

NAMRIA: On track for its ISO 9001:2008 QMS certification journey



HISTORY IN THE MAKING. (Left picture) Administrator Tiangco and DAP President Kalaw seal with a handshake the MOA signing for the development of an ISO-certifiable NAMRIA QMS; the Administrator later led other key officials and the employees in the signing of the wall of commitment to the ISO certification project. (Center picture) QMR DA Carandang welcomes NAMRIA employees to the general orientation on ISO 9001:2008. (Last two pictures at right) DAP project team members hold a process walkthrough in Fort Bonifacio and Binondo to identify improvement areas in QMS documentation and implementation.

NAMRIA continues to progress in its efforts to achieve an agencywide certification on the International Organization for Standardization (ISO) requirements for 9001:2008 Quality Management System (QMS). The core-team training on ISO 9001:2008 QMS/Government Quality Management System (GQMS) Requirements and Documentation will be conducted on 21-23 September 2011 at the Development Academy of the Philippines (DAP) Center in Tagaytay City.

The fourth stage of the Agency's ISO-QMS roadmap, the training aims to develop an in-depth understanding on ISO 9001:2008 QMS, GQMS, and documentation requirements and to provide technical guidance to the NAMRIA ISO core team in the development of QMS documentation structure and format.

The training-workshop also forms part of the Agency's activities to commemorate the 111th anniversary of the Philippine Civil Service this month with the theme "Championing R.A.C.E. (*Responsible, Accessible, Courteous, and Effective Public Service*): Public Service Excellence at Full Speed." The observance aims to showcase and celebrate reforms and milestones of government agencies as they fulfil their respective mandates.

NAMRIA first embarked on the quality journey through the creation of the ISO QMS Committee headed by Deputy Administrator (DA) Efen P. Carandang on 10 February 2011. Among the Committee functions were to research on the certification process; to conduct internal and external consultations and coordinate with pertinent government bodies; and to formulate short- and long-term strategies to achieve pilot certification and replication on other units. A whole-day exploratory meeting/seminar on ISO 9001:2008 QMS Certification for NAMRIA was conducted on 31 March 2011.

The signing of the memorandum of agreement by and between Administrator Peter N. Tiangco and DAP President Antonio D. Kalaw Jr. on 29 July 2011 at the NAMRIA Boardroom signalled the official start of NAMRIA's ISO 9001:2008 certification journey. The one-year undertaking is mainly aimed at developing a NAMRIA QMS certifiable to ISO 9001:2008. The specific objectives include the enhancement of the understanding and appreciation of NAMRIA employees on ISO 9001 QMS principles and requirements; the development of the skills and capabilities of key NAMRIA officials and staff in preparing for and sustaining the ISO 9001 certification; and the preparation of QMS documentation and implementation requirements of ISO 9001 for the certification of NAMRIA and for the maintenance of the established QMS. The orientation on ISO activities and the role of top management and key staff was also held on the same date and at the same venue.

Cluster in-house orientations for NAMRIA employees were conducted on 04 August 2011 to develop their awareness and understanding of the concepts and principles of ISO 9001:2008 QMS. On 08 August 2011, Administrator Tiangco inked a special order creating the NAMRIA ISO Core Team, which serves as the project counterpart team, and identifying the composition thereof. DA Carandang was designated as Quality Management Representative (QMR) while the Deputy QMR is Information Management Department (IMD) Director John Santiago F. Fabric.

The teams/committees and their respective chairperson and co-chairperson are as follows: (a) Planning—Mapping and Geodesy Department Assistant Director Ruel DM. Belen and Plans and Operations Division Chief Cdr. Amante R. Caluya; (b) Document and Records Control—Remote Sensing and Resource Data Analysis Department Director Rijaldia N. Santos and IMD Adir. Febrina E. Damaso; (c) Training and Education—Information Services Division Chief Concepcion A. Bringas and Personnel Management and Development Section Chief Agnes G. Radam; (d) Workplace Organization Team—Engineering Services Department [ESD] Adir. Nelson M. de Leon; and (e) Internal Quality Audit [IQA]—ESD Director Enrique A. Macaspac and Photogrammetry Division Chief Ofelia T. Castro.

On 11-12 August 2011, the DAP project team conducted a QMS Process Walkthrough in the entire Agency to determine its current quality practices and to address the gaps between the present QMS and the ISO 9001:2008 requirements.

NAMRIA's efforts for ISO 9001:2008 QMS certification is pursuant to Executive Order Number 605, series of 2007 which institutionalizes the structure, mechanisms, and standards to implement the Government Quality Management Program. A QMS is a set of interrelated or interacting elements that allow an organization to establish and achieve its policy and objectives on quality. The eight quality management principles are customer focus, leadership, people involvement, process approach, systems approach, continual improvement, factual approach, and mutually beneficial supplier relationships.

Future activities in order to attain the ISO 9001:2008 certification for NAMRIA include the QMS documentation and implementation; a seminar-workshop on basic quality and productivity improvement approaches; a training on IQA; the conduct of IQA, management review, and final gap assessment; and the conduct of final preparations for ISO certification. The active participation of everyone is encouraged in order for the Agency to attain the milestone achievement of being awarded certification from the prestigious worldwide organization of national standard bodies from over 150 countries. *Xenia R. Andres*