

**QMS LEVEL-UP!**  
**IMPROVEMENT**  
 Quality Service for the Public Sector

MAKING THE SAME MISTAKES?

TIRED OF LONG PROCESSING TIME?

EMBARRASSED FROM NEGATIVE  
 FEEDBACK?



Maybe it's time to  
 establish a QMS!  
 Read on to know more  
 about QMS.

# WHAT IS A QUALITY MANAGEMENT SYSTEM?

- It is a set of activities that organizations use to identify its objectives and to determine processes and resources required to achieve desired results.
- Manages processes and resources required to achieve results for relevant interested parties.

## WHAT IS THE IMPORTANCE OF A QMS?

It helps coordinate and direct an organization's activities to meet customer and regulatory requirements and improve its effectiveness and efficiency on a continuous basis.



## WHAT IS ISO 9001:2015?

It is an international standard with the most prominent approach to quality management systems, which applies to any organization from all types of sectors and activities regardless of the size and what the company does;

It focuses on client satisfaction through the delivery of quality products and services.



The Government Quality Management Program (GQMP) assists in establishing the QMS of public sector agencies for FREE. Acceptance of applications for beneficiary agencies FY 2022 starts in October 2021. For more information, please contact Yuri R. Munsayac, GQMPO Program Manager, at [gqmpo@dap.edu.ph](mailto:gqmpo@dap.edu.ph).



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Having second thoughts about implementing a management system?

Worried that it will cost you more?

*Here are some misconceptions debunked to ease your mind if or when to implement a management system.*

## WHAT ARE THE 6 MOST COMMON MYTHS?

### IT WON'T ALLOW FOR FLEXIBILITY AND INNOVATION

- Balance is the key
- Allow flexibility during the implementation
- Provide enough structure

### TOO MUCH PAPERWORK AND DOCUMENTATION

Documented procedures depend upon the organization's size, types of activities, and operational requirements

### ORGANIZATIONS ARE NOT REQUIRED TO HAVE A MANAGEMENT SYSTEM, THEREFORE "WE DO NOT NEED IT!"

We need QMS to improve processes that will boost productivity and customer satisfaction

### IT IS ONLY FOR LARGE ORGANIZATIONS AND FOR THE PRIVATE SECTOR

QMS is applicable to any type of organization, regardless of nature or size

### CERTIFICATIONS COST TOO MUCH

- Preventing a problem is less expensive than dealing with the consequences after a problem occurs
- Higher expenditures can arise from failure to take control of the errors/mistakes/complaints

### PRODUCT QUALITY IS NOT GUARANTEED

- Nothing can absolutely guarantee product quality
- Quality improvement may result to better products and cost reduction





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When an agency or organization adopts a quality management system, numerous benefits can be acquired from it.

## WHAT ARE THE BENEFITS OF A QMS?

**1** Heightened commitment to process improvement and customer satisfaction



Improved risk-based thinking

**2**

**3** Installed mechanisms to monitor and evaluate performance of processes



Strengthened Control of nonconformities

**4**

**5** Provides effective management of documents, records and organizational knowledge



Defined quality policy, objectives and plans, and well monitored expectations of the stakeholders

**6**





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ARE YOU INTERESTED TO ESTABLISH A QMS FOR YOUR AGENCY OR ORGANIZATION?

**THE DAP CAN ASSIST YOU !**



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