MEMORANDUM OF AGREEMENT

Know all Men by These Presents:

This Memorandum of **Agreement** made and entered by and between:

The **DEPARTMENT OF ENERGY**, a government institution established by virtue of Republic Act No. 7638, located at Energy Center, Rizal Drive, Bonifacio Global City, Taguig City, represented herein by its Secretary, **ALFONSO G. CUSI**, hereinafter referred to as the **"DOE"**;

and

The **DEVELOPMENT ACADEMY OF THE PHILIPPINES,** a government institution duly organized and existing under and by virtue of Presidential Decree No. 205, as amended, with principal office address at the DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, represented herein by its Officer-in-Charge, **MAGDALENA L. MENDOZA**, hereinafter referred to as the "**DAP**";

Hereinafter, collectively referred to as "**Parties**".

- WITNESSETH, that -

WHEREAS, there is a need for Philippine government agencies to be responsive to the needs of their intended beneficiaries by improving productivity in line with the Duterte Administration's thrust for seamless delivery of service;

WHEREAS, the Administration is committed to enhance the social fabric through ensuring people-centered, clean, and efficient governance as cited in the Philippine Development Plan 2017-2022;

WHEREAS, this clear and compelling direction of the Administration further strengthens the need for government agencies to comply with Executive Order No. 605, *Institutionalizing the Structure, Mechanism, and Standards to Implement the Government Quality Management Program (GQMP)*, which was issued to all executive branch departments and agencies, government-owned and controlled corporations and government financial institutions, to effect improvement in public sector performance;

WHEREAS, the **DAP**, as member of the Technical Working Group on Advocacy and Capability-Building of the Government Quality Management Committee (GQMC), and as the National Productivity Organization, spearheads the development of productivity consciousness and promotes the principles, techniques, and practice of productivity and quality in key sectors of the economy;

WHEREAS, the **DAP**, through the General Appropriations Act of 2018 has funding to strengthen and expand the implementation of the Government Quality Management Program through the development of Quality Management System (QMS) certifiable to ISO 9001:2015 standard for GQMP Beneficiary Agencies;

WHEREAS, the **DAP** has developed the *Policies and Guidelines on the Provision of Technical Assistance for the Development of ISO 9001:2015 QMS*

scope and coverage of the technical assistance, eligibility requirements for program participation, including the screening and selection process;

WHEREAS, the **DOE**, in line with its mission to improve the quality of life of the Filipino by formulating and implementing policies and programs to ensure sustainable, stable, secure, sufficient, accessible and reasonably-priced energy, aims to continually improve the delivery of its services and transform its current management system to an ISO 9001:2015 certified QMS;

WHEREAS, the **DOE** has signified its interest and commitment to undertake the project and has been selected as one of the GQMP Beneficiary Agencies that shall receive technical assistance from the **DAP** for the establishment of a QMS certifiable to ISO 9001:2015 standard.

NOW, THEREFORE, for and in consideration of the foregoing premises, the **Parties** agree as follows:

Section 1. Scope of Work/Description of the Project. The **Parties** hereby undertake to perform the project entitled: **"Development of a Quality Management System Certifiable to ISO 9001:2015 Standard for the Department of Energy"** more particularly described in the Terms of Reference attached hereto and made an integral part hereof as **Annex "A"**.

Section 2. Obligations of the DAP. The **DAP** shall:

a. Organize a team who will conduct the project within the agreed timeframe;
b. Prepare the program and course designs for all the orientation, training, seminar and workshop activities;
c. Provide one (1) set of orientation, training and seminar materials for reproduction by the **DOE**, for each course to be conducted;
d. Provide resource persons and facilitator;
e. Provide certificates to qualified participants of training courses conducted;
f. Review the draft documented information and recommend necessary revisions to ensure their alignment with ISO 9001:2015 standard;
g. Provide technical advice and guidance to counterpart team in the establishment and implementation of the **DOE**'s QMS; and,
h. Conduct readiness assessment of the established QMS and recommend final preparations for the ISO 9001:2015 certification process.

Section 3. Obligations of the DOE. The **DOE** shall:

a. Designate a counterpart support team who will work closely with the **DAP** Project Team regarding technical and administrative requirements of the project, including monitoring of the progress of various project activities;
b. Provide logistical requirements of the project such as orientation/training/ workshop/seminar/meeting venue, accommodation (when necessary), equipment (LCD projector with desktop or laptop), training supplies, reproduction of orientation, training and seminar materials for participants, and meals and snacks of participants and resource persons;
c. Provide transportation of the resource persons and the **DAP** Project Team, from DAP Office, Pasig City to orientation/training/workshop/seminar/meeting venue and vice-versa;
d. 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 **DAP** Project Team;

e. Ensure implementation of relevant project activities and provide policy support for the implementation of quality systems and procedures adopted by the **DOE**;
f. Ensure availability and participation of staff/participants concerned during the conduct of training courses and other activities necessary in the course of the project;
g. Ensure that the project is completed within the agreed duration; and,
h. 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.

Section 4. Statement of Consideration (Fees). The **DOE,** as the selected Beneficiary Agency of the GQMP, shall not pay the services of the **DAP** for the technical assistance. Nothing in this **Agreement** shall obligate the **Parties** to transfer any funds. Specific activities that involve transfer or payment of funds for additional participants or activities will require the execution of separate written agreements. Such written agreements must be independently authorized by the **Parties'** respective authorized representatives.

Section 5. Confidentiality. Each party undertakes not to divulge at any time to any third person any confidential information relating to the other, except upon prior written consent of the other or where required under the law or regulation or by a valid order of a court or other governmental authority with competent jurisdiction.

Section 6. Intellectual Property Rights. All materials and work provided by the **DAP** shall belong exclusively to **DAP** and shall not be used for any purpose other than the implementation of this **Agreement**. Any use, reproduction, publication, sale or distribution of these materials and work shall be subject to the prior written consent of the **DAP** and such terms as **DAP** shall require. Any original work created arising out of or in connection with this **Agreement** shall belong to **DAP**, except where the original work uses any data or material belonging to **DOE**, in which case, the work shall be owned jointly by the **Parties**, with each party having royalty-free, non-exclusive and irrevocable license to use, publish, copy, reproduce or distribute the work for government or public purposes.

Section 7. Liability. The **DAP** shall not be liable to **DOE** for loss or damage to **DOE**'s property unless due to the gross negligence or breach of this **Agreement**. The **DAP** shall not be liable to **DOE** for any indirect, special or consequential loss arising out of or in connection with the provision of goods and the services pursuant to this **Agreement** and the total liability of **DAP** for any other loss of **DOE** arising out of or in connection with this **Agreement** in respect of any event shall not exceed the charges payable by **DOE** to the **DAP** for the project.

Section 8. Indemnity. The **DOE** shall indemnify and hold the **DAP** free and harmless from any and all claims or causes of action of third parties arising from a negligent or otherwise wrongful act, or omission by the **DOE** or its employees or representatives.

Section 9. Warranties. All conditions and warranties whether express or implied by law or otherwise (including but not limited to those as to description, merchantability or fitness for a particular purpose) are excluded from this **Agreement**.

Section 10. Duration of Term of the Agreement. This **Agreement** shall become effective upon execution thereof and shall be valid and subsisting until

Section 11. Changes. If changes under this section should result in an increase or decrease in the services originally provided and scheduled, an equivalent adjustment on the obligations, time or both shall subsequently be agreed upon in writing by both **Parties**.

Section 12. Force Majeure. No party shall be liable to the other for the delay or non-performance of its obligations under this **Agreement** arising from any cause or causes beyond its reasonable control, including, without limitation, any of the following:

a. Government act;
b. Acts of God (including, but not limited to, fire, explosions, flood and natural calamities);
c. War, hostilities (whether war be declared or not), invasion, act of foreign enemies, mobilization, requisition, or embargo;
d. Civil commotion, riot, strikes, and disorder; or
e. Acts/threats of terrorism.

Section 13. Termination. The **DAP** reserves its right to terminate the project implementation at any time on the following grounds:

a. The **DOE** does not comply with the terms and conditions of this **Agreement**; and,
b. The **DOE** causes the recurring and/or prolonged delay of the project implementation.

A notice of possible project termination shall be issued by the **DAP** to the **DOE**. A written explanation or justification for the specific grounds of termination may be provided to the **DAP** as basis for assessment whether to resume the project implementation or resort to termination (15) days following receipt of written notice from the **DAP**.

Upon termination, an incident report shall be submitted to the GQMC chaired by the Department of Budget and Management.

Section 14. Dispute Settlement or Arbitration. All disputes and controversies arising out of in connection with this **Agreement**, or for breach of any provision hereof, which cannot be solved by the herein contracting **Parties**, shall be settled through Arbitration in accordance with PD No. 242 in relation to Sections 66, Chapter XIV, Book IV of the Administrative Code of 1987, in conjunction with Section 10, Chapter 3 Book VII, of the same code. The venue of any legal action arising out of this **Agreement** shall be brought to the proper court in Pasig City.

Section 15. Amendments. No amendment or modification of any of the terms and conditions of this **Agreement** shall be valid unless evidenced by a written **Agreement** executed by the **Parties'** respective authorized representatives.

Section 16. Separability. If any part of this **Agreement** is declared unenforceable or void, the rest of the **Agreement** shall nevertheless remain in full force and effect.

Section 17. Waiver. No failure, omission or delay of any of the **Parties** in exercising any of its right, privileges and remedies hereunder shall operate as a waiver thereof. No waiver or departure from the terms of this **Agreement** shall be valid unless made in writing and signed by the party's authorized representative. Such waiver shall be effective only in the specific instance and for the purpose for which it is given.

Section 18. Assignment. The benefit of this **Agreement** may not be assigned in whole or in part by a party without the prior written consent of the other.

Section 19. Binding Effect. This **Agreement** shall be binding on the **Parties** and their respective successors-in-interest.

IN WITNESS WHEREOF, the **Parties** hereto have signed this **Agreement** on the _____day of _____, 2018 in Pasig City.

DEPARTMENT OF ENERGY

By:

ALFONSO G. CUSI
Secretary

Republic of the Philippines
DEPARTMENT OF ENERGY
IN REPLYING PLS. CITE:
DOE-AGC-18008507

DEVELOPMENT ACADEMY OF THE PHILIPPINES

By:

MAGDALENA L. MENDOZA
Officer-in-Charge

Signed in the presence of:

WITNESSES

JESUS CRISTINO P. POSADAS
Senior Undersecretary

ARNEL D. ABANTO
Vice President

ACKNOWLEDGMENT

REPUBLIC OF THE PHILIPPINES)
PASIG CITY : S.S.
CITY OF _____)

BEFORE ME, on this APR 13 2018 day of _____, 2018 at PASIG CITY, personally appeared the following public officials, namely:

ALFONSO G. CUSI, with identification no. 160701-1359, in representation of the **DOE**;

-and-

MAGDALENA L. MENDOZA, with CTC no. 1118230, in representation of the **DAP**.

who are known to me to be the same officials who executed the foregoing instrument and they both acknowledged to me that the same is their free and voluntary act and deed and that of the government agencies they represent therein.

This instrument consisting of seventeen (17) pages including this page and Annex "A" on which this acknowledgment is written and signed by the Parties and their instrumental witnesses on each page thereof and at the bottom of the same instrument on page "5", refers to a Memorandum of Agreement executed for the purpose(s) therein set forth.

WITNESS MY SIGNATURE AND NOTARIAL SEAL on the date and place first above written.

NOTARY PUBLIC

ATTY. PATRICK I. PENACHOS
Notary Public
Appointment No. 132 (2018-2019)
Roll No. 64888/TIN No.245-743-042
MCLE Compliance No. V0010458
4/F DAP Bldg., San Miguel Avenue
Ortigas Center, Pasig City

Doc No. : 428
Page No. : 87
Book No. : 6
Series of 2018.

ANNEX A

Terms of Reference
(Version 1)

Project Title: **Development of a Quality Management System Certifiable to ISO 9001:2015 Standard for the Department of Energy**

Submitted by:

Productivity and Development Center
Development Academy of the Philippines
DAP Building, San Miguel Avenue
Ortigas Center, Pasig City
Telephone no. (02) 631-2163

This document has been prepared by and remains the sole property of the Development Academy of the Philippines (DAP). It is submitted solely for use by the requesting office in evaluating DAP's qualifications and/or proposal in connection with the purpose with which it was prepared. Recipient agrees, by its acceptance of this document, to return the document upon DAP's request, not to reproduce, copy, lend or otherwise disclose the contents directly or indirectly, and not to use it for any purpose other than that for

I. BACKGROUND / RATIONALE

The need for government agencies to improve quality in their operations and service delivery has never been more urgent in the light of the current Administration's thrust to ensure that "real change" is the actual direction of the government. In the inaugural speech and the 10-point socio-economic agenda of the President, the government agencies are directed to improve the delivery of services through process streamlining and rationalizing documentary requirements to increase competitiveness and ease of transaction for the citizens. There is also an urgent call to improve the citizens' faith and trust in the government's capacity to make the Filipino lives better, safer and healthier.

This clear and compelling direction of the Administration further strengthens the need for government agencies to comply to Executive Order (E.O.) No. 605, *Institutionalizing the Structure, Mechanisms, and Standards to Implement the Government Quality Management Program (GQMP),* which was issued to effect improvement in public sector performance by ensuring the consistency of products and services through quality processes. Effective management and good governance are essential elements of quality that can be achieved through an effective Quality Management System (QMS). Aligning an organization's planning, service, and support operations to ISO 9001 International Standards is one reliable approach in establishing a QMS. This methodology provides a clear perspective of the quality system requirements and the areas of control to assure the consistency in the quality of services and continuous process improvement that will generate approaches to improve customer/citizen satisfaction.

In line with the aforementioned thrust of the government and to strengthen the implementation of the E.O. No. 605, the Development Academy of the Philippines (DAP), as a member of the Technical Working Group on Advocacy and Capability-Building of the GQMC and as the National Productivity Organization, and through the General Appropriations Act of 2018 funding for the GQMP, shall provide technical assistance to the Department of Energy (DOE), as one of the Beneficiary Agencies of the GQMP, to facilitate the establishment of a QMS certifiable to ISO 9001:2015 standard.

The DOE is mandated by Republic Act No. 7638 (Department of Energy Act of 1992) to prepare, integrate, coordinate, supervise and control all plans, programs, projects and activities of the Government relative to energy exploration, development, utilization, distribution and conservation. In line with its mission to improve the quality of life of the Filipino by formulating and implementing policies and programs to ensure sustainable, stable, secure, sufficient, accessible and reasonably-priced energy, the DOE seeks to continually improve the delivery of its services and transform its current management system to an ISO 9001:2015 certified QMS.

In this regard, the Academy is implementing the project entitled, **"Development of a Quality Management System Certifiable to ISO 9001:2015 Standard for the Department of Energy."**

II. OBJECTIVES

The project aims to facilitate the establishment of the ISO 9001:2015 QMS for the DOE covering its core, management, and support processes.

Specifically, it shall:

a. Enhance the understanding and appreciation of DOE's officers and staff on the principles and requirements of ISO 9001:2015 standard;
b. Develop the capabilities of key officers and staff of the DOE in preparing for and sustaining the ISO 9001:2015 certification; and,
c. Prepare the documentation and implementation requirements for the certification of the DOE's QMS and for maintaining and sustaining the established QMS.

III. DAP'S SCOPE OF WORK

a. Establishment of ISO 9001:2015 QMS in the DOE Central Office including its Luzon, Visayas, and Mindanao Field Offices. The project shall cover the following Bureaus, Services and Offices of the DOE, as well as its management and support processes.

   (1) Energy Resource Development Bureau
   (2) Renewable Energy Management Bureau
   (3) Energy Utilization Management Bureau
   (4) Energy Policy and Planning Bureau
   (5) Oil Industry Management Bureau
   (6) Electric Power Industry Management Bureau
   (7) Luzon, Visayas and Mindanao Field Offices

b. Development and conduct of customized Orientation on ISO 9001:2015 QMS, Training Courses on ISO 9001:2015 QMS Requirements and Documentation, Root Cause Analysis and Corrective Action Formulation, Auditing Quality Management System, and Seminar-Workshops on 5S Good Housekeeping, and Streamlining Frontline Services for the QMS Core Team and selected officers and staff of the DOE.

c. Provision of technical guidance on establishing the required documented information such as quality policy, quality objectives and plans and quality procedures. Specifically, the said technical guidance covers the following: (1) conduct of workshops and writeshop sessions; (2) review of the workshop and writeshop outputs; (3) provision of inputs for improvements; and, (4) checking of final documents to ensure their alignment with ISO 9001:2015 standard.

d. Provision of technical guidance in cascading and implementing the QMS in the DOE Central Office including its Luzon, Visayas, and Mindanao Filed Offices. Specifically, the QMS Core Team will be guided on the planning and conduct of cascading sessions of the established QMS to all DOE employees.

e. Conduct of process walkthrough before the project implementation, and readiness assessment of the established QMS of the DOE to recommend final preparations for the ISO 9001:2015 certification processes.

IV. PROJECT COMPONENTS AND METHODOLOGY

To realize the project objectives, the following shall be undertaken:

A. QMS Awareness and Capability Building

1. Orientation on ISO 9001:2015 QMS

The DAP Project Team shall conduct a brief orientation on the importance, principles and requirement 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 a QMS certifiable to ISO 9001:2015 standard. The project overview, methodology, components and roadmap shall also be presented.

Expected Outputs	:	Management and employees are made aware of QMS requirements and their roles and responsibilities in successful implementation of ISO QMS
Participants	:	Fifty (50) participants from the top management, key officers, QMS Core Team, and general employees
Duration	:	Half-day

2. 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 the required information to be documented. The course shall utilize discussions, exercises and workshops.

Expected Outputs	:	QMS Core Team Members, key officers, and staff are trained on the requirements of ISO 9001:2015 standard Initial draft of the business process map and the scope of the QMS, quality policy, and list of externally provided products, processes and services
Participants	:	Twenty (20) participants including QMS Core Team members, key officers, and staff
Duration	:	Three (3) days

3. 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.

Expected Outputs	:	Participants are made aware of the concepts and principles of 5S Good Housekeeping and its application to improving productivity and quality in the workplace 5S program implementation action plan
Participants	:	Twenty (20) participants including QMS Core Team members, key officers, and staff
Duration	:	One (1) day

4. 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.

Expected Outputs	:	Enhanced capability of the personnel in analyzing root cause of existing problems and formulating solutions to prevent recurrence/occurrence of the identified problems
Participants	:	Twenty (20) participants including QMS Core Team members, key officers, and staff
Duration	:	Two (2) days

5. 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.

Expected Outputs	:	Enhanced capability of process owners on process streamlining Streamlined tasks and reduced process steps
Participants	:	Twenty (20) participants including QMS Core Team members, key officers, and staff of frontline services
Duration	:	Three (3) days

6. 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.

Expected Outputs	:	Internal audit team leaders and members are able to perform QMS audit from planning to execution and reporting of audit findings
Participants	:	Twenty (20) participants including QMS Core Team members, key officers, and staff
Duration	:	Four (4) days

B. Technical Guidance on QMS Documentation and Implementation

1. Workshop on Process Mapping and Risk-Based Quality Planning

The DAP Project Team shall facilitate a workshop to draft the quality policy and formulate quality objectives and plans at relevant functions. The workshop shall also identify 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.

Expected Outputs	:	Draft statement of QMS scope, process map, relevant interested parties, issues log, risks and opportunities register, quality policy, quality objectives, and improvement action plan
Participants	:	QMS Core Team members, key officers, and staff
Duration	:	Two to three (2-3) days

2. Workshop on QMS Documentation

The DAP Project Team shall conduct a workshop to facilitate the formulation of structure and controls for the DOE's documented information which are necessary for the effective implementation of the QMS. This workshop aims to ensure adequacy and effectiveness of the QMS documented information, and to evaluate the existing management approaches of the DOE, based on the ISO 9001:2015 standard.

Expected Outputs	:	Draft QMS manual, established structure and controls for QMS-required information Knowledge management tools and forms Control of nonconformities and corrective action tools
Participants	:	QMS Core Team members, key officers,

3. Technical Guidance on Enhancement of Operational Controls and Procedures

The DAP Project Team shall provide technical guidance sessions to develop and review the existing controls and documentation of the DOE's core, management, and support 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.

Expected Outputs	:	Enhanced operational procedures Recommendations for improvement
Participants	:	QMS Core Team members, key officers, and staff
Duration	:	Two to five (2-5) days

4. 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.

Expected Outputs	:	Technical advice/inputs to enhance the implementation of QMS
Participants	:	QMS Core Team members, key officers, and staff
Duration	:	Two to five (2-5) days

5. 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.

Expected Outputs	:	Audit programme for the conduct of the initial internal quality audit, audit plan, audit itinerary, audit checklists, IQA reports and request for action Technical advice/inputs to enhance the conduct of internal audit
Participants	:	QMS Core Team members, key officers, and staff
Duration	:	Two to three (2-3) days

6. Technical Guidance on Management Review

The DAP Project Team shall provide a technical guidance through a discussion meeting on preparation and finalization of the inputs needed for the management review. It shall also provide guidance on the actual conduct of the management review.

Expected Outputs	:	Management review template Feedback/recommendations to enhance the conduct of management review and the effectiveness of QMS implementation
Participants	:	QMS Core Team members, key officers, and staff
Duration	:	One to two (1-2) days

C. QMS Assessment

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 the DOE. This activity aims to familiarize the DAP Project Team on the DOE's processes and QMS gaps. It likewise aims to determine baseline data of measureable and relevant project performance indicators, such as processing time, number of process steps, and number of documentary requirements, as appropriate. Project activities shall give priority on improving DOE's performance associated with relevant performance indicators to ensure that immediate outcomes of the QMS implementation are achieved.

Expected Outputs	:	Initial assessment incorporated in the project work plan
Participants	:	Top management, QMS Core Team members, key officers, and staff
Duration	:	One to two (1-2) days

2. 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.

Expected Outputs	:	Audit findings and recommendations
Participants	:	Identified personnel from each functional unit
Duration	:	Two to three (2-3) days

V. PROJECT DURATION AND COST

The project, which is funded through the General Appropriations Act of 2018 funding for the GQMP and is expected to be completed within eight (8) months, has a total cost of **One Million Two Hundred Forty Thousand Pesos (PHP 1,240,000.00)**.

Activity/Expected Output	Duration	Cost (PHP)
Process Walkthrough	Month 1	50,000
Orientation on ISO 9001:2015 QMS		25,000
Training Course on ISO 9001:2015 QMS Requirements and Documentation		120,000
Workshop on Process Mapping and Risk-Based Quality Planning	Month 2	90,000
Workshop on QMS Documentation	Months 2-3	150,000
Seminar-Workshop on Streamlining Frontline Services	Month 3	120,000
Technical Guidance on Enhancement of Operational Controls and Procedures	Months 3-4	100,000
Seminar-Workshop on 5S Good Housekeeping	Month 4	40,000
Technical Guidance on QMS Implementation	Months 4-6	100,000
Training Course on Auditing QMS	Month 6	160,000
Training Course on Root Cause Analysis and Corrective Action Formulation	Months 6-7	80,000
Workshop on Auditing QMS		90,000
Technical Guidance on Management Review	Month 8	40,000
Readiness Assessment		75,000
GRAND TOTAL		**1,240,000**

VI. PROJECT TERMS AND CONDITIONS

A. The **DAP** shall:

a. Organize a team who will conduct the project within the agreed timeframe;
b. Prepare the program and course designs for all the orientation, training, seminar and workshop activities;
c. Provide one (1) set of orientation, training and seminar materials for reproduction by the DOE, for each course to be conducted;
d. Provide resource persons and facilitator;
e. Provide certificates to qualified participants of training courses conducted;
f. Review the draft documented information and recommend necessary revisions to ensure their alignment with ISO 9001:2015 standard;
g. Provide technical advice and guidance to counterpart team in the establishment and implementation of the DOE's QMS; and,
h. Conduct readiness assessment of the established QMS and recommend final preparations for the ISO 9001:2015 certification process.

B. The **DOE** shall:

a. Designate a counterpart support team who will work closely with the DAP Project Team regarding technical and administrative requirements of the project, including monitoring of the progress of various project activities;
b. Provide logistical requirements of the project such as orientation/ training/workshop/seminar/meeting venue, accommodation (when necessary), equipment (LCD projector with desktop or laptop), training supplies, reproduction of orientation, training and seminar materials for participants, and meals and snacks of participants and resource persons;
c. Provide transportation of the resource persons and the DAP Project Team, from DAP Office, Pasig City to orientation/ training/workshop/ seminar/meeting venue and vice-versa;
d. 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 DAP Project Team;
e. Ensure implementation of relevant project activities and provide policy support for the implementation of quality systems and procedures adopted by the DOE;
f. Ensure availability and participation of staff/participants concerned during the conduct of training courses and other activities necessary in the course of the project;
g. Ensure that the project is completed within the agreed duration; and,
h. 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.

VII. PROJECT WORKPLAN

Activity/Expected Output	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8
Process Walkthrough								
Orientation on ISO 9001:2015 QMS								
Training Course on ISO 9001:2015 QMS Requirements 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 and Procedures								
Seminar-Workshop on 5S Good Housekeeping								
Technical Guidance on QMS Implementation								
Training Course on Auditing QMS								
Training Course on Root Cause Analysis and Corrective Action Formulation								
Workshop on Auditing QMS								
Technical Guidance on Management Review								
Readiness Assessment								