



OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION UNIVERSITY OF THE PHILIPPINES

Quezon Hall, UP Diliman, Quezon City, 1101 Philippines
(02)8981-8500 loc. 2525/2526 ovpa@up.edu.ph

03 May 2024

MEMORANDUM NO. ACR 24-70

FOR : Vice Presidents and Secretary of the University
Assistant Vice Presidents
Heads of System Offices/Units

SUBJECT : **Quality Management System Forum**

In view of President Jimenez's vision of a university dedicated to serving the nation's interests with honor and excellence, one of the flagship programs under his administration is the institutionalization of a quality management system (QMS) based on ISO 9001:2015 standards. While we recognize that getting the QMS in place is just the start, it has the potential to elevate our university's operations, fostering transparency and facilitating excellence in governance.

As one of its initiatives, the Office of the Vice President for Administration (OVPA) will be hosting a **QMS Forum** at the **National College of Public Administration and Governance (NCPAG) Case Room**, as scheduled below:

20 May 2024 (Monday)	8:30 AM to 2:30 PM
21 May 2024 (Tuesday)	8:00 AM to 5:00 PM

Please find the programme attached to this notification.

Since the QMS initiative includes **all UP System Administration offices**, we would like to invite you and your key staff/personnel to the summit. Your presence is crucial for the success of this project as it will help in setting up and implementing the QMS across your offices. Please choose **two or three key staff members**, ideally with a permanent position and have **at least five years remaining** in service, to attend along with you.

A member of the QMS Team will be reaching out to you for the list of personnel attending the forum.

By working together, we can achieve excellence not only in academics but also in administrative affairs.


AUGUSTUS C. RESURRECCION
Vice President for Administration



OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION UNIVERSITY OF THE PHILIPPINES

✉ Quezon Hall, UP Diliman, Quezon City, 1101 Philippines
☎ (02)8981-8500 loc. 2525/2526 ✉ ovpa@up.edu.ph

Quality Management Forum

Theme: *Driving Excellence: Igniting Change Through Quality Management*
20 to 21 May 2024

Venue: Institute of Small-Scale Industries (Room 301)

Day 1 (20 May 2024)

8:30 AM – 9:00 AM

9:00 AM – 9:10 AM

Registration and Networking

Host: Jose Antonio R. Clemente)

*Assistant Vice President for Academic Affairs
(Faculty Development)*

Preliminaries, prayer, anthem

Introduction of Participants

Welcome Remarks

Jose Fernando T. Alcantara, Executive Vice President

9:20 AM – 10:00 AM

Keynote Presentation (#1)

Topic: Why Quality Management?

Speaker: Professor Augustus Resurreccion, Ph.D., Vice President for Administration

Speaking Time: 30 minutes, followed by 10 minutes of Q & A

10:00 AM – 10:15 AM

Networking Break

10:15 AM – 10:55 AM

Inspirational Talk

President Angelo A. Jimenez

10:55 AM – 11:00 AM

Photo Ops

11:00 AM -11:40 AM

Keynote Presentation (#2)

Topic: How do we Approach Quality Management?

**Speaker: Professor Tiffany Adelaine Tan, Ph.D., Assistant Vice President for Administration
(Organizational Development and Operations)**

Speaking Time: 30 minutes, followed by 10 minutes of Q & A

11:40 AM – 1:00 PM

Lunch Fellowship

01:00 PM – 1:40 PM

Keynote Presentation (#3)

Topic: Is it Worth Taking the Journey? A Case Study

**Speaker: Associate Professor Richard S. Javier, Ph.D., Assistant Vice President for
Administration (Human Resources Development) & HRDO Director**

Speaking Time: 30 minutes, followed by 10 minutes of Q & A



OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION UNIVERSITY OF THE PHILIPPINES

✉ Quezon Hall, UP Diliman, Quezon City, 1101 Philippines
☎ (02)8981-8500 loc. 2525/2526 ✉ ovpa@up.edu.ph

1:40 PM– 2:00 PM

Reactions from the Participants

Jose Antonio R. Clemente

2:00 PM– 2:20 PM

Commitment Setting

Ma. Theresa T. Payongayong, Assistant Vice President
for Academic Affairs (Curriculum and Instruction)

2:20 PM – 2:25 PM

What's for Tomorrow?

Tiffany Adelaine Tan

End of Day 1

Day 2 (21 May 2024)

8:00 AM – 8:30 AM

Registration

8:30 AM – 8:40 AM

Morning Prayer and Introduction of the Speaker

Tiffany Adelaine Tan

8:40 AM – 10:15 AM

Part I: ISO Briefing and Gap Analysis

Speaker & Facilitator: Engr. Angelica C. Friginal, ACF Consultancy

10:15 AM - 10:30 AM

Morning snacks and health break

10:30 AM - 12:00 NN

Part II: ISO Briefing and Gap Analysis

Speaker & Facilitator: Engr. Angelica C. Friginal, ACF Consultancy

12:00 NN – 1:00 PM

Lunch Fellowship

01:00 PM – 2:40 PM

Part III: ISO Briefing and Gap Analysis

Speaker & Facilitator: Engr. Angelica C. Friginal, ACF Consultancy

2:40 PM – 2:55 PM

Afternoon snacks and health break

2:55 PM – 4:30 PM

Part IV: ISO Briefing and Gap Analysis

Speaker & Facilitator: Engr. Angelica C. Friginal, ACF Consultancy

4:30 – 4:40 PM

Recap of the two-day forum

Alyssa Alampay, Assistant Vice President for Academic
Affairs (Quality Assurance)

4:40 – 4:45

Closing Remarks

4:45 – 4:50

UP Naming Mahal

End of Forum



OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION UNIVERSITY OF THE PHILIPPINES

✉ Quezon Hall, UP Diliman, Quezon City, 1101 Philippines
☎ (02)8981-8500 loc. 2525/2526 ✉ ovpa@up.edu.ph

Presentations on DAY 1

Why Quality Management?

By Professor Augustus Resurreccion, Ph.D., Vice-President for Administration, University of the Philippines

In this session, VP Augie will articulate the broader purpose behind our Quality Management System (QMS) initiative. It extends beyond mere process enhancement; rather, it is a strategic approach aimed at realizing the President's aspirations for our university to emerge as a national leader distinguished by honor, excellence, and a profound commitment to serving the Filipino people.

VP Augie will elucidate how QMS principles will directly benefit our employees and stakeholders alike, fostering a culture of continuous improvement and aligning our efforts with the university's overarching vision.

Inspirational Talk

By Atty. Angelo Jimenez, UP President

In this session, President Jimenez will reaffirm his vision of a university that serves the nation with honor and excellence. To realize this vision, the entire university must continuously seek ways to enhance its administrative processes and support services. Delivering quality service reflects the university's commitment to prioritizing the nation's best interests.

This pursuit of excellence will also resonate with employees, graduates, and other university partners, fostering a sense of care and value from the University of the Philippines through its exceptional service.

How do we Approach Quality Management?

By Professor Tiffany Adelaine Tan, Ph.D., Asst. Vice-President for Administration (OD and Operations)

Change is inevitable and constant. In this session, AVP Tiffany will articulate the essential mindsets we must cultivate to fully appreciate and leverage the benefits of QMS. These mindsets are crucial not only for our personal growth but also to elevate customer satisfaction and drive organizational excellence.

Is it Worth Taking the Journey? A Case Study

By Associate Professor Richard Javier, Vice President for Administration and HRDO Director

In this session, AVP Richard will present several case studies of UP units that pursued ISO certification, highlighting the successes and challenges encountered along the way. Despite the challenges, AVP Richard will highlight the tangible benefits gained by the university through this journey, making it a worthwhile endeavor for our institution.
