



Seminar on ISO 9001:2015 QMS Implementation for the Top Management



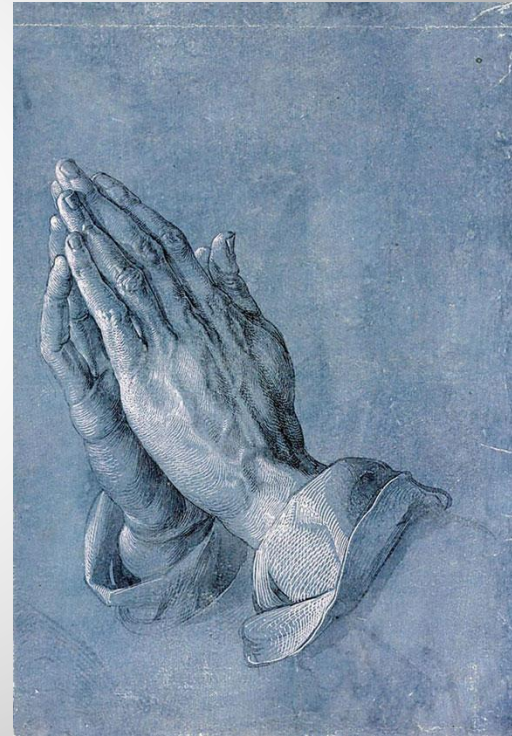
Department of Environment and Natural Resources
09 July 2021 / 9:00 A.M. – 4:00 P.M.
Zoom Meetings



Let's place ourselves in the presence of the Lord..

Prayer

Encarmila B. Panganiban





REMARKS

Atty. Ernesto D. Adobo, Jr.,

Undersecretary for Legal, Administration, Human Resources
and Legislative Affairs and DENR QMR



Seminar on ISO 9001:2015 QMS Implementation for the Top Management



Department of Environment and Natural Resources
09 July 2021 / 9:00 A.M. – 5:00 P.M.
Zoom Meetings



REMINDERS DURING VIDEO CONFERENCING



1



Be in the call at least 15 minutes before the schedule.

2



Mute your mic if you're not speaking.

3



Turn on your camera for attendance and participation monitoring purposes.

4



Take notes in a doc or on paper for reference.

5



Stay engaged. Send reactions, answers, or thumbs up thru the chat box.

6



Use the chat box to raise questions. You'll be accommodated by the facilitator.

7



Wait for the speaker to call on you before unmuting your mic.

8



When you get disconnected, try to reconnect as soon as possible.

Note: This virtual training will be recorded. Rest assured that the DAP fully recognizes the value of your personal and organization's information. Upon joining this training, you acknowledge and agree that your information may be used for both DAP and DENR's documentation following legal and regulatory standards for data protection.



The DAP Project Team

Resource Person: Sam Rosal

Project Manager: Chel Cunanan

Technical Staff: BeeDee Botero





Deepening Video



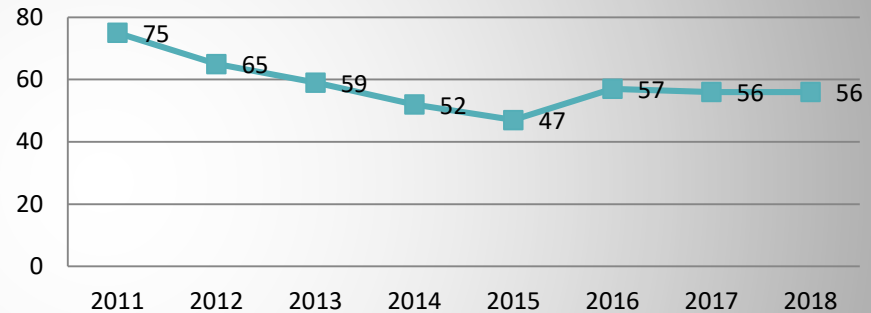
Why QMS in the Public Sector ?



The Challenges

Top 10 Most Competitive Economies	
Rank	Country
1	United States
2	Singapore
3	Germany
4	Switzerland
5	Japan
6	Netherlands
7	Hong Kong SAR
8	United Kingdom
9	Sweden
10	Denmark











Philippines Global Competitiveness Ranking
from 2011-2018



**Philippines ranked 56th in the
2018-2019 WEF Global
Competitiveness Index 4.0**

The Challenges

The Philippines ranked **124** out of 190 countries in the
World Bank's Ease of Doing Business Ranking 2019

				
Starting a business (Rank 166)	Dealing with construction permits (Rank 94)	Getting electricity (Rank 29)	Registering property (Rank 116)	Getting credit (Rank 184)
				
Protecting minority investors (Rank 132)	Paying taxes (Rank 94)	Trading across borders (Rank 104)	Enforcing contracts (Rank 151)	Resolving insolvency (Rank 63)

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

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



The life of all Filipinos in 2040:

Matatag, Maginhawa at Panatag na Buhay

Filipinos live in a prosperous, predominantly middle class society where no one is poor.

Filipinos live a long and healthy life.

Filipinos are smart and innovative.

Filipinos live in a high-trust society.



The Importance of a Quality Management System



Improved Credibility and Image: Because ISO 9001 is an internationally recognized standard, it has become the basis for creating a quality management system around the world



Improved Customer Satisfaction: One of the quality management principles that are the foundation of the ISO 9001 requirements is to improve customer satisfaction by planning for and striving to meet customer requirements.



Better Process Integration: By looking at the overall process interactions through the process approach of ISO 9001, you will be able to more easily find improvements in efficiency and cost savings.



Improved Evidence for Decision Making: A second quality management principle of ISO 9001 is the need to use evidence-based decision making. By monitoring the process you are improving, you will be able to see how much improvement has happened based on the data.



Continual Improvement Culture: As a third quality management principle of ISO 9001, adopting this culture will improve your processes and organizational output. Year after year, the organization can see continuing benefits.



Engagement of Employees: Engaged employees are more productive and will help the company better improve and save, especially when they understand how the quality of the process depends on them.



Let's Take a Break



See You in 15 Minutes



Welcome Back

Seminar on ISO 9001: 2015 QMS
Implementation for the Top Management





ISO 9001: 2015 QMS An Overview

Session Objectives



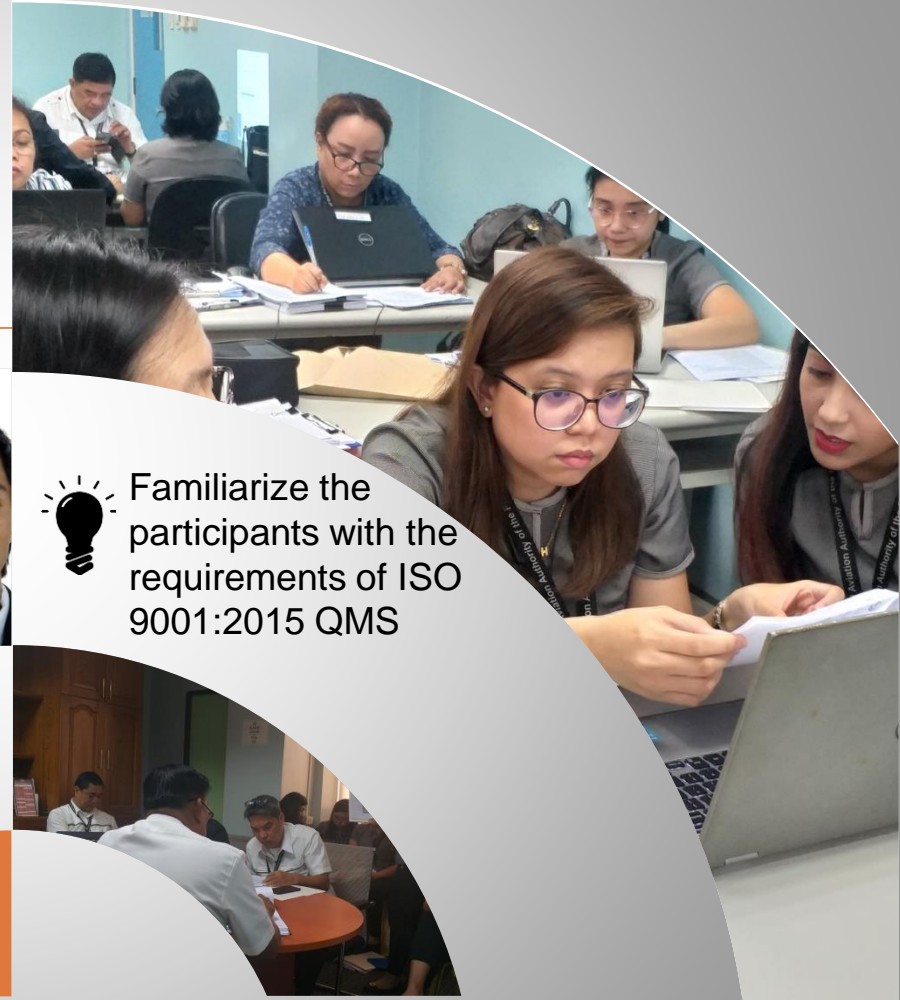
Discuss the importance of
ISO 9001:2015 QMS



Describe the roles and
responsibilities of the
QMS Core Team in the
successful
implementation
of QMS



Familiarize the
participants with the
requirements of ISO
9001:2015 QMS



What is ISO?

The **International Organization for Standardization** is an **independent, non-governmental** international organization with a membership of 164 national standards bodies tasked to **create international standards**.

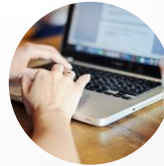
ISO is derived from the Greek **isos**, meaning **equal**.

What is ISO 9001:
2015 QMS?



9001:2015

Core Standard and Guidance Documents



ISO 9001: 2015

- QMS Requirements



ISO 9000: 2015

- QMS Fundamentals
and Vocabulary



ISO 9004: 2018

- Quality Management
- Quality of an Organization
- Guidance to achieve
sustainable success



ISO 19011

Guidelines for Auditing
Management Systems



ISO 18091

Guidelines for QMS in
LGUs



ISO 31000

Risk Management
System



ISO 27000

Information Security
Management System

ISO 26000

Social Responsibility



ISO 22000

Food Safety and
Management System



ISO 14000

Environmental
Management System



Other Family of ISO Standards

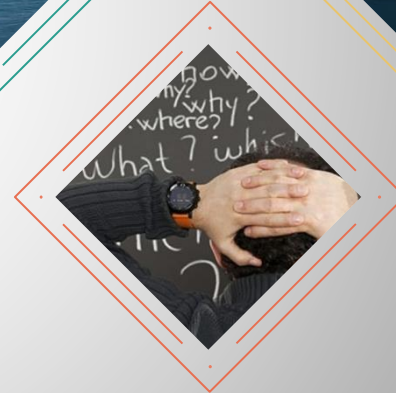
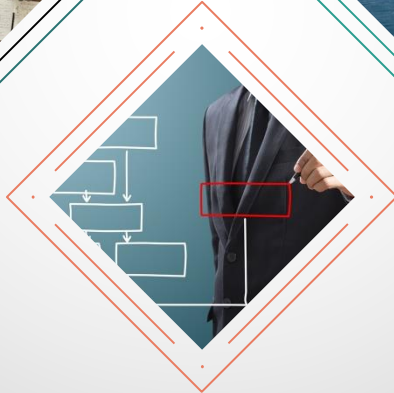
The QMS Goal

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.

Eventually builds a culture of continuous Improvement in the organization



Quality Management Principles



1

Customer Focus

Meeting customer requirements and exceeding customer expectations.





2

Leadership

Establishing unity of
purpose & direction



An overhead view of a group of people sitting around a large wooden table in a meeting or collaborative workspace. Several laptops and tablets are open on the table, and people are interacting with them. A large green circle is overlaid on the left side of the image, containing the number 3 and the text 'Engagement of People'. A smaller orange circle with a network diagram icon is at the bottom of the green circle.

3

Engagement of People

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



4

Process Approach

Understanding and managing interrelated processes that function as a coherent system





5

Improvement

Successful organizations have an ongoing focus on improvement.



6

Evidence-based Decision Making

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



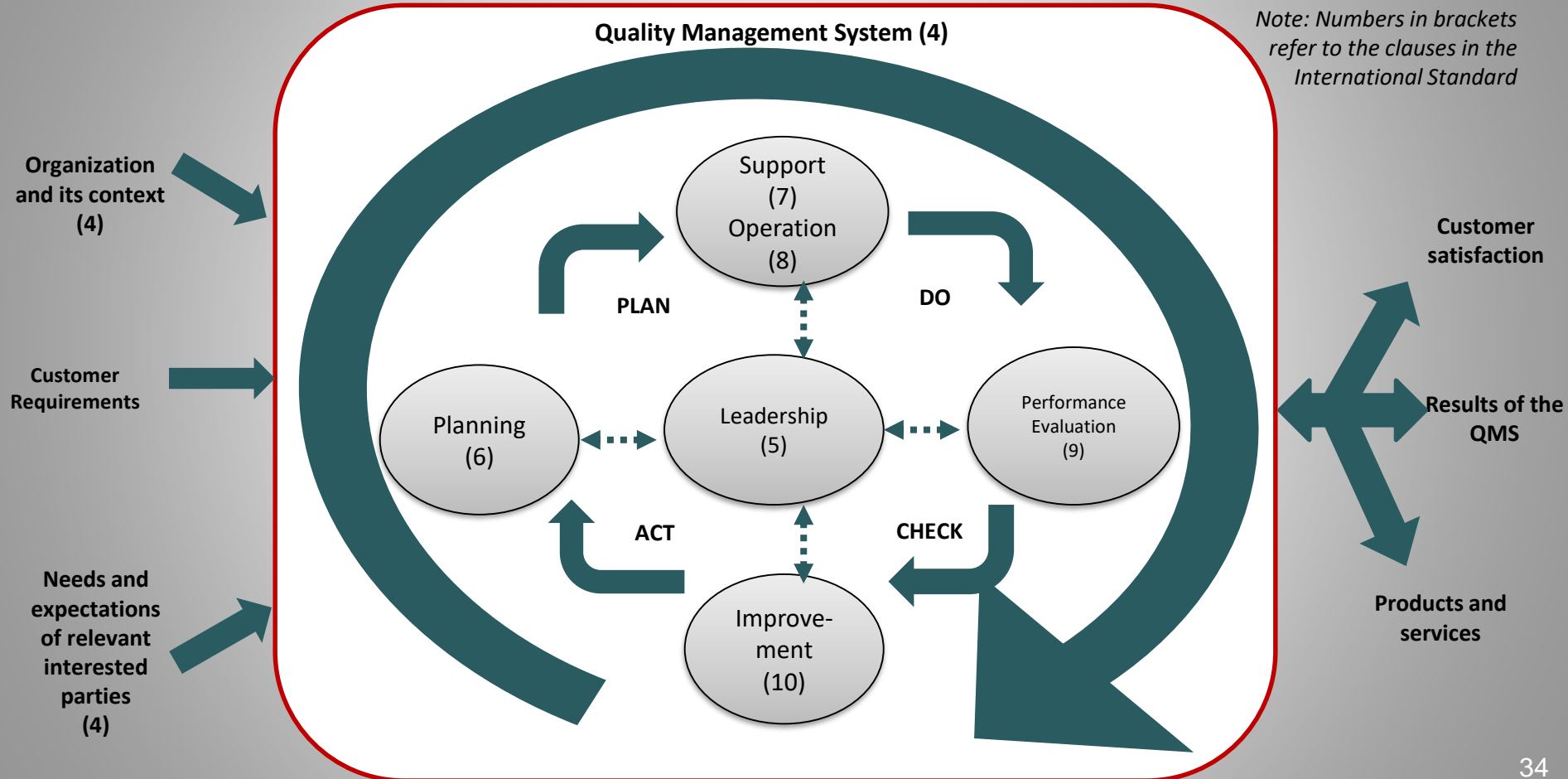
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Relationship Management

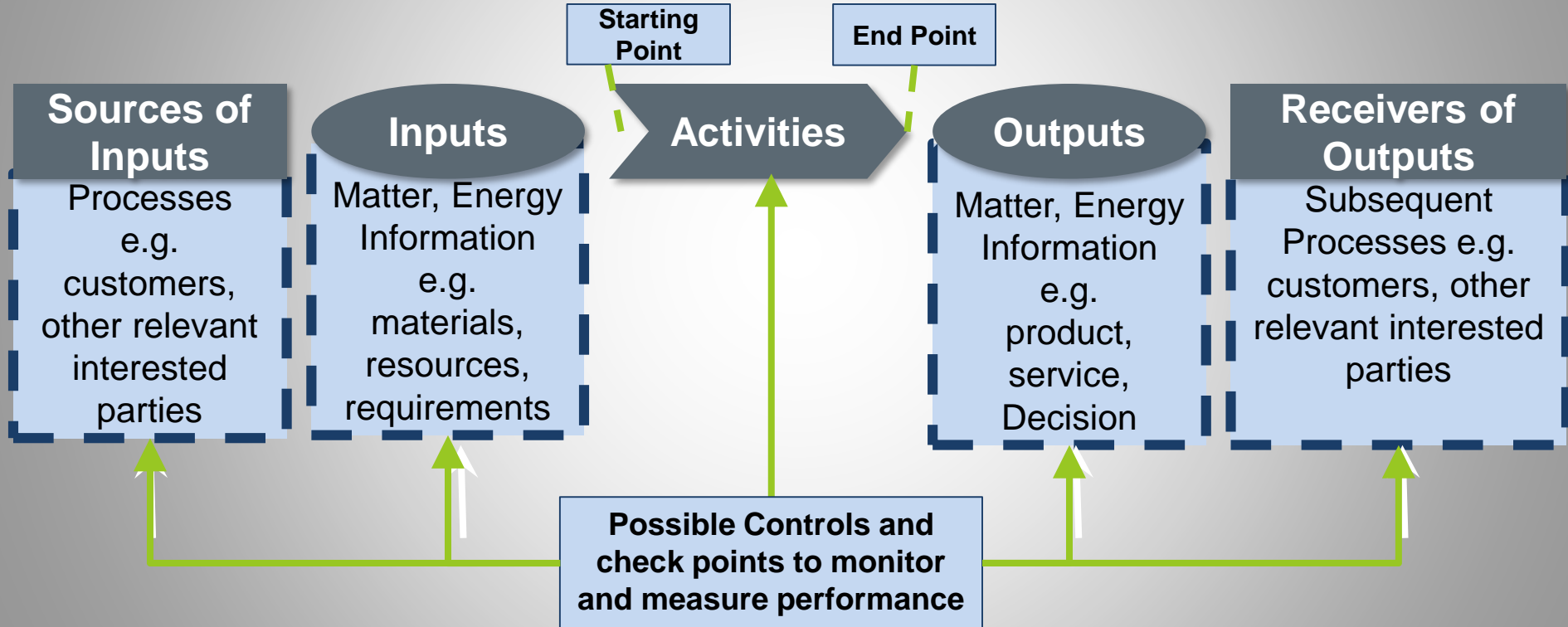
Managing relationships with relevant interested parties, such as providers, for sustained success.



Plan-Do-Check-Act Cycle



Process Approach



RISK



Risk-based Thinking

- RBT ensures that risk is considered in full cycle of the process approach.
- Plan and implement actions to address risks and opportunities to achieve improved results and prevent negative effects to the QMS



Risk-based Thinking



Risk-based Thinking

RISK is the effect of uncertainty on an expected result.



- Can be positive or negative
- Can lead to nonconformities
- Consider risks during normal, abnormal, and emergency situations

Risk-based Thinking

OPPORTUNITY is a set of circumstances which makes it possible to enhance desirable effects that could enhance customer satisfaction or achieve improvement



- Can stem from risks
- Can improve an existing control/practice



ISO 9001: 2015



Requirements

Introduction



Contains brief overview of the applicability, references, and definition of terms used in the standard.

4.0 Context of the Organization



Discusses the requirement on understanding the organization's business environment and its relevant interested parties and defining the scope, applicability, and processes covered in the QMS.

5.0 Leadership



Highlights the responsibility of the Management to ensure effective implementation of QMS and ensuring customer satisfaction through establishment of a Quality Policy and defining roles, responsibilities, and authorities within the organization.

6.0 Planning



Requires organization to take actions to address risks and opportunities, establish quality objectives and plans to achieve them, and plan for changes



7.0 Resources

Requires organizations to determine and provide resources needed for the operations of processes, ensure competency and awareness of people, determine communication requirements, and control documented information.

8.0 Operations



Requires organization to establish plans and controls for (a) processes, (b) design and development activities, (c) requirements for products and services, (d) provision of products and services, (e) outsourced processes, (f) release of products and services, and (g) nonconforming outputs.

9.0 Performance Evaluation



Requires organizations to monitor, measure, analyze, and evaluate performance of the processes through different mechanisms such as customer feedback, internal audit, and management review.

10.0 Improvement

A hand in a white lab coat points upwards towards a glowing red arrow that curves over a series of grey bars of increasing height, symbolizing growth and improvement.

Requires organizations to continually improve the QMS through innovation, streamlining, and other improvement efforts, and to take actions to address nonconformity and analyze them to prevent occurrence or recurrence elsewhere.

QMS Project Implementation



- 1 - Seminar on ISO 9001:2015 QMS Implementation for Top Management
- 2 - Workshop on Process Mapping and Risk-based Quality Planning
- 3 - Workshop on Enhancement of QMS Documentations and QMS Implementation Planning
- 4 - Workshop on Service Process Improvement

**Months
1-2**



QMS Development



QMS Implementation

**Months
2-3**

- 5 - Trainer's Training on ISO 9001:2015 QMS Requirements and Implementation
- 6 - Technical Guidance on Quality Management System and Service/Process Improvement Implementation

- 7 - Training Course on ISO 19011:2018 Guidelines for Auditing Management Systems

- 8 - Trainer's Training Course on Root Cause Analysis and Corrective Action, and Management Review

- 9 - Readiness Assessment

- 10 - Project Team Debriefing

**Months
4-6**



QMS Evaluation

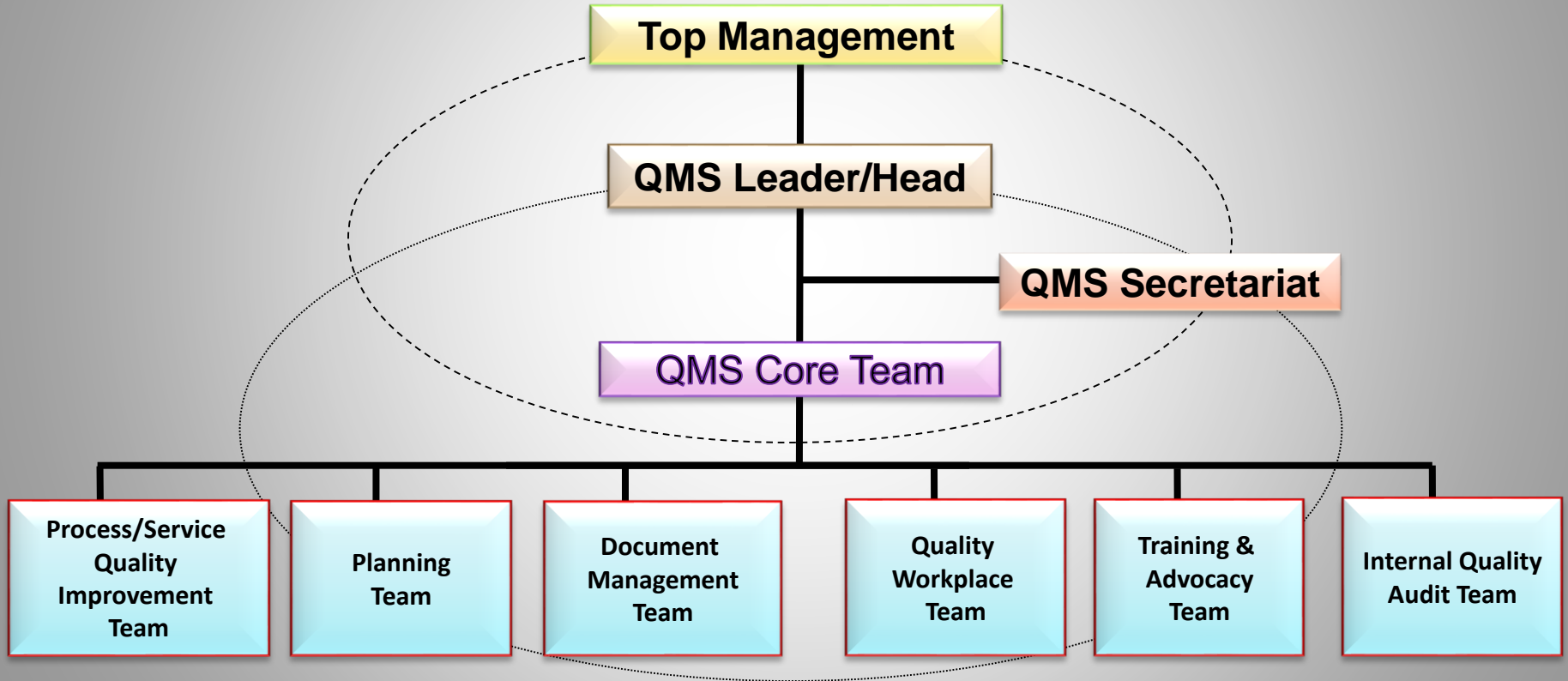


QMS Certification

**Months
7-12**

Recertification Audit

QMS Organization



QMS Organization

	Key Responsibilities	Remarks
Top Management	Lead the establishment, implementation and monitoring of the QMS	-
QMS Leader	Oversee the establishment, documentation and effective implementation of the QMS	Member of management
QMS Secretariat	Provide administrative and technical support to successfully implement the QMS	Works closely with the QMS Leader
QMS Core Team	Enhance QMS knowledge and skills Lead <u>all QMS initiatives</u> in respective offices	Representatives of all key offices
<ul style="list-style-type: none"> Process/Service Improvement Team 	Lead in process/service improvement initiatives in the agency	Representatives of all key offices
<ul style="list-style-type: none"> Planning Team 	Lead in developing and monitoring the required planning documents	Planning Unit
<ul style="list-style-type: none"> Document Management Team 	Lead in monitoring the development of QMS manual, QMS procedures and work/operational procedures	Records Unit
<ul style="list-style-type: none"> Quality Workplace Team 	Lead in implementing 5S Good Housekeeping principles	Cross-functional team
<ul style="list-style-type: none"> Training and Advocacy 	Lead in cascading the established QMS	HRD Unit
<ul style="list-style-type: none"> Internal Quality Audit Team 	Lead in planning, conducting and monitoring internal quality audit	Internal Audit Unit

QMS PERSONNEL FUNCTIONS

		Special Order No. 2019-77	Special Order No. 2019-724
OVERALL QMR	ATTY. ERNESTO D. ADOBO JR. (CESO I)	<ol style="list-style-type: none"> 1. Oversee the effective implementation of the QMS in the Central Office, staff bureaus, the pilot regions, PENROs and CENROs; 2. Ensure that the Quality Management System conforms to the requirements of the ISO 9001:2015 Standard; 3. Ensure the integrity of the quality management system; 4. Report to the top management the performance of the quality management system and opportunities for improvement; and 5. Designate or reassign officials and employees to implement the DENR QMS. 	"

QMS PERSONNEL FUNCTIONS

		Special Order No. 2019-77	Special Order No. 2019-724
DEPUTY QMR	ENGR. NONITA S. CAGUIOA	<ol style="list-style-type: none">1. Support the Over-all QMR in the effective implementation, maintenance, and continual improvement of the established quality management system;2. Assist the Over-all QMR in the performance of his/her assigned duties and responsibilities; and3. Assume the responsibility of the Over-all QMR in his/her absence.	<ol style="list-style-type: none">1. Act as the over-all QMS coordinator whose functions are enumerated under (S.O 2019-77 c.2-7)2. Integrate the implementation of the QMS in the different staff bureaus and pilot regions, PENROs and CENROs3. Advise the Over-all QMR on approaches to effectively implement QMS in the different offices;4. Review and integrate the results of internal quality audit and the identified opportunities for improvement and corrective actions;5. Report to the Over-all QMR the performance of the quality management system and opportunities for improvement;6. Act as the over-all coordinator for the effective implementation of the DENR QMS; and7. Perform other functions as may be assigned by the Over-all QMR.

QMS PERSONNEL FUNCTIONS

		Special Order No. 2019-77	Special Order No. 2019-724
CENTRAL OFFICE QMR	MARIA ELENA A. MORALLOS MANILA	<ol style="list-style-type: none"> 1. Oversee the effective implementation of the QMS in the Central Office; 2. Integrate the implementation of the QMS in the different staff bureaus and pilot regions, PENROs and CENROs 3. Advise the Over-all QMR on approaches to effectively implement QMS in the different offices; 4. Review and integrate the results of internal quality audit and the identified opportunities for improvement and corrective actions; 5. Report to the Over-all QMR the performance of the quality management system and opportunities for improvement; 6. Act as the over-all coordinator for the effective implementation of the DENR QMS; and 7. Perform other functions as may be assigned by the Over-all QMR. 	<ol style="list-style-type: none"> 1. Coordinate the effective implementation of the QMS in the Central Office 2. Review and integrate the results of internal quality audit and the identified opportunities for improvement and corrective actions at the Central Office QMS; 3. Assist the DQMR in coordinating the over-all implementation of QMS including the integration of audit findings, opportunities for improvement and planning for risks; 4. Assist in the preparation and implementation of internal and external audits and management review, and 5. Supervise the QMS Secretariat and the QMS Document Control Teams

QMS PERSONNEL FUNCTIONS

		Special Order No. 2019-77	Special Order No. 2019-724
BUREAU QMR		<ol style="list-style-type: none">1. Oversee the effective implementation of the QMS in their respective bureau;2. Review and integrate the results of internal quality audit and the identified opportunities for improvement and corrective actions;3. Submit to the Central Office QMR the results of internal quality audit and the identified opportunities for improvement and corrective actions;4. Report to the Over-all QMR, through the Central Office QMR the performance of the quality management system and opportunities for improvement;5. Ensure the integrity of the quality management system; and6. Perform other functions as may be assigned by the Over-all QMR.	

QMS PERSONNEL FUNCTIONS

		Special Order No. 2019-77	Special Order No. 2019-724
REGIONAL QMR		<ol style="list-style-type: none"> 1. Oversee the effective implementation of the QMS in their respective region; 2. Review and integrate the results of internal quality audit and the identified opportunities for improvement and corrective actions; 3. Submit to the Central Office QMR the results of internal quality audit and the identified opportunities for improvement and corrective actions; 4. Report to the Over-all QMR, through the Central Office QMR the performance of the quality management system and opportunities for improvement; 5. Ensure the integrity of the quality management system; and 6. Perform other functions as may be assigned by the Over-all QMR. 	

QMS PERSONNEL FUNCTIONS

		Special Order No. 2019-77	Special Order No. 2019-724
CORE TEAMS		<ol style="list-style-type: none">1. Implement the QMS processes identified at their respective levels;2. Ensure the delivery of required outputs in accordance with the DENR's requirements and the ISO 9001:2015 standard;3. Evaluate effectiveness and conformance of the processes to the standard and to the requirements of the mandate of the Department;4. Prepare and recommend implementation plans and resource requirement for the effective implementation of the QMS;5. Review and recommend revision of the processes and procedures based on the results of the internal and external quality audit;6. Report to their respective QMR the performance of the quality management system and opportunities for improvement; and7. Perform other functions as may be assigned by their respective QMR.	

QMS PERSONNEL FUNCTIONS

		Special Order No. 2019-77	Special Order No. 2019-724
INTERNAL AUDIT TEAM		<ol style="list-style-type: none">1. Prepare the audit plans and criteria based on the DENR's established requirements and ISO 9001:2015 standard;2. Conduct the internal quality audit based on the established audit plans and criteria;3. Conduct the internal quality audit;4. Monitor the implementation of the corrective actions;5. Verify and validate the effectiveness of the corrective actions for non-conformances raised during internal audits; and6. Submit the results of the IQA to Lead Auditor;7. Perform other functions as may be assigned by the Over-all QMR.	

QMS PERSONNEL FUNCTIONS

		Special Order No. 2019-77	Special Order No. 2019-724
DOCUMENT CONTROL TEAM		<ol style="list-style-type: none">1. Maintain the documented information at their respective offices in accordance with the DENR's established procedure and requirements and ISO 9001:2015 standard;2. Control the document code, control number, revision number of all documents and records emanating from their respective offices;3. Retain records for the Document Review and Approval Requests.4. Ensure that latest versions of documents are provided to users;5. Manage the Master Registry;6. Retain documents and records related to QMS implementation, such as audit findings report (AFR), corrective action requests (CARs), management review, etc;7. Perform other functions as may be assigned by the QMR.	

QMS PERSONNEL FUNCTIONS

		Special Order No. 2019-77	Special Order No. 2019-724
QMS SECRETARIAT		<ol style="list-style-type: none">1. Provide overall support to the implementation of DENR QMS;2. Coordinate all QMS activities such as training programs, workshops, quality audits and documentations;3. Coordinate and communicate QMS related activities with to concerned offices; and4. Provide logistical support to ensure the effective implementation of the DENR QMS.	



Important Project Terms and Conditions

Obligations of the DAP



Organize a Project Team



**Prepare Program and
Course Designs**



**Provide Technical Advice
and Recommendations**

Important Project Terms and Conditions

Obligations of DENR



**Designate a
QMS Core Team**



**Prepare Logistical
Requirements**



**Draft Documented
Information**



**Ensure Participation
of Staff and Policy
Support**



Are You Ready for the
Expansion of DENR's
Certified QMS?

Question and Answer



Please use the chat
box or raise your
hand.

We Need Your Commitment

☒ Access the Google form link as posted in the chatbox.

☒ Accomplish the form to signify your commitment

☒ Share the form to your colleagues

☒ Take your first step in this QMS journey

PLEDGE OF COMMITMENT

I commit to fulfill my roles and responsibilities in the effective establishment/expansion, implementation, and sustenance of the ISO 9001:2015 QMS, and advocate for a culture of quality and continual improvement in the Philippine government



Closing Remarks

ASec. Nonita S. Caguioa

Assistant Secretary

Finance, Information Systems, and Mining Concerns

Deputy QMR

GQMP Video 2021

THANK YOU

The DAP Project Team

Productivity and Development
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