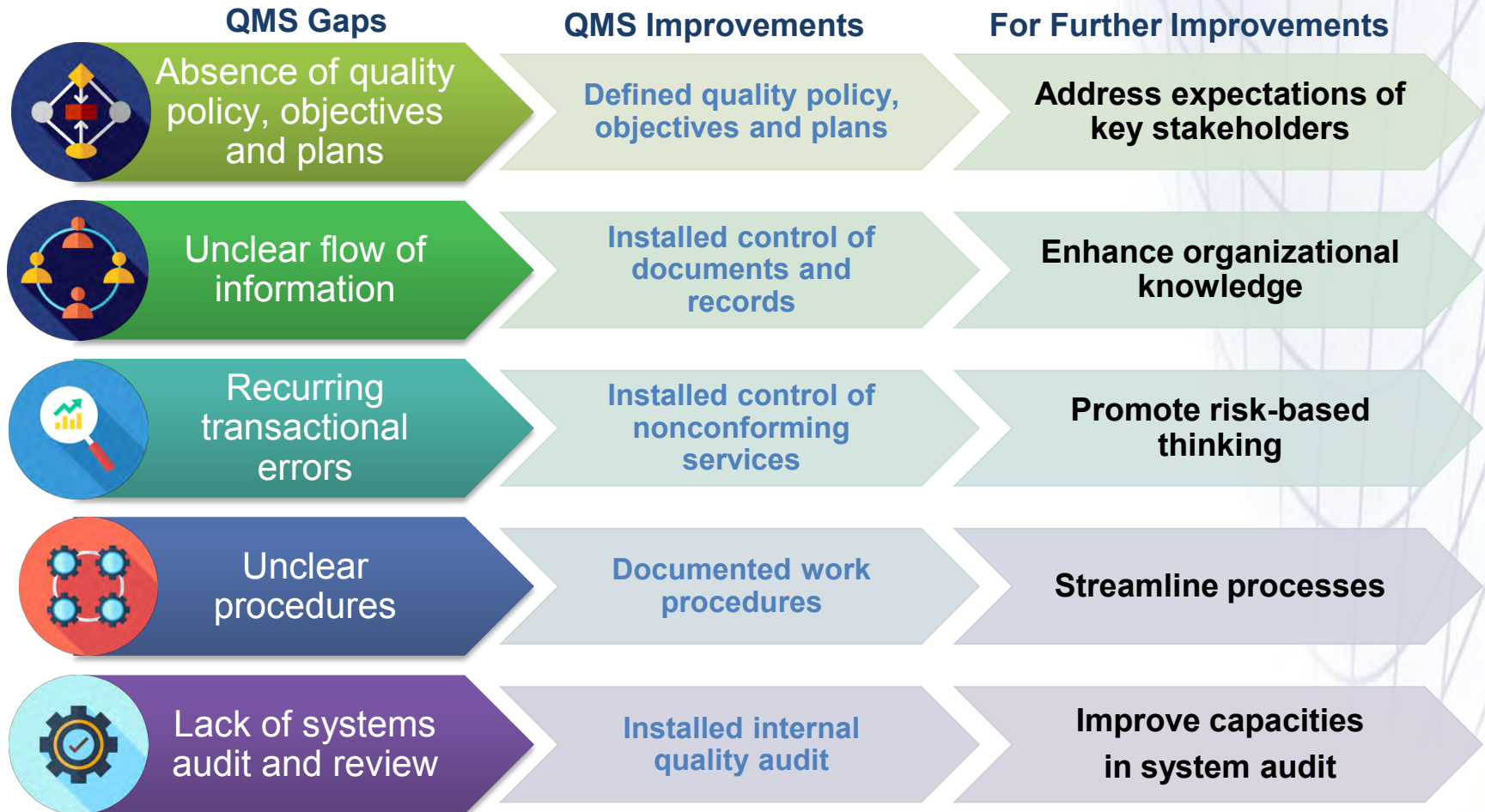
Total Quality Management



Performance
Excellence



Benefits of ISO 9001 in the Government



QMS in DOH

- Better image of DOH
- Improved planning and performance review
- Improved communication
- Clearly defined interface among offices
- Fact-based decisions

Employees' Gains

- Improved consciousness on service quality and continual improvement
- More organized records and offices
- Pride in job



"ISO tayo... Serbisyong de Kalidad at SiguraDOH"

Results of QMS in DPWH

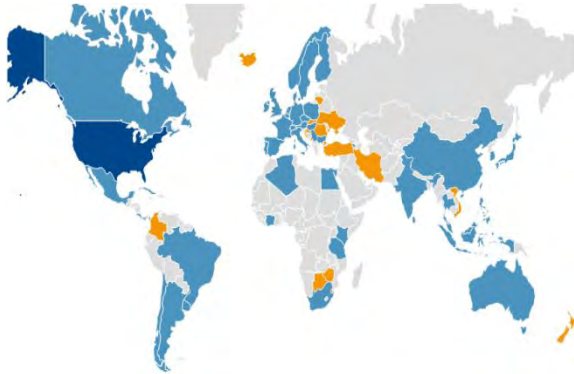


- Clean and more organized work areas
- Improved records filing system
- Improved awareness on roles and responsibilities
- More defined and systematic processes and procedures
- Brought prestige to the office
- People are now working with pride

What is ISO?



- An **independent, non-governmental** international organization with a membership of 162 national standards bodies.
- Formed on 23 February 1947.
- Published over 21,542 International Standards covering almost all aspects of technology and manufacturing.



ISO is derived from the Greek *isos*, meaning **equal**.

Core Standards

PHILIPPINE NATIONAL
STANDARD

PNS ISO 9001:2015
(ISO published 2015)
(CS: 03.120.10)

Quality management systems – Requirements



BUREAU OF PHILIPPINE STANDARDS

Member to the International Organization for Standardization (ISO)
Standards and Conformance Portal: www.bps.gov.ph

- **ISO 9001:2015 – QMS Requirements**
- ISO 9000:2015 – QMS Fundamentals and Vocabulary
- ISO 9004:2009 – Managing for the Sustained Success of an Organization - A Quality Management Approach

Other ISO Standards

- **ISO 19011** Guidelines for Auditing Management System
- **ISO 9001** Quality Management System
- **ISO 14000** Environmental Management System
- **ISO 22000** Food Safety & Management System
- **ISO 27000** Information Security Management System
- **ISO 31000** Risk Management System
- **ISO 26000** Social Responsibility



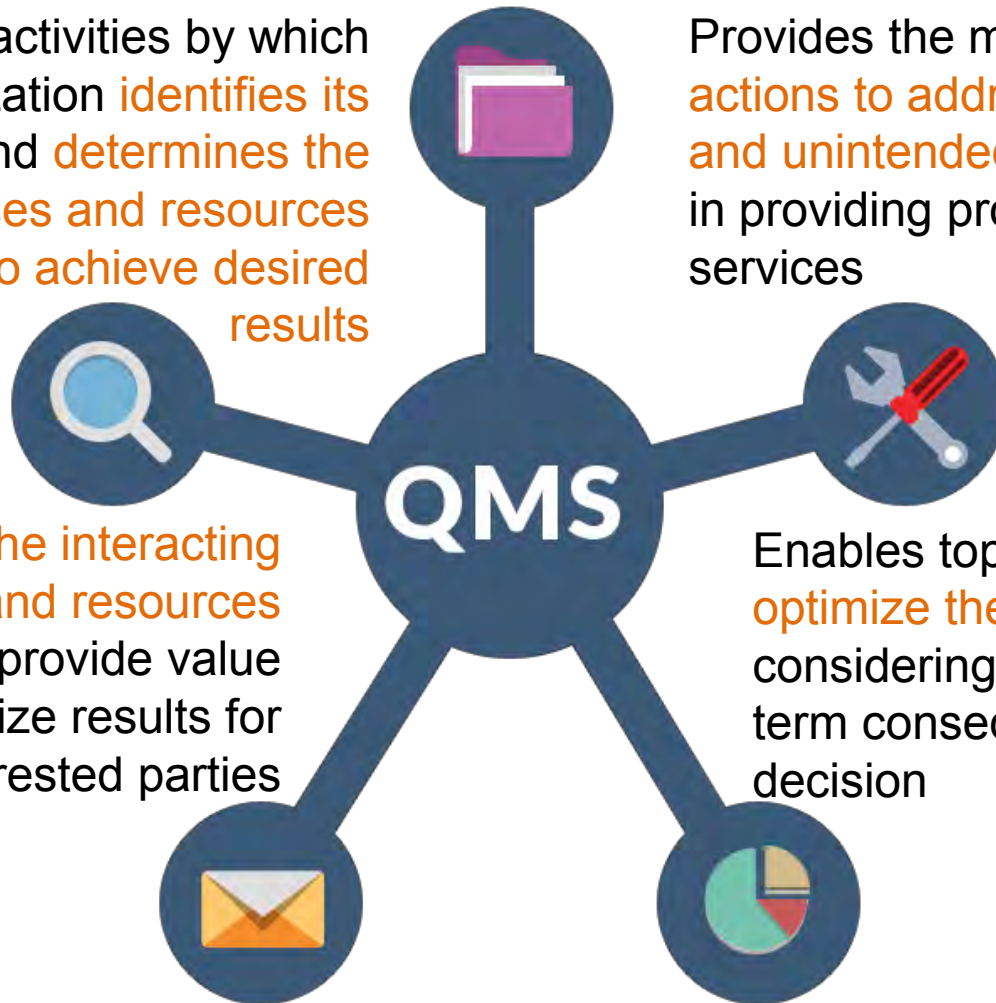
What is QMS?

Comprises activities by which the organization identifies its objectives and determines the processes and resources required to achieve desired results

Provides the means to identify actions to address identified and unintended consequences in providing products and services

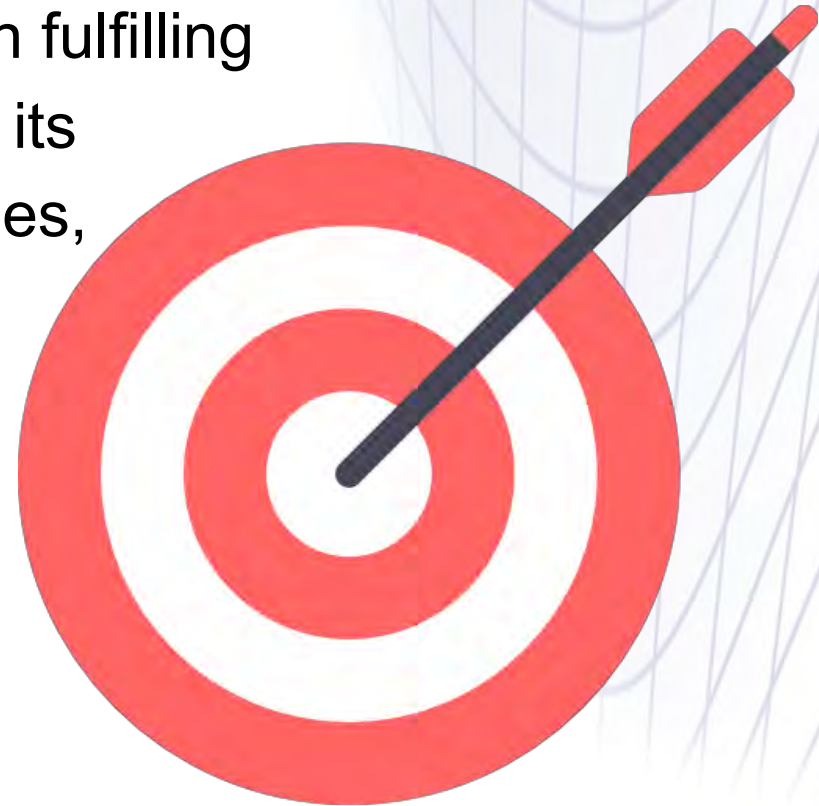
Manages the interacting processes and resources required to provide value and realize results for relevant interested parties

Enables top management to optimize the use of resources considering the long and short term consequences of their decision



Goal of QMS

QMS aims to increase an organization's awareness of its duties and commitment in fulfilling the needs and expectations of its customers and interested parties, and in achieving satisfaction with its products and services.



Quality Management Principles

01  Customer Focus

Meeting customer requirements and exceeding customer expectations

02  Leadership

Establishing unity of purpose & direction

03  Engagement of People


Enhancing organizational capability to create and deliver value by engaging competent and empowered people at all levels

04  Process Approach

Understanding and managing interrelated processes that function as a coherent system

05  Improvement

Successful organizations have an ongoing focus on improvement

06  Evidence-based Decision Making

Decisions based on the analysis of data and information are more likely to produce desired results

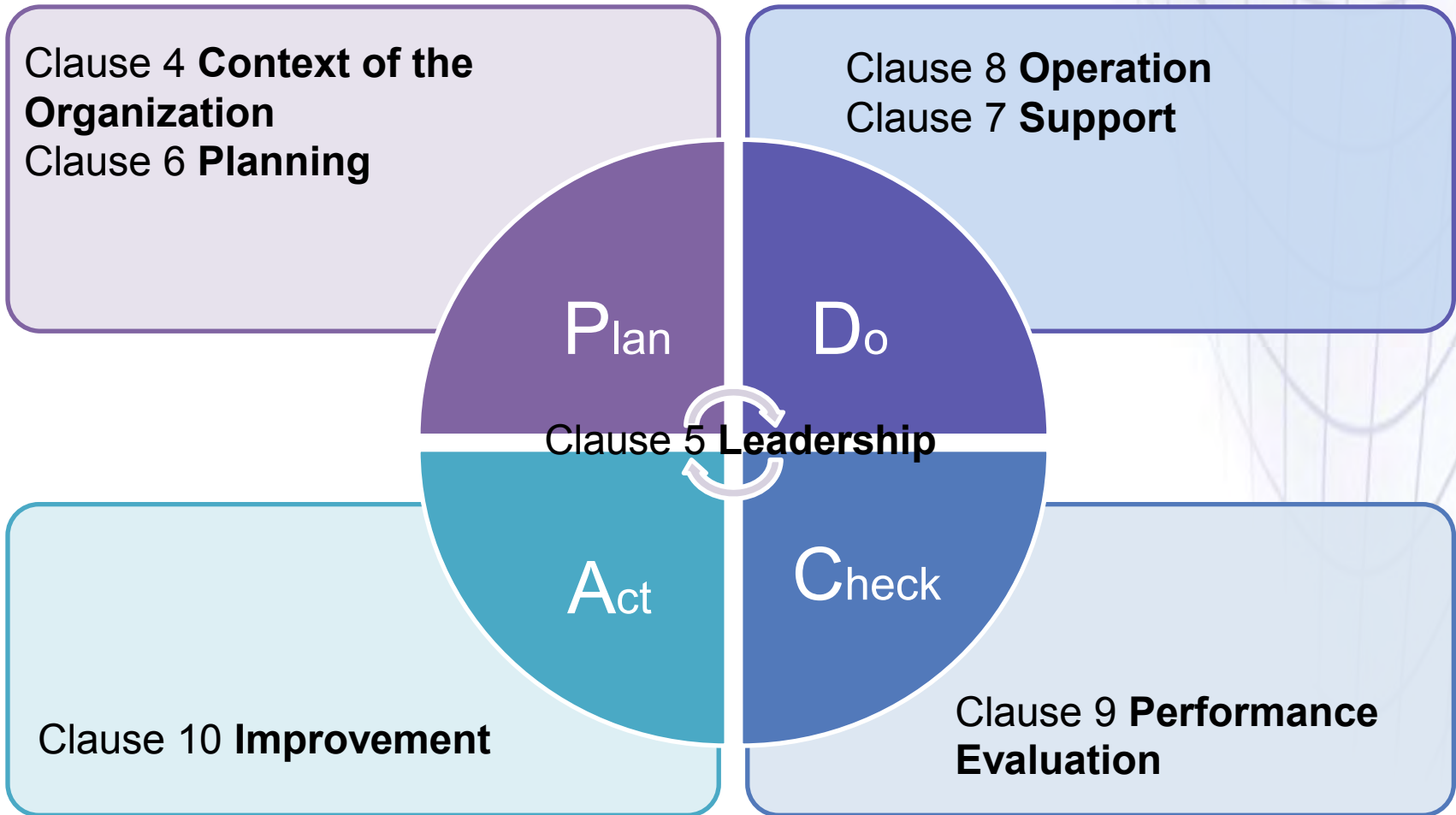
07  Relationship Management

Managing relationships with relevant interested parties, such as providers, for sustained success.

Frequently-Used Verbs in the ISO 9001:2015

- **Shall** – requirement
- **Should** – recommendation
- **May** – permission
- **Can** – possibility or capability
- **Note** – for guidance and clarification

Overview of QMS Requirements



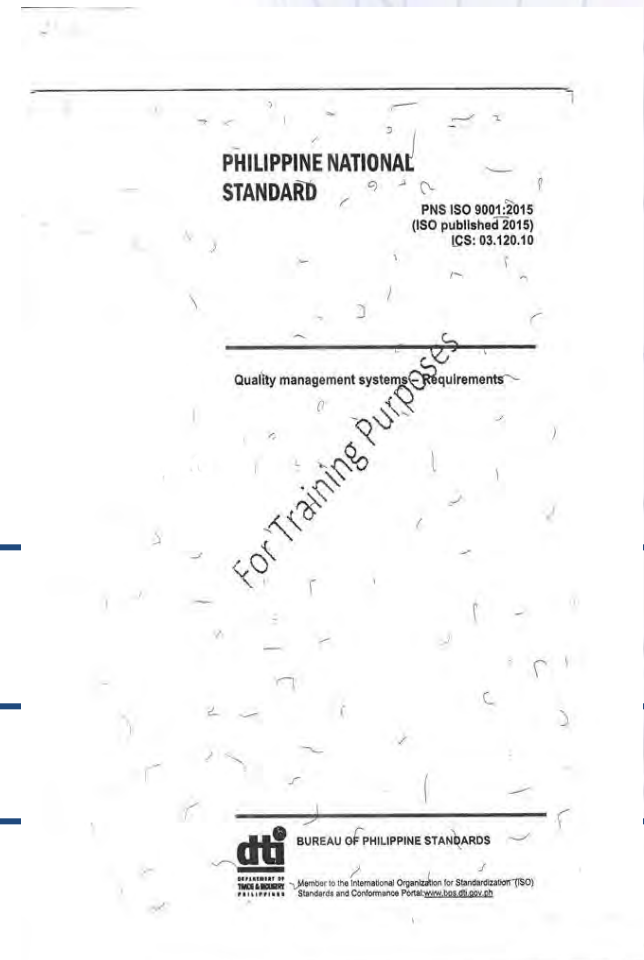
Structure of ISO 9001:2015 QMS

Introduction

1 Scope

2 Normative Reference

3 Terms and Definitions



Structure of ISO 9001:2015 QMS

4 Context of the Organization

4.1 Understanding the Organization and its context

- ❖ Determine external & internal issues

4.2 Understanding the needs and expectations of interested parties

- ❖ Determine interested parties (and their requirements) as relevant to the QMS

4.3 Determining the scope of the QMS

4.4 QMS and its processes



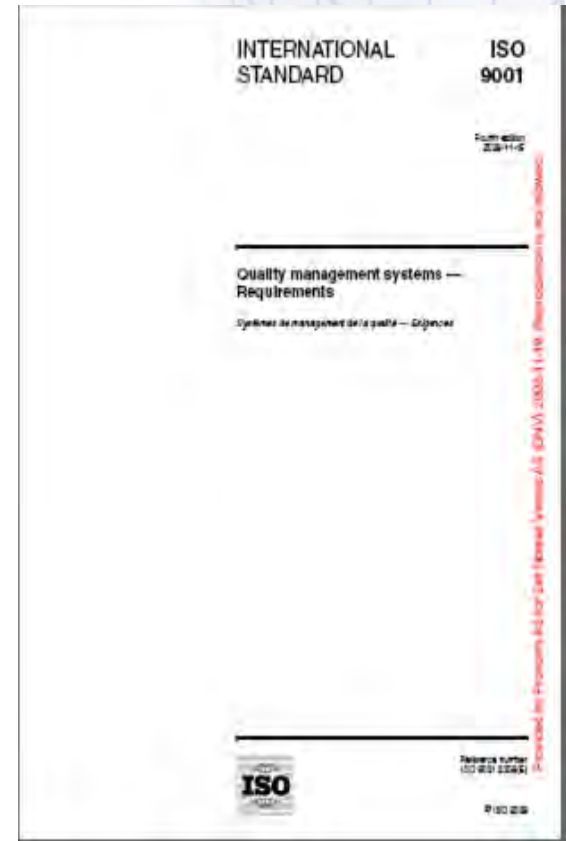
Structure of ISO 9001:2015 QMS

5 Leadership

5.1 Leadership and Commitment

5.2 Policy

5.3 Organizational roles,
responsibilities and authorities



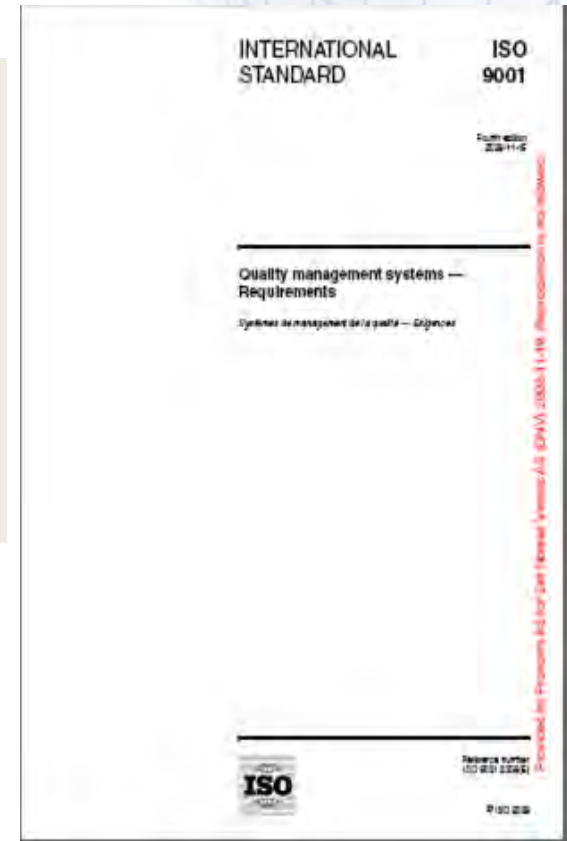
Structure of ISO 9001:2015 QMS

6 Planning

6.1 Actions to address risks and opportunities

6.2 Quality Objectives and planning to achieve them

6.3 Planning of Changes



Structure of ISO 9001:2015 QMS

7 Support

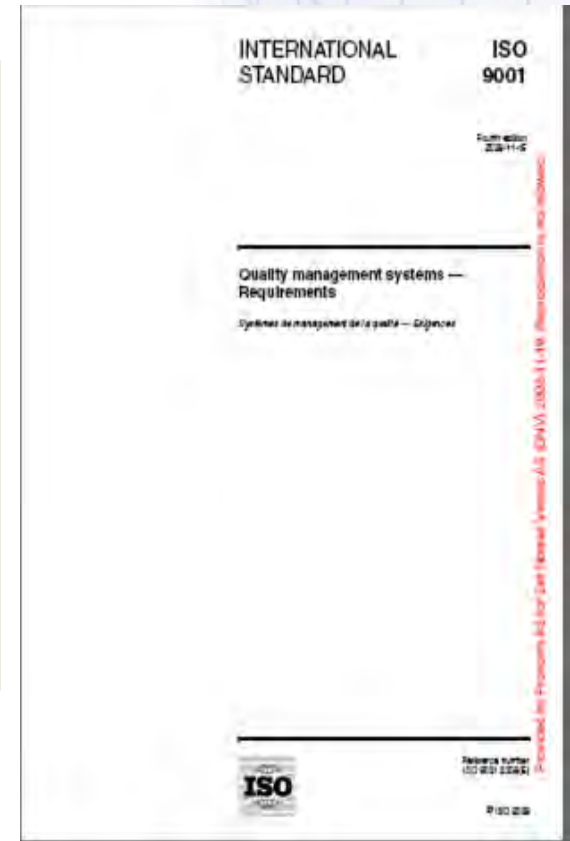
7.1 Resources

7.2 Competence

7.3 Awareness

7.4 Communication

7.5 Documented Information



Structure of ISO 9001:2015 QMS

8 Operation

- 8.1 Operational planning and control
- 8.2 Requirements for products and services
- 8.3 Design and development of products and services
- 8.4 Control of externally provided processes, products and services
- 8.5 Production and service provision
- 8.6 Release of products and services
- 8.7 Control of nonconforming outputs



Structure of ISO 9001:2015 QMS

9 Performance Evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.2 Internal Audit

9.3 Management Review



Structure of ISO 9001:2015 QMS

10 Improvement

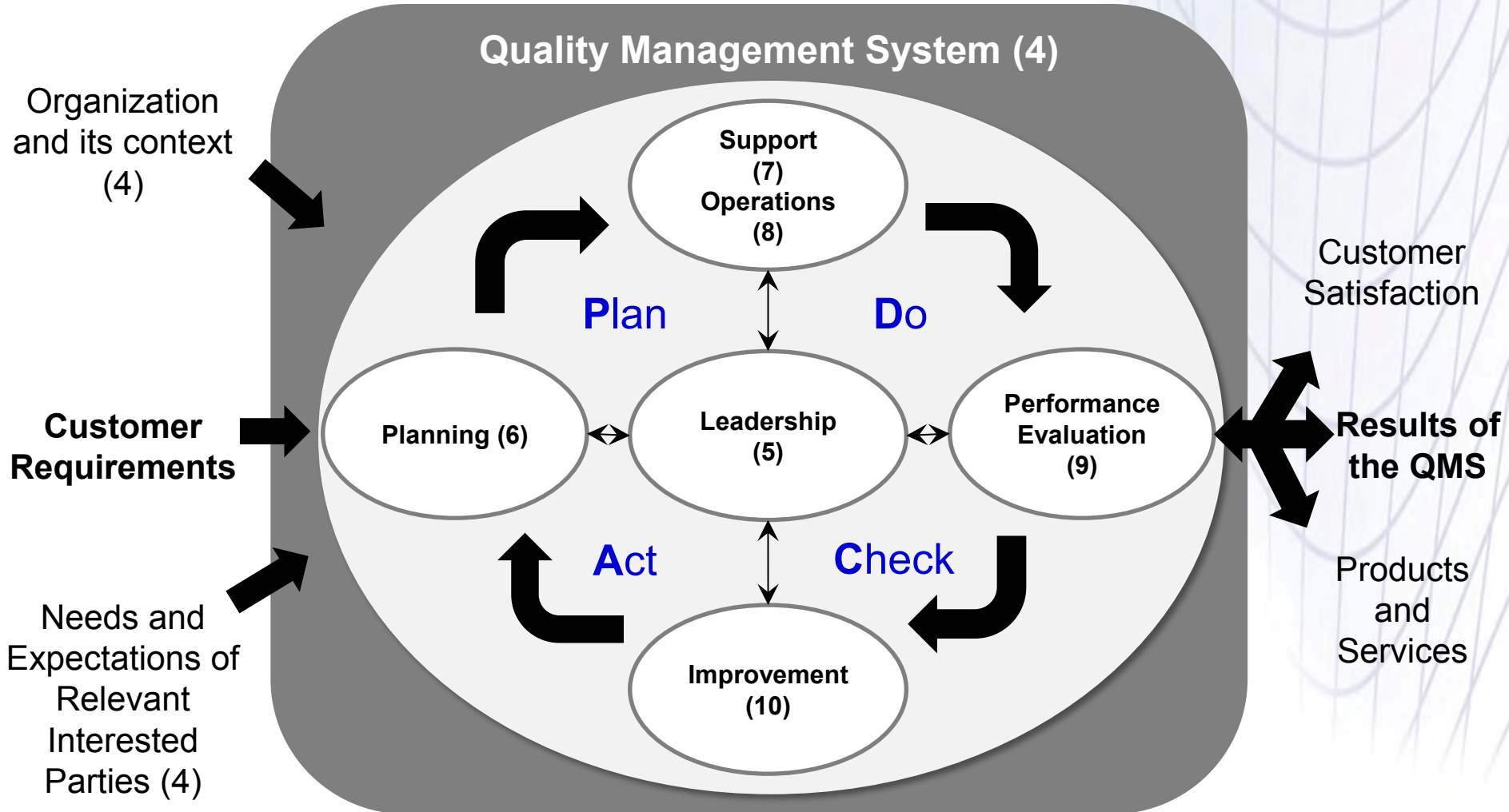
10.1 General

10.2 Nonconformity and corrective action

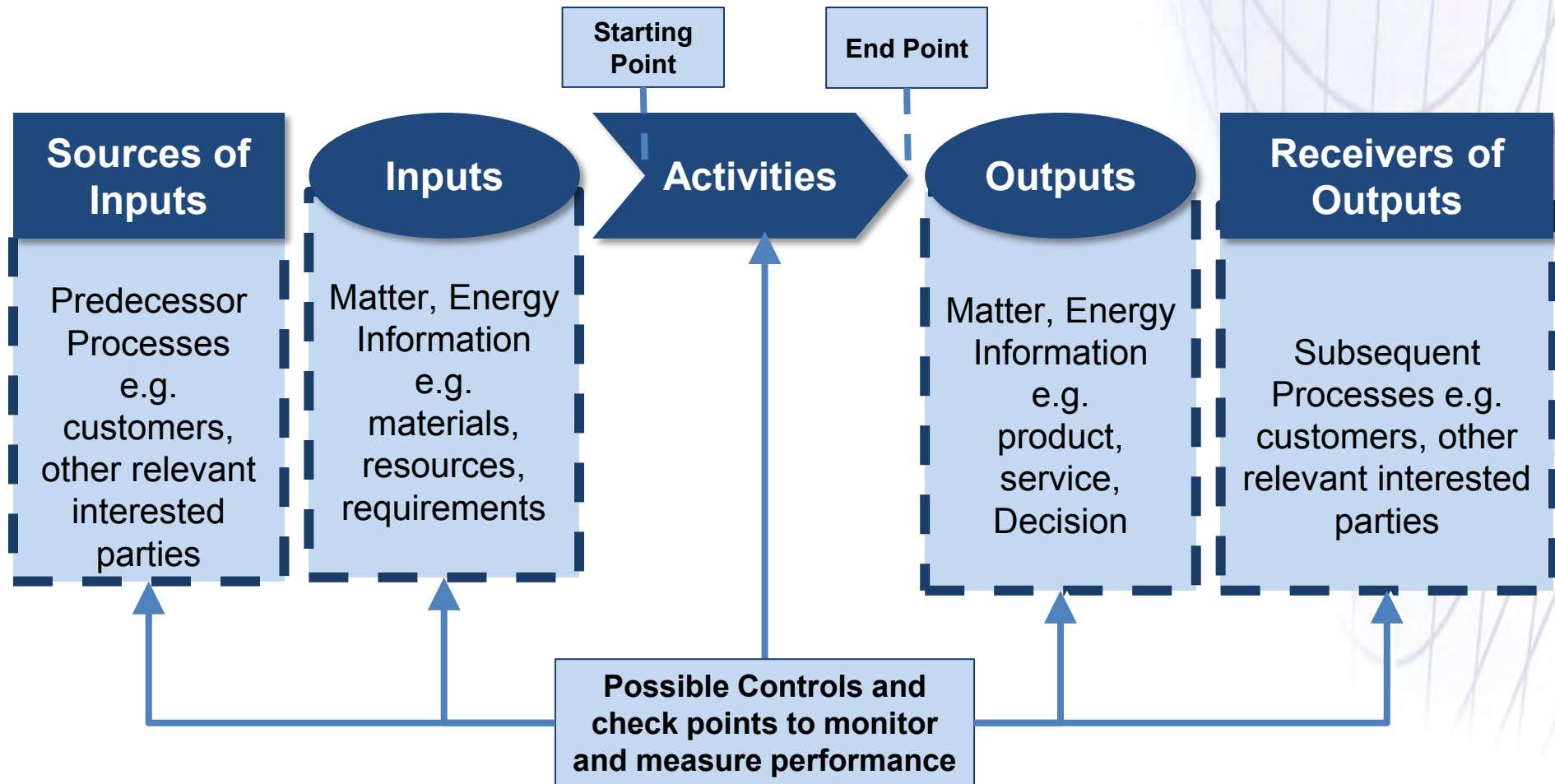
10.3 Continual Improvement



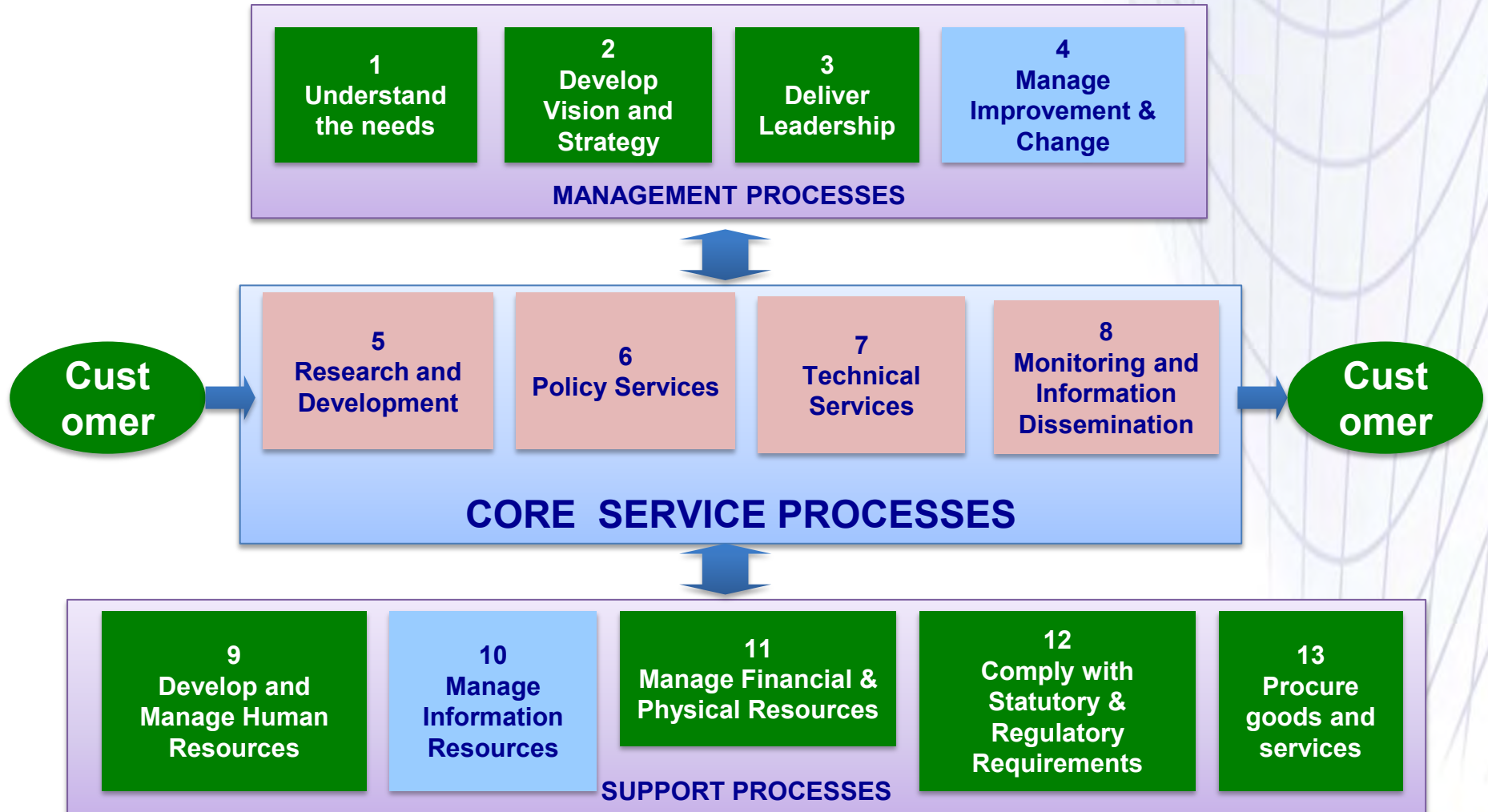
QMS PDCA Cycle



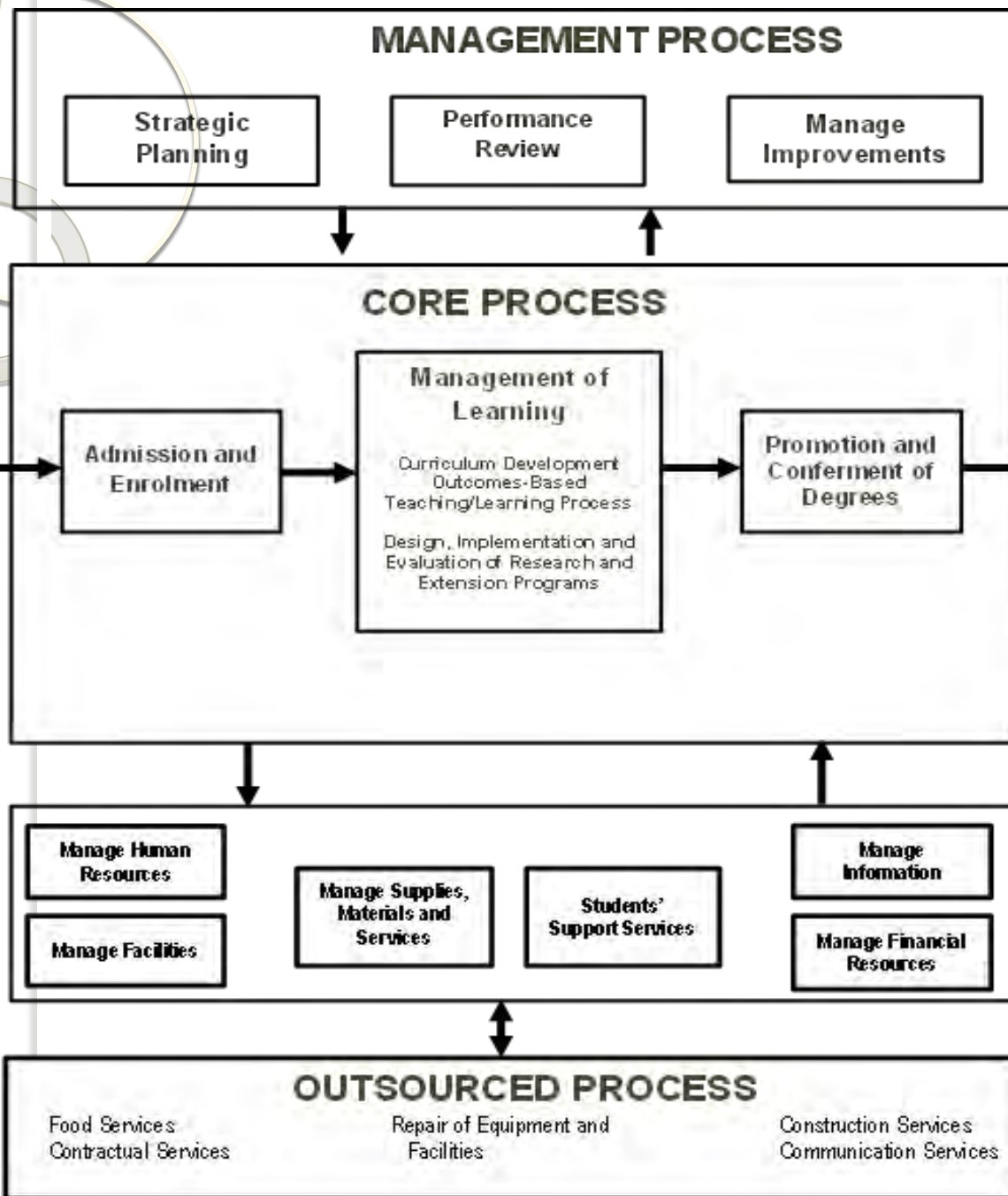
Process Approach



Sample Process Model



SAMPLE PROCESS MAP FOR SUCs



Documented Information

1. Scope of QMS
2. Justification for any ISO 9001:2015 requirement that is not applicable to the scope
3. Quality Policy
4. Quality Objectives
5. Information to support the operation of its processes
e.g. procedures, work instructions, workflow etc.
6. Characteristics of the product, services and/or activities to be performed
7. Results to be achieved during production and service provision

Documented Information

8. Information to have evidence that processes are carried out as planned
9. Information as evidence of fitness for purpose of the monitoring and measurement resources
10. Information used as basis for calibration or verification of measuring equipment when no int'l or national standards exist
11. Organizational knowledge necessary for the operation of its processes and to achieve conformity of products and services
12. Evidence of competence

Documented Information

13. Results of the review of requirements for products and services
14. New requirements for the products and services
15. Information needed to demonstrate that design and development requirements have been met
16. Design and development inputs, outputs design, changes, results of review, authorization of changes and actions taken to prevent adverse impacts
17. Controls applied to the design and development process

Documented Information

18. Evaluation, selection, monitoring of performance, re-evaluation and actions arising from the evaluations of external providers
19. Information on what occurred when customer or external provider's property is lost, damaged and/or found to be unsuitable for use
20. Information describing the results of the review of changes during production and service provision, the person/s authorizing the change, and any necessary actions arising from the review

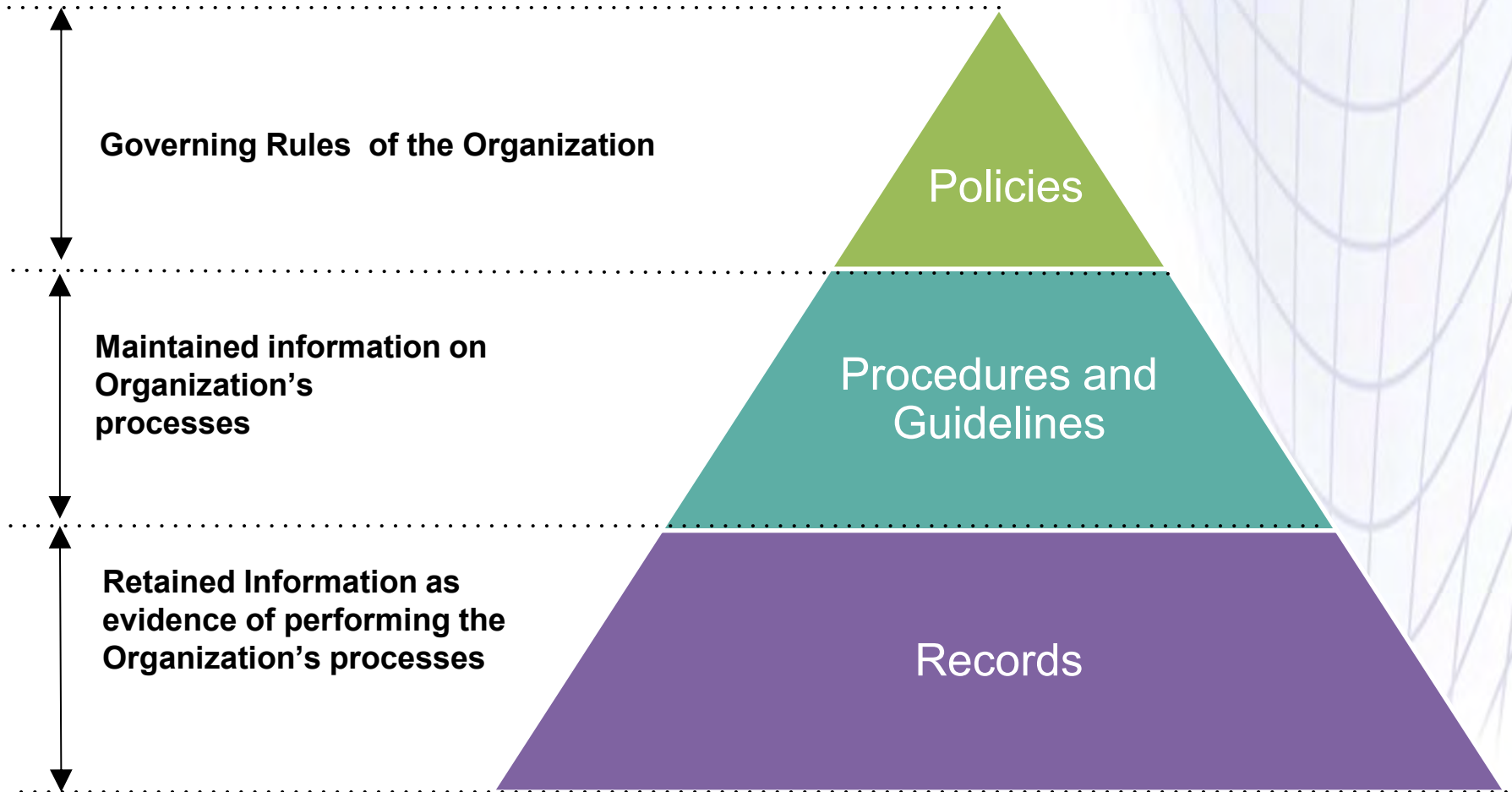
Documented Information

21. Evidence of conformity with the acceptance criteria during release of products and services
22. Traceability to the person/s authorizing the release of product/service
23. Description of Nonconformity, actions taken, concessions obtained and authority deciding the action/s in respect of the nonconformity
24. Results of corrective action to nonconformities
25. Results of evaluation on QMS performance and effectiveness

Documented Information

- 26. Implementation of the audit programme
- 27. Audit results
- 28. Results of management reviews

Typical Documentation Structure

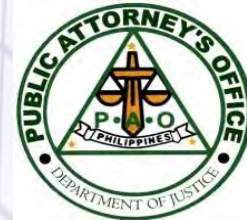


04

What does it take?

GQMP Beneficiary Agencies

Beneficiary agencies are selected based on the relevance of the agency's **frontline services** to business sector and the general public



Development of ISO 9001:2015 QMS

Project Objective

To facilitate the **establishment and/or certification of the ISO 9001:2015 QMS** for the Agency's management, support processes, and operations

Important Note:

The QMS shall cover **full scope** or core processes that directly contribute to the attainment of the Agency's major final outputs.



QMS Development Roadmap



Months 1-4

QMS Development

- Process Walkthrough
- Orientation on QMS
- Training on QMS Reqs and Documentation
- Workshop on Process Mapping and Risk-based Quality Planning
- Workshop on QMS Documentation
- Seminar-Workshop on Streamlining Frontline Services
- Technical Guidance on Enhancement of Operational Controls

Months 5-7

QMS Implementation

- Technical Guidance on QMS Implementation
- Seminar on 5S Good Housekeeping

Months 6-8

QMS Evaluation

- Training on Auditing QMS
- Workshops on Auditing QMS
- Training Course on Root Cause Analysis and Corrective Action Formulation
- Technical Guidance on Management Review
- Readiness Assessment

QMS Project Activities

Activity/Expected Output*	Timeframe	Duration (Days)
Process Walkthrough	Month 1	1-2
Orientation on ISO 9001:2015 QMS		0.5
Training Course on ISO 9001:2015 QMS Requirements and Documentation		3
Workshop on Process Mapping and Risk-Based Quality Planning	Month 2	2-3
Workshop on QMS Documentation	Months 2-3	3-5
Seminar-Workshop on Streamlining Frontline Services	Month 3	3
Technical Guidance on Review and Enhancement of Operational Controls and Procedures	Month 3-4	2-5
Seminar-Workshop on 5S Good Housekeeping	Month 4	1
Technical Guidance on QMS Implementation	Months 4-5	2-5
Training Course on Auditing QMS	Month 6-7	4
Training Course on Root Cause Analysis and Corrective Action Formulation		2
Workshop on Auditing QMS		2-3
Technical Guidance on Management Review	Month 8	1-2
Readiness Assessment		2-3

Important Project Terms and Conditions

The 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 the monitoring of the progress of the various project activities;
2. Draft the **documented information**, including specific QMS related forms and tools agreed upon during workshops, with guidance from DAP Project Team;
3. Ensure implementation of **relevant project activities** and provide **policy support** for the implementation of quality systems and procedures adopted by the **Agency**;

Project Terms and Conditions

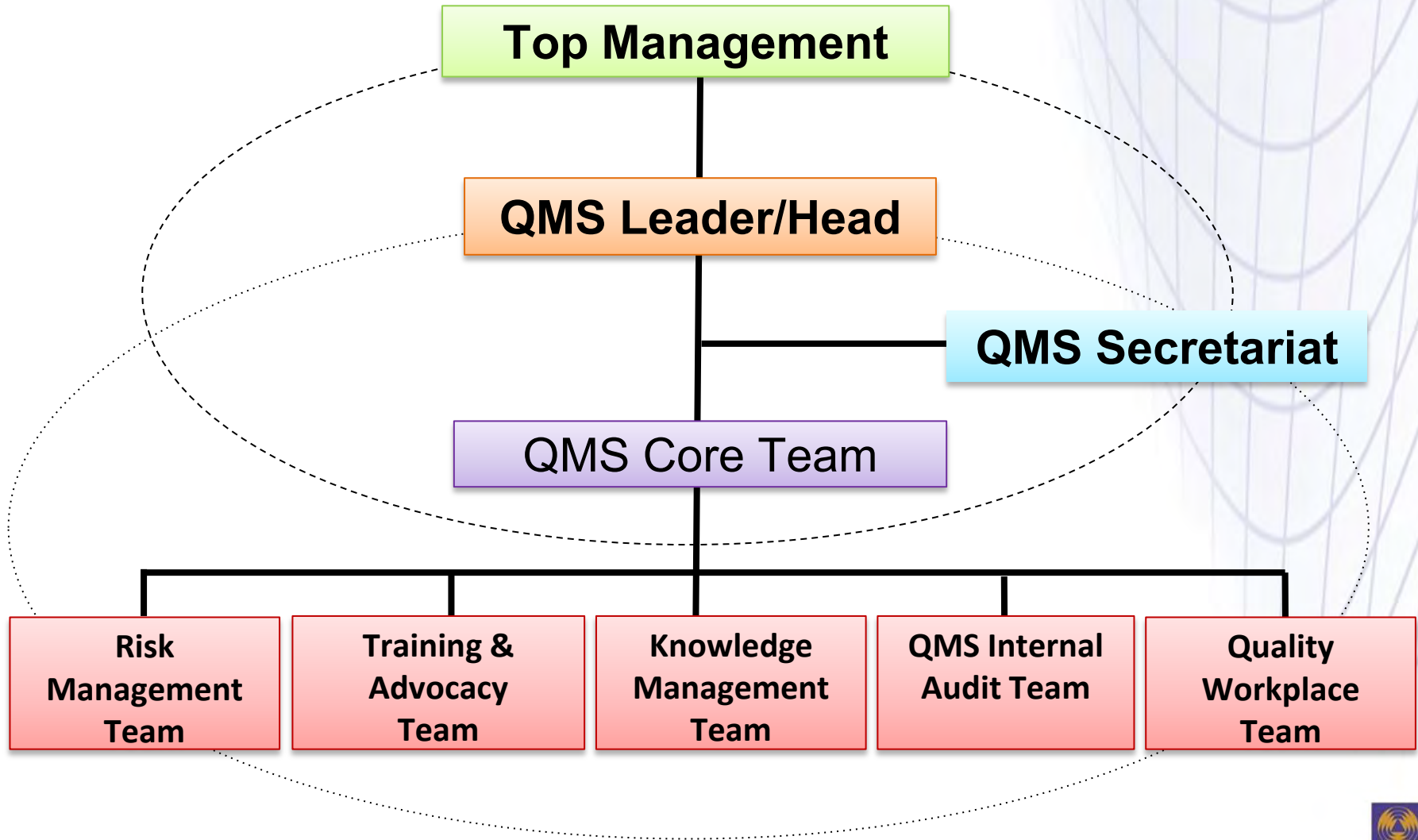
The Agency shall:

4. Ensure availability and **participation of staff/participants concerned** during the conduct of training courses and other activities necessary in the course of the project; and,

5. Ensure that the project is completed within the agreed duration (by 31 December); and,

6. Procure a third party certifying body for the certification of the established QMS to ISO 9001:2015 standard **within three (3) months** upon completion of the DAP's technical assistance.

QMS Organization



Roles and Responsibilities of Top Management

- Leads the establishment implementation, and monitoring of the QMS
- Ensures effectiveness of the QMS through risk-based thinking
- Establishes and communicates quality policy;
- Ensures that quality objectives are established;
- Communicates the importance of meeting customer requirements;
- Determines and provides necessary resources and ensures that they are adequately available; and,
- Conducts Management Review meetings.

Roles and Responsibilities of QMS Leader/Head

- Oversees the establishment, documentation, and effective implementation of the QMS
- Promotes risk-based thinking in overseeing the effectiveness of the QMS
- Acts as liaison with external parties on matters relating to QMS
- Ensures that procedures for IQA, Management Review, Corrective Actions are established and implemented
- Reports QMS performance to Top Management for review and continual improvement

Roles and Responsibilities of QMS Secretariat

- Provides administrative support to successfully implement the QMS up to the 3rd party certification
- Facilitates the delivery of specific outputs in-line with the QMS
- Plans and coordinates effective deployment and efficient use of human, financial, and other physical resources for the QMS



Roles and Responsibilities of QMS Core Team

- Ensures that the requirements for maintaining and retaining documented information are established and implemented



Roles and Responsibilities of Risk Management Team

- Performs oversight function in ensuring that the established risk controls and related activities are consistently implemented
- Plans and coordinates effective and efficient use of risk control tools
- Ensures that risk-related information are maintained and retained

Roles and Responsibilities of Training and Advocacy Team

- Provides administrative support in terms of training and advocacy in the successful implementation and sustenance of the QMS
- Plans and coordinates effective deployment and efficient use of resources in-line with training and advocacy activities
- Plans and coordinates echoing/cascading sessions on QMS-related training



Roles and Responsibilities of Knowledge Management Team

- Ensures that the requirements for maintaining and retaining documented information are established and implemented
- Coordinates and oversees activities related to managing organizational knowledge



Roles and Responsibilities of Quality Workplace Team

- Ensures that the environment for the operation of processes needed to achieve conformity to service requirements are managed
- Ensures consistent implementation of 5S programs, as applicable
- Monitors and assesses workplace cleanliness, orderliness, and safety



Roles and Responsibilities of QMS Internal Audit Team

- Determines conformance of the QMS to the planned arrangements and to the requirements of ISO 9001
- Determines whether the QMS is effectively implemented and maintained
- Provides input to management review regarding the results of audits
- Keeps track of the implementation of the corrective and preventive actions for nonconformance raised during the audits



Roles and Responsibilities of Employees

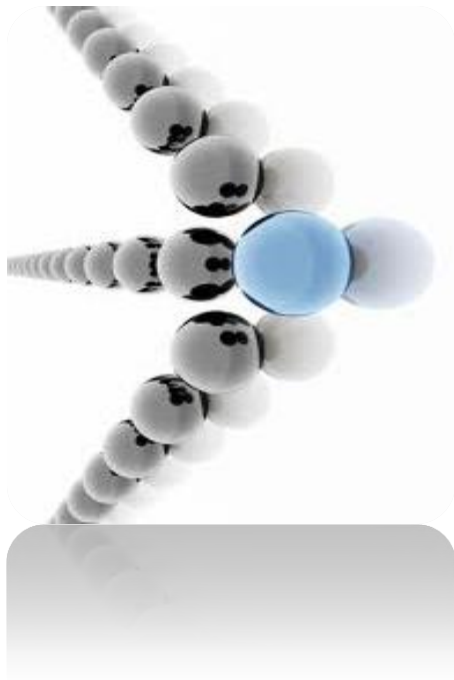
- Active involvement and participation in all ISO-QMS related activities
- Sincere commitment in working together with the ISO Core Team towards continual improvement of the management systems



ELEMENTS OF SUCCESS

- ✓ Top management commitment
- ✓ Core team commitment
- ✓ Organization-wide employee participation, cooperation, and support
- ✓ Proper time management
- ✓ Close coordination

EXPECTED PROJECT OUTPUTS



- ✓ **Capability building for the counterpart team**
- ✓ **Documented QMS**
- ✓ **QMS certifiable to ISO 9001:2015**
- ✓ **Mechanisms to sustain the QMS**

ISSUES AND CONCERNS

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Thank you!

The DAP Project Team

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Thank You!!