



Workshop on Service/Process Improvement

Date/Time : 18 - 20 August 2021 / 8:00 A.M. – 5:00 P.M.
Platform : ZOOM Cloud Meetings
Participants : Heads of offices and members of the expanded QMS Core Team, Key Officers, and Staff

I. Activity Description

The workshop aims to effect actual process/service quality improvements in the DENR's QMS. It shall develop streamlined processes or enhanced service features to improve service delivery efficiency and effectiveness.

Workshops on process review, work simplification, solutions formulation, and planning for implementation shall be facilitated to effect actual improvements in process/service delivery.

II. Expected Outputs

- a. Draft documented streamlined processes
- b. Draft improvement action plan

III. Methodology

- a. Lecture
- b. Workshops

IV. Project Team

- | | | |
|--------------------------------|---|---------------------------------|
| a. Samuel C. Rosal | - | Resource Person |
| b. Arnel C. Nuñez | - | Resource Person |
| c. Ritchell T. Furigay-Cunanan | - | Project Manager and Facilitator |
| d. Orlando B. Botero, Jr. | - | Co-Facilitator and Documenter |

V. Programme

TIME	TOPIC/ACTIVITY
Day 1, August 18	
9:00 A.M. – 10:00 A.M.	<ul style="list-style-type: none"> ➤ Registration ➤ Opening Program <ul style="list-style-type: none"> ○ Prayer ○ Activity Objectives ○ Activity Schedule
10:00 A.M. – 10:15 A.M.	Snack Break



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10:15 A.M. – 12:00 N.N.	<p>➤ Lecture 1: Why Process Streamlining?</p> <ul style="list-style-type: none"> • Lean and Process Streamlining Concepts and Tools • Tools and Techniques in Process Streamlining:
12:00 N.N. – 1:00 P.M.	Lunch break
1:00 P.M. – 4:00 P.M.	<p>➤ Lecture 2: DEFINE</p> <p>Workshop 1: Define (High Level: General SIPOC & Low Level: Detailed SIPOC)</p>
4:00 P.M. – 5:30 P.M.	Presentation of workshop outputs
Day 2, August 19	
9:00 A.M. – 10:00 A.M.	Lecture 3: MEASURE & ANALYZE
10:00 A.M. – 10:15 A.M.	Snack Break
10:15 A.M. – 12:00 N.N.	Workshop 2: Measure & Analyze the Process
12:00 N.N. – 1:00 P.M.	Lunch Break
1:00 P.M. – 3:00 P.M.	Presentation of Workshop Outputs
3:00 P.M. – 3:15 P.M.	Snack Break
3:15 P.M. – 5:00 PM	Lecture 4: IMPROVE & CONTROL
5:00 P.M. – 5:30 P.M.	Session Integration



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Day 3, August 20	
9:00 A.M. – 10:00 A.M.	Presentation of Workshop Outputs
10:00 A.M. – 10:15 A.M.	Snack Break
10:15 A.M. – 12:00 N.N.	Presentation of Workshop Outputs <i>Continuation</i>
12:00 N.N. – 1:00 P.M.	Lunch
1:00 P.M. – 2:00 P.M.	Lecture: Action Planning & Implementation
2:00 P.M. – 4:30 P.M.	Workshop 4: Prepare an Implementation Plan
4:30 P.M. – 5:30 P.M.	Closing Program <ul style="list-style-type: none"> ○ Assignments ○ Next Activity

VI. Logistical Requirements

Online platform and IT resources:

- a) Session shall be hosted by the DENR through Zoom Meetings. Meeting link and password shall be communicated to the participants and the DAP team, in advance.
- b) The DAP Project Team shall create DENR folder in the shared Google Drive to access the activity-related documents and materials by the participants. The DENR QMS Secretariat shall be responsible for communicating and distributing these to the participants.
- c) Participants are encouraged to use laptop/desktop connected to the internet, which is needed when viewing/sharing documents during the activity.

Timeliness and attendance:

- a) Participants are encouraged to log-in at least 15 minutes before the scheduled time.
- b) Participants are discouraged from scheduling other activities or doing simultaneous tasks within the entire duration of the activity to maintain focus on the activity and discussions.

Workplace Health and Safety Protocols, if working on-site:

- c) Participants are reminded of the observance of proper health protocols in accordance with IATF guidelines when participating in the activity from their office or in any public place.
- d) Participants and/or the secretariat shall ensure a conducive learning facility/area whether participating from their home, office, public place or venue provided by the DENR.




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II. Data Privacy Statement

The DAP Project Team is committed to ensuring that your data privacy is protected. Personal and sensitive personal information to be collected by the project team such as name, age, email address, salary grade, and signature, along with digital recordings (chat, audio, screenshots, and/or video) of the session will be used for documentation as proof of project delivery and statistics reporting, in accordance with the Republic Act 10173 otherwise known as the Data Privacy Act of 2012. The personal and sensitive personal information collected during the activity and subsequent activities shall not be disclosed to any third party unless required for legal purposes. The data and information from this activity shall be used solely for the delivery of the project, in compliance with all related provisions of the law.

Prepared by:


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Reviewed by:


SAMUEL C. ROSAL
Director, Technology Management Office

Conforme:

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Undersecretary for Legal, Administration
Human Resources and Legislative Affairs
and Overall QMS Team Leader
Department of Environment and Natural
Resources