

Republic of the Philippines
Department of Agriculture
NATIONAL TOBACCO ADMINISTRATION
Diliman, Quezon City

**ACTION PLAN FOR THE INSTITUTIONALIZATION OF
QUALITY MANAGEMENT PROGRAM FOR THE NTA**

BACKGROUND:

Excellence in the delivery of services to the satisfaction of its clientele is a continuing demand of any Agency, including the NTA. Several efforts have been initiated, installed but largely unaudited in conformity with certifiable processes and standards. In line with the Quality Management (QMS) Program of the Government, the NTA started with the Agency's Quality Assurance Division with assistance resource person from the Philippine Accreditation Office (PAO) of the Department of Trade Industry, which conducted a Seminar on Awareness of ISO 17025 Laboratory Accreditation last March 11, 2011. On the whole, a more purposive and comprehensive effort is needed to meet government's requirements.

SPECIFIC OBJECTIVE:

1. To develop and implement a documented Quality Management System (QMS) certifiable to ISO 9001: 2008 as part of the institutionalization of QMS in government pursuant to Executive Order No. 605, series of 2007.
2. To revise/update the existing Citizens Charter of the Agency, to inform/guide its clientele on the flow of transacting business with NTA as a manifestation of its dedicated service to meet its stakeholders' regulatory, technical/services requirements;
3. To continually enhance the performance of the Agency through the adoption of Quality Management System (QMS) in all the Agency's program/functional areas of operations.

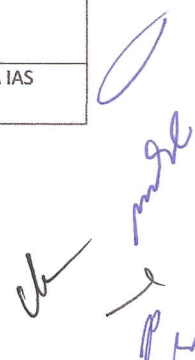
OVERALL IMPLEMENTING STRATEGY:

1. Constitution of Quality Management Tasked Group to task with the plan preparation and ensure implementation of QMS planning and institutionalization activities, and standard compliance;
2. Consultation with experts on the overall QMS planning, documentation, evaluation and formulation;
3. Conduct of overall organizational assessment to determine organizational requirement for the quality Management System and Standards;
4. Documentation of existing frontline process of the NTA to be included in its Quality Management System (QMS);
5. Finalization of the plan/document of overall QMS Processes and renewal, to include:
 - Quality Manual, Quality Procedures;
 - Quality Policy, Quality Objectives, Process Flow Chart, Work Instructions and others, as maybe determined.
6. Conduct of training/seminar on QMS process implementation and training on conducting a QMS audit;
7. Formal Installation/Training/Implementation of the QMS;
8. Review and harmonization of Agency's existing internal auditing procedures with QMS/training on conducting a QMS audit.
9. Continuing monitoring and evaluation of the overall QMS Processes; and, internal audit/conduct pre-assessment of QMS Process to ensure that QMS of NTA is ready for audit by the certifying body; and,
10. Topping of services from a certifying body to perform audit of the Agency's QMS for purposes of ISO Certification.
11. Maintenance /Continuing Implementation of QMS.

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WORK PROGRAM

ACTIVITIES/INPUT	OUTPUT	SCHEDULE	RESPONSIBILITY CENTER
1. Conduct of Organizational meeting and composition of the QMS Task Force Group	QMS Task Group organized	July 1-4, 2014	Office of the Administrator/ Corporate Planning Department
2. Initial identification and documentation of the Agency's frontline processes for QMS	Identified and documented the following frontline services of NTA to be prioritized in its Quality Management System (QMS), to be presented/certified under ISO 9001:2008 Standards: 1. Technology Development and Extension Services 2. Industrial Research and Quality Assurance/ Analytical Laboratory Services 3. Regulatory Services (Development, Enforcement, Monitoring) 4. Other Services	July 7-30, 2014	QMS Task Group
3. Consultation with QMS Processes and Documentation expert and the conduct of Training workshop for QMS Task Group	- Conduct of QMS Documentation Training - Newly trained staff - Harmonized/ enhanced/ aligned documented frontline processes for QMS to conform with the guidelines learned from the QMS Training on Documentation Workshop	July 14-30, 2014	Task Force Group / Administrative Department
4. Task detailing for QMS Implementation/Processes	Detailed activity plans, Overall and by responsibility center	July 21-30, 2014	QMS Task Group/ Sub-teams
5. Finalization of NTA QMS Documentation /Processes Plan	Finalized and completed NTA's QMS documentation to ensure compliance and conformity with the ISO 9001:2008 Standard.	August 1-31, 2014	Task Force Group/ Management Team
6. Installation of QMS Systems/ Mandatory Training for Employees	Installation / Implementation	September 1-15, 2014	QMS / Administrative Department
7. Seminar on the requirements for auditing a QMS, and Training on conducting a QMS audit	Seminar conducted: - Newly trained audit staff - Established the internal auditing procedures for NTA's QMS documentation.	Sept 8-15, 2014	NTA-IAS / Administrative Department
8. Review and establish conformity of existing audit procedures	- Finalized and established the NTA's audit procedures for the identified frontline processes for formal presentation to the Management Committee and the auditees.	Sep 15-21, 2014	IAS and QMS Task Group
9. Conduct internal audit/ pre-assessment at least two months before the conduct of audit to ensure that QMS of NTA is now ready for audit of the certifying body to be hired.	Conducted pre-assessment before presentation to the ISO 9001:2008 Standard certifying body.	October 15-30, 2014	IAS
10. Topping of services of conduct a certifying body to performance audit of the Agency's QMS for purposes of ISO Certification	Negotiated/hired certifying body for the Agency's ISO 9001:2008 Certification	November 1-15, 2014	QMS Task Group / External Resources/Expert
11. Maintenance/Continuing Implementation of NTA QMS	Continuing Implementation/ Periodic audit report	In process/ Continuing	QMS Task Group/NTA IAS



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