

PRODUCTIVITY AND DEVELOPMENT CENTER

TECHNOLOGY MANAGEMENT OFFICE (TMO)

2020 Projects

| # | PROJECT TITLE | Brief Description/Concept |
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| 1 | Development of Total Quality Management (TQM) Enterprise System for PCIEERD-DOST | The project aims to improve the PCIEERD information systems through the development of new systems and integration into a Total Quality Management Enterprise System, a single window information system to address the needs and requirements of its end-users. |
| 2 | 2019 Customer Satisfaction Survey (Csat) and Development of Service Quality Standards (Key Frontline Services) for the Philippine Fisheries Development Authority | The project aims to: 1. Determine the 2019 customer satisfaction rating of PFDA in its eight fish ports; 2. Measure the initial effects of the interventions made based on the SQS developed in the 2018 CSat and SQS project; and, 3. Make recommendations and adjustments to the SQS and its implementation focusing on developing quality standards for PFDA's key frontline services. |
| 3 | 2020 Customer Satisfaction Survey (CSS) and Enhancement of Service Quality Standards (SQS) for the Philippine Fisheries Development Authority | The project aims to assess the effect of the interventions (Standard Action Plan and COVID-19 measures) applied by the regional fish ports in 2020 based on the gaps in service delivery in the previous Csat and SQS projects; and reevaluate employee engagement in addressing client needs and requirements and formulate recommendations and adjustments to the SQS currently implemented. |
| 4 | GQMP 2019: Development of QMS Certifiable to ISO 9001:2015 Standard for the National Commission for Indigenous People (NCIP) | The project aims to establish a QMS certifiable to ISO 9001:2015 through the conduct of capability building activities that will enable key officers and staff to prepare documentation and implementation requirements for QMS certification, and to maintain and sustain the established QMS. |
| 5 | GQMP 2019: Impact Assessment of ISO 9001:2015 Certification in Government Agencies | The project aims to determine the current status and impact of QMS implementation in government organizations through the conduct of a rapid assessment. |

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| 6 | Development of a Province-Wide Quality Management System Certifiable to ISO 9001:2015 for the Province of Sorsogon (SME Cluster) | The project aims to accelerate and broaden the adoption of ISO 9001:2015 QMS at the local government, with the Province of Sorsogon specifically the establishment of the ISO 9001:2015 QMS for the SME Cluster |
| 7 | GQMP 2020: Development of QMS Certifiable to ISO 9001:2015 Standard for the Mindanao Development Authority | The project aims to facilitate the establishment of the ISO 9001:2015 QMS covering its operational, management, and support processes for the Mindanao Development Authority |
| 8 | GQMP 2020: Development of QMS Certifiable to ISO 9001:2015 Standard for the National Printing Office | The project aims to establish a QMS certifiable to ISO 9001:2015 through the conduct of capability building activities that will enable key officers and staff to prepare documentation and implementation requirements for QMS certification, and to maintain and sustain the established QMS. |
| 9 | GQMP 2020: Development of QMS Certifiable to ISO 9001:2015 Standard for the National Commission on Muslim Filipinos | The project aims to facilitate the establishment of the ISO 9001:2015 QMS covering its operational, management, and support processes for the National Commission on Muslim Filipinos |
| 10 | GQMP 2020: Development of QMS Certifiable to ISO 9001:2015 Standard for the Office of the Civil Defense | The project aims to establish a QMS certifiable to ISO 9001:2015 through the conduct of capability building activities that will enable key officers and staff to prepare documentation and implementation requirements for QMS certification, and to maintain and sustain the established QMS. |
| 11 | GQMP 2020: Expansion of QMS Certifiable to ISO 9001:2015 Standard for the Office for Alternative Dispute Resolution | The project aims to expansion of the ISO 9001:2015-certified QMS to cover full process scope and its field offices for the Office for Alternative Dispute Resolution |