



# DEVELOPMENT OF A QUALITY MANAGEMENT SYSTEM CERTIFIABLE TO ISO 9001:2015 STANDARD FOR THE DEPARTMENT OF ENERGY

## DETAILED PROJECT WORKPLAN

Revision No: 1				Date: 18 APRIL 2018			
ACTIVITY	DESCRIPTION	OUTPUT/S	DURATION AND SCHEDULE		PARTICIPANTS		ADMINISTRATIVE/ LOGISTICAL REQUIREMENTS
					DOE	DAP	
1. Process Walkthrough	The Development Academy of the Philippines (DAP) Project Team shall conduct an initial assessment of the existing management system through a walkthrough of the processes performed at various functions within the Department of Energy (DOE). This activity aims to familiarize the Project Team on the DOE's processes and Quality management System (QMS) gaps. It also aims to determine baseline data of measureable and relevant key performance indicators, such as processing time, number of process steps, number of documentary requirements, as appropriate. Project activities shall give priority on improving agency performance related to relevant performance indicators to ensure that immediate outcomes of the QMS implementation are achieved.	Initial assessment incorporated in the project work plan	One (1) day	<b>May 2</b>	Top management, key officers, and QMS Core Team	DAP Project Team; (1 Project Manager, 1 Resource Person; 1 Project Staff)	<ul style="list-style-type: none"> <li>• Venue;</li> <li>• Equipment (LCD, laptop computer, printer);</li> <li>• Supplies;</li> <li>• Meals and snacks of participants and resource persons;</li> <li>• Transportation of the DAP Project Team to and from the venue; and</li> <li>• Reproduction of materials, if any</li> </ul>
2. Orientation on ISO 9001:2015 QMS	The DAP Project Team shall conduct a brief orientation on the importance and principles of the ISO 9001:2015 QMS for the top management and general employees of the DOE. The orientation shall discuss the roles and responsibilities of the management, QMS Core Team and employees in the development of their QMS certifiable to ISO 9001:2015. The project overview, methodology, components and roadmap shall be presented.	Management and employees are made aware of project requirements and their roles and responsibilities in successful implementation of ISO-QMS	Half-day (0.5 days)	<b>May 3</b>	Top management, key officers, QMS Core Team, and general employees	DAP Project Team; (1 Project Manager, 1 Resource Person; 1 Project Staff)	<ul style="list-style-type: none"> <li>• Venue;</li> <li>• Equipment (LCD, laptop computer, printer);</li> <li>• Supplies;</li> <li>• Meals and snacks of participants and resource persons;</li> <li>• Transportation of the DAP Project Team to and from the venue; and</li> <li>• Reproduction of materials, if any</li> </ul>

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3. Training Course on ISO 9001:2015 QMS Requirements and Documentation	The DAP Project Team shall conduct a training on ISO 9001:2015 QMS requirements and documentation to develop an in-depth understanding of QMS concepts, principles and requirements. The training shall also include the initial formulation of required information to be documented. The course shall utilize discussions, exercises and workshops.	QMS Core Team members, key officers, and staff trained on the requirements of the ISO 9001:2015 Draft QMS documented information	Three (3) days	May 7-8 & 10	QMS Core Team members, key officers, and staff trained on the requirements of the ISO 9001:2015 Draft QMS documented information	DAP Project Team; (1 Project Manager, 1 Resource Person; 1 Project Staff)	<ul style="list-style-type: none"> <li>• Venue;</li> <li>• Accommodation (when necessary);</li> <li>• Equipment (LCD,laptop computer, printer);</li> <li>• Supplies;</li> <li>• Meals and snacks of participants and resource persons;</li> <li>• Transportation of the DAP Project Team to and from the venue; and</li> <li>• Reproduction of materials, if any</li> </ul>
4. Workshop on Process Mapping and Risk-Based Quality Planning	The DAP Project Team shall facilitate a workshop to draft the quality policy and formulating quality objectives and plans at relevant functions. The workshop shall also identify the relevant issues that the DOE may need to address through risk-based quality planning of the QMS. It shall also cover the preparation of a process map that illustrates the interfaces of the management, core and support processes.	Draft process map, draft quality policy, draft quality objectives and risks, opportunities and improvement action plan	Two (2) days	May 11 & 15	QMS Core Team members, key officers, and staff	DAP Project Team; (1 Project Manager, 1 Resource Person; 1 Project Staff)	<ul style="list-style-type: none"> <li>• Venue;</li> <li>• Accommodation (when necessary);</li> <li>• Equipment (LCD,laptop computer, printer);</li> <li>• Supplies;</li> <li>• Meals and snacks of participants and resource persons;</li> <li>• Transportation of the DAP Project Team to and from the venue; and</li> <li>• Reproduction of materials, if any</li> </ul>
5. Workshop on QMS Documentation	The DAP Project Team shall conduct a workshop to facilitate the formulation of structure and controls for QMS-required information necessary for the effective implementation of the DOE's QMS. This workshop aims to document the information required by the QMS, as well as, the existing management approaches of the DOE.	Draft QMS manual, established structure and controls for QMS-required information	Four (4) days	May 28-31	QMS Core Team members, key officers, and staff	DAP Project Team; (1 Project Manager, 1 Resource Person; 1 Project Staff)	<ul style="list-style-type: none"> <li>• Venue;</li> <li>• Accommodation (when necessary);</li> <li>• Equipment (LCD,laptop computer, printer);</li> <li>• Supplies;</li> <li>• Meals and snacks of participants and resource persons;</li> <li>• Transportation of the DAP Project Team to and from the venue; and</li> <li>• Reproduction of materials, if any</li> </ul>

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6. Seminar-Workshop on Streamlining Frontline Services	The DAP Project Team shall conduct a three-day seminar-workshop on streamlining frontline services to enhance the process owner's understanding of the streamlining principles, and their capability in utilizing relevant tools and techniques. Workshop on actual process review, work simplification, reduction of unnecessary steps and waste elimination shall be facilitated to increase the DOE's effectiveness and efficiency in the delivery of its services.	Enhanced capability of process owners on process streamlining	Three (3) days	June 6-8	Twenty (20) participants including QMS Core Team members, key officers, and staff of frontline services	DAP Project Team; (1 Project Manager, 1 Resource Person; 1 Project Staff)	<ul style="list-style-type: none"> <li>• Venue;</li> <li>• Accommodation (when necessary);</li> <li>• Equipment (LCD,laptop computer, printer);</li> <li>• Supplies;</li> <li>• Meals and snacks of participants and resource persons;</li> <li>• Transportation of the DAP Project Team to and from the venue; and</li> <li>• Reproduction of materials, if any</li> </ul>
7. Technical Guidance on Enhancement of Operational Controls and Procedures	The DAP Project Team shall provide technical guidance to develop and review the existing controls and documentation of the DOE's operational processes. Analysis of existing activities for the delivery of the process scope and identification of possible activities for work simplification shall be discussed during the sessions. The activity also aims to ensure alignment of the DOE's operational and support processes, as necessary, in conformance with the minimum requirements of the ISO 9001:2015 QMS standard.	Enhanced operational procedures, and opportunities for improvement in the DOE's operations	Three (3) days	June 19-21	QMS Core Team members, key officers, and staff	DAP Project Team; (1 Project Manager, 1 Resource Person; 1 Project Staff)	<ul style="list-style-type: none"> <li>• Venue;</li> <li>• Accommodation (when necessary);</li> <li>• Equipment (LCD,laptop computer, printer);</li> <li>• Supplies;</li> <li>• Meals and snacks of participants and resource persons;</li> <li>• Transportation of the DAP Project Team to and from the venue; and</li> <li>• Reproduction of materials, if any</li> </ul>
8. Seminar-Workshop on 5S Good Housekeeping	The DAP Project Team shall conduct a one-day seminar-workshop on 5S Good Housekeeping to provide an opportunity for the participants to appreciate the practice of 5S Good Housekeeping in improving productivity and quality in the workplace, and its applications to complement in the effective implementation of ISO 9001 QMS.	Participants are made aware of the concepts and principles of 5S Good Housekeeping and its application to improving productivity and quality in the workplace	One (1) day	July 6	Twenty (20) participants including QMS Core Team members, key officers, and staff	DAP Project Team; (1 Project Manager, 1 Resource Person; 1 Project Staff)	<ul style="list-style-type: none"> <li>• Venue;</li> <li>• Equipment (LCD,laptop computer, printer);</li> <li>• Supplies;</li> <li>• Meals and snacks of participants and resource persons;</li> <li>• Transportation of the DAP Project Team to and from the venue; and</li> <li>• Reproduction of materials, if</li> </ul>

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9. Technical Guidance on QMS Implementation	The DAP Project Team shall provide technical guidance sessions to guide the QMS Core Team on how to effectively implement the requirements of the ISO 9001:2015 QMS. To ensure preparedness of the process owners of the identified process scope, cascading of the QMS and on-site checking of the actual implementation of the established QMS shall be provided.	Technical advice/inputs to enhance the implementation of QMS	Three (3) days	July 9-13 (VFO,MFO)  July 16-17 (LFO)  July 19-20 (CO) (Planning)  -- (Checking)	QMS Core Team members, key officers, and staff	DAP Project Team; (1 Project Manager, 1 Resource Person; 1 Project Staff)	<ul style="list-style-type: none"><li>• Venue;</li><li>• Equipment (LCD,laptop computer, printer);</li><li>• Supplies;</li><li>• Meals and snacks of participants and resource persons;</li><li>• Transportation of the DAP Project Team to and from the venue; and</li><li>• Reproduction of materials, if any</li></ul>
10. Training Course on Auditing QMS	The DAP Project Team shall conduct a training on auditing QMS to enable participants to understand, interpret and audit QMS requirements, as well as, address audit findings. The training shall also discuss the roles and responsibilities of auditors. The course shall utilize discussions, exercises, workshops, and mock audit to guide and enhance auditing skills of the participants.	Internal audit team leaders and members are able to perform QMS audit from planning to execution and reporting of audit findings	Four (4) days	July 24-27	QMS Core Team members, key officers, and staff	DAP Project Team; (1 Project Manager, 1 Resource Person; 1 Project Staff)	<ul style="list-style-type: none"><li>• Venue;</li><li>• Accommodation (when necessary);</li><li>• Equipment (LCD,laptop computer, printer);</li><li>• Supplies;</li><li>• Meals and snacks of participants and resource persons;</li><li>• Transportation of the DAP Project Team to and from the venue; and</li><li>• Reproduction of materials, if any</li></ul>
11. Workshop on Auditing QMS	The DAP Project Team shall facilitate a workshop to the trained auditors of the DOE to plan, prepare, and perform an internal audit through the development of an audit programme, audit itinerary, and audit checklist. This also includes preparation of audit reports. Recommendations on the corrective actions to address audit findings shall also be provided.	Audit programme for the conduct of the initial internal quality audit, audit plan, audit itinerary, audit checklists, Internal Quality Audit (IQA) reports and request for action	Three (3) days	August 7-10 (Audit Planning)  -- (Report Writing)	Twenty (20) participants including QMS Core Team members, key officers, and staff	DAP Project Team; (1 Project Manager, 1 Resource Person; 1 Project Staff)	<ul style="list-style-type: none"><li>• Venue;</li><li>• Accommodation (when necessary);</li><li>• Equipment (LCD,laptop computer, printer);</li><li>• Supplies;</li><li>• Meals and snacks of participants and resource persons;</li><li>• Transportation of the DAP Project Team to and from the venue; and</li><li>• Reproduction of materials, if any</li></ul>

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12. Training Course on Root Cause Analysis and Corrective Action Formulation	The DAP Project Team shall conduct a two-day training on root cause analysis and solutions formulation to develop awareness and enhance the capability of the participants in effectively using practical tools and techniques for analyzing and validating the root cause of existing nonconformities, and formulating solutions for preventing the nonconformities from recurring and/or occurring.	Enhanced capability of the personnel in analyzing root cause of existing problems and formulating solutions to prevent recurrence/occurrence of the identified problems	Two (2) days	<b>August 16-17</b>	QMS Core Team members, key officers, and staff	DAP Project Team; (1 Project Manager, 1 Resource Person; 1 Project Staff)	<ul style="list-style-type: none"> <li>• Venue;</li> <li>• Accommodation (when necessary);</li> <li>• Equipment (LCD, laptop computer, printer);</li> <li>• Supplies;</li> <li>• Meals and snacks of participants and resource persons;</li> <li>• Transportation of the DAP Project Team to and from the venue; and</li> <li>• Reproduction of materials, if any</li> </ul>
13. Technical Guidance on Management Review	The DAP Project Team shall provide a technical guidance through a discussion meeting on preparing and finalizing the inputs needed for the management review. It shall also provide guidance on the actual conduct of the management review.	Management review template, feedback/ recommendations to enhance the conduct of management review and the effectiveness of the QMS implementation	One (1) day	<b>August 23</b> (How to) <b>August 24</b> (Actual)	QMS Core Team members, key officers, and staff	DAP Project Team; (1 Project Manager, 1 Resource Person; 1 Project Staff)	<ul style="list-style-type: none"> <li>• Venue;</li> <li>• Equipment (LCD, laptop computer, printer);</li> <li>• Supplies;</li> <li>• Meals and snacks of participants and resource persons;</li> <li>• Transportation of the DAP Project Team to and from the venue; and</li> <li>• Reproduction of materials, if any</li> </ul>
14. Readiness Assessment	The DAP Project Team shall conduct a readiness assessment of the established QMS through an on-site assessment. This activity shall identify necessary actions to eliminate the gaps and recommend final preparations for ISO 9001:2015 certification.	Assessment findings and recommendations	Three (3) days	<b>October</b>	Identified personnel from each functional unit	DAP Project Team; (1 Project Manager, 1 Resource Person; 1 Project Staff)	<ul style="list-style-type: none"> <li>• Venue;</li> <li>• Equipment (LCD, laptop computer, printer);</li> <li>• Supplies;</li> <li>• Meals and snacks of participants and resource persons;</li> <li>• Transportation of the DAP Project Team to and from the venue; and</li> <li>• Reproduction of materials, if any</li> </ul>

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