Republic of the Philippines
DEPARTMENT OF ENERGY
(Kagawaran ng Enerhiya)

DEPARTMENT ORDER NO. DO2018-05-0011

CREATING A TASK FORCE TO IMPLEMENT THE DEVELOPMENT OF A QUALITY MANAGEMENT SYSTEM CERTIFIABLE TO ISO 9001:2015 STANDARD FOR THE DEPARTMENT OF ENERGY

WHEREAS, Republic Act (R.A.) No. 7638, as amended, or the Department of Energy Act of 1992, declares the policy of the State to ensure a continuous, adequate, and economic supply of energy with the end in view of ultimately achieving self-reliance in the country's energy requirements.

WHEREAS, Executive Order No. 605, dated February 23, 2007, entitled "Institutionalizing the Structure, Mechanisms and Standards to Implement the Government Quality Management Program, Amending for the Purpose Administrative Order No. 161, S. 2006", and which created a Government Quality Management Committee (GQMC) to formulate policies and oversee the implementation of the GQMP; has identified the Department of Budget and Management (DBM) as the lead agency and act as its Chairman;

WHEREAS, the Department of Energy (DOE) recognizes the importance of institutionalizing the structure, mechanisms and standards to implement the GQMP;

WHEREAS, the GQMP shall be certified for demonstrated conformity with ISO 9001:2015 and the applicable Government Quality Management System Standards (GQMSS), with priority to be given to frontline services;

WHEREAS, the objective of the GQMP aims to *a) promote and enhance public sector performance through the adoption of ISO 9001:2015 Quality Management System in all agencies in the government, b) establish the citizens' charter of key government offices c) develop an institutional infrastructure to provide certification with international accreditation, and d) recognize citizen-driven government organization that have attained ISO 9001 certification for other government agencies to emulate*;

WHEREAS, DBM, being the Chairman of the GQMC, issued guidelines under Memorandum Circular (MC) No. 2016-1, dated May 12, 2016, on the validation of the ISO 9001 Quality Management System (QMS) Certification or ISO-Aligned QMS documents as a requirement for the grant of the FY 2016 Performance Based Bonus (PBB);

WHEREAS, the DOE has been selected as one of the ten (10) beneficiary government agencies to avail the technical assistance of the Development Academy of the Philippines (DAP), dated 8 March 2018, and signed a Memorandum of Agreement (MOA) entitled "Development of a Quality Management System Certifiable to ISO 9001:2015 Standard for the Department of Energy";

NOW, THEREFORE, in order to completely comply with the requirements of the ISO 9001:2015 Certification and the MOA between DOE and DAP, the DOE is hereby creating the following ISO Task Force (the Task Force).

Section 1. ISO Task Force. The Task Force shall constitute the following components:

Section 1.1. Project Counterpart Support Team

Project Manager	:	Undersecretary Supervising Energy Policy and Planning Bureau (EPPB)
Project Members	:	Director, EPPB Assistant Director, EPPB Two (2) Representatives from Project Quality Management System Secretariat

Section 1.2. Core Team

Members : Two (2) representatives from:

1) Energy Resource Development Bureau (ERDB),
2) Renewable Energy Management Bureau (REMB),
3) Electric Power Industry Management Bureau (EPIMB),
4) Oil Industry Management Bureau (OIMB),
5) Energy Utilization and Management Bureau (EUMB), and
6) Energy Policy Planning Bureau (EPPB).

One (1) representative from:

1) Field Offices
2) Administrative Services (AS),
3) Financial Services (FS),
4) Information Technology and Management Services (ITMS),
5) Internal Audit Division (IAD); and
6) Legal Services; and
7) Executive Committee

Section 1.3. Expanded Core Team

Members : One (1) representative from each division of ERDB, REMB, EPIMB, OIMB, EUMB and EPPB, Field Offices

One (1) representative from AS – General

Services Division, AS – Human Resource Management Division, AS –Procurement Management Division, AS – Records Management Section, and Legal Services

Section 1.4. Project Quality Management System Secretariat

Head Secretariat	:	Assistant Director, EPPB
Members	:	Representatives from EPPB - Policy Formulation and Research Division

Section 2. Responsibilities. The Task Force shall have the following responsibilities:

Section 2.1. Project Counterpart Support Team

a. Work closely with the DAP Project Management Team regarding technical and administrative requirements of the project, including monitoring of the progress of various project activities;

b. Ensure implementation of relevant Project activities of the ISO 9001:2015 Accreditation;

c. Provide policy support for the implementation of quality systems and procedures adopted by DOE;

d. Ensure that the Project is completed within the agreed duration;

e. Perform such other responsibilities as may be assigned by the DOE Secretary which is related to the Project.

Section 2.2. Core Team

a. Actively participate in all training courses and other activities necessary in the course of the Project;

b. Draft the necessary documented information, including specific QMS-related forms and tools and make the necessary revisions to ensure their alignment to ISO 9001:2015 standard, with guidance from the DAP Project Team;

c. Map the systems and processes of their respective Bureaus / Services / Field Office in relation to the defined scope of the ISO 9001:2015; and

d. Participate in the walkthrough audit of their respective Bureaus / Services / Field Office within the defined scope and requirements of ISO 9001:2015.

Section 2.3. Expanded Core Team

a. Participate in all training courses and other activities necessary in the course of the Project;

b. Support the drafting of necessary documented information, including specific QMS-related forms and tools and make the necessary revisions to ensure their alignment to ISO 9001:2015 standard, with guidance from DAP Project Team;

c. Support the mapping of systems and processes of their respective Bureaus / Services / Field Office in relation to the defined scope of the ISO 9001:2015; and

e. Participate in the walkthrough audit of their respective Bureaus / Services / Field Office within the defined scope and requirements of ISO 9001:2015.

Section 2.4. Project Quality Management System Secretariat

a. Provide technical and administrative support including logistical requirements of the Project, such as venue, accommodation (when necessary), equipment, training supplies, reproduction of materials, meals of participants and resource persons;

b. Prepare the documentation, progress / status reports and completion reports for submission to the DOE Secretary;

c. Monitor the progress of the implementation of all activities of the ISO 9001:2015 Accreditation of the Bureaus / Services / Field Offices;

d. Ensure safekeeping of documents; and

e. Perform such other tasks and functions as may be assigned or directed by the Project Counterpart Support Team.

Section 3. Qualifications. The members of the Task Force shall have the following qualifications:

a. Knowledge in the systems and processes of their respective Bureau / Services / Field Office;

b. Selected and endorsed by his/her Director / Chief; and

c. Holding a permanent position.

Section 4. Work Program. Annex A provides the work program of the project.

Section 5. Training / Workshop Certification. Certificate of Participation shall be awarded to those who completed at least 90% of the training courses.

Core Team members shall be awarded Certificate of Participation signed by the DAP president.

Expanded Core Team members shall be awarded Certificate of Participation signed by the DAP Project Manager and DOE Project Manager.

Section 6. ISO Certification. The scope of application shall be the following:

Section 6.1. Priority Processes. Based on the established Citizen's Charter and existing processes with the Bureaus / Services and Offices, the following processes shall be prioritized in the ISO Certification:

Bureau and Field Offices	Process
ERDB	Application for Petroleum Service Contract under the Philippine Convention Energy Contracting Program (PCECP)
REMB	Proposed Registration Process of Renewable Energy Developer (Stages 1 – 3)
OIMB	Registration of Fuel Additive – Certificate of Additive Registration (CFAR)
EPIMB	Certificate of Endorsement (COE) to the Energy Regulatory Commission (ERC)
EUMB	Application for Energy Service Company (ESCO) Accreditation
EPPB	Provision of Philippine Energy Plan (PEP) Data / Key Energy Statistics and other Energy-Related Indicators / Information to Various Public Clients
Field Offices	Securing Certificate of Compliance
ERTLS	Energy Performance Testing of Appliance and Equipment

Section 6.2. Bureaus / Services / Field Offices can apply additional processes subject to the availability of funds.

Section 7. Logistics and Budgetary Requirements. Budgetary requirements to support the project implementation, including administrative, logistics and personnel support, shall be sourced from the DOE, subject to applicable budget and accounting rules and regulations.

Budgetary requirements to procure a third party certifying body for the certification of the established QMS to ISO 9001:2015 shall be sourced from the respective budget allotment of the Bureaus / Services / Field Offices, subject to the availability of funds.

Section 8. Separability Clause. Should any section or provision of this Department Order is declared invalid or unconstitutional, the other parts or provisions hereof, so far as they are separable, shall remain in force and in effect.

Section 9. Repealing Clause. All issuances, rules and regulations or parts thereof which are inconsistent with the provisions of this Department Order are hereby deemed repealed, amended or modified accordingly.

Section 10. Effectivity. This Order shall take effect immediately upon signing and shall remain in force unless revoked by the undersigned or competent authority.

Issued this ____ th day of 31 MAY 2018, 2018 at Energy Center, Rizal Drive, Bonifacio Global City, Taguig, City.

ALFONSO G. CUSI
Secretary

Republic of the Philippines
DEPARTMENT OF ENERGY
IN REPLYING PLS. CITE:
DOE-AGC-18009549

Annex A:

WORK PROGRAM

ACTIVITY	DESCRIPTION	OUTPUT/S	DURATION AND INDCATIVE SCHEDULE		PARTICIPANTS	
					DOE	DAP
1. Process Walkthrough	The DAP Project Team shall conduct an initial assessment of the existing management system through a walkthrough of the processes performed at various functions within DOE. This activity aims to familiarize the Project Team on the DOE's processes and 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	**May 2**	Top management, key officers, and QMS Core Team	DAP Project Team; (1 Project Manager, 1 Resource Person;1 Project Staff)
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)	**May 3**	Top management, key officers, QMS Core Team, and general employees	DAP Project Team; (1 Project Manager, 1 Resource Person;1 Project Staff)
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 7-9**	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)

ACTIVITY	DESCRIPTION	OUTPUT/S	DURATION AND INDCATIVE SCHEDULE		PARTICIPANTS	
					DOE	DAP
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 10-11**	QMS Core Team members, key officers, and staff	DAP Project Team; (1 Project Manager, 1 Resource Person;1 Project Staff)
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 Knowledge management tools and forms	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)
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 Streamlined tasks and reduced process steps	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)
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 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 20-22**	QMS Core Team members, key officers, and staff	DAP Project Team; (1 Project Manager, 1 Resource Person;1 Project Staff)
8. Seminar-Workshop on 5S Good	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,	Participants are made aware of the concepts and principles of 5S Good Housekeeping and its application to improving productivity and quality in the	One (1) day	**July 6**	Twenty (20) participants including QMS Core Team members, key	DAP Project Team; (1 Project Manager, 1 Resource

ACTIVITY	DESCRIPTION	OUTPUT/S	DURATION AND INDCATIVE SCHEDULE		PARTICIPANTS	
					DOE	DAP
Housekeeping	and its applications to complement in the effective implementation of ISO 9001 QMS.	workplace 5S program implementation action plan			officers, and staff	Person;1 Project Staff)
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)
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)
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, 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)
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	**August 16-17**	QMS Core Team members, key officers, and staff	DAP Project Team; (1 Project Manager, 1 Resource Person;1 Project Staff)

ACTIVITY	DESCRIPTION	OUTPUT/S	DURATION AND INDCATIVE SCHEDULE		PARTICIPANTS	
					DOE	DAP
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	**August 23** (How to) **August 24** (Actual)	QMS Core Team members, key officers, and staff	DAP Project Team; (1 Project Manager, 1 Resource Person;1 Project Staff)
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	**October**	Identified personnel from each functional unit	DAP Project Team; (1 Project Manager, 1 Resource Person;1 Project Staff)