

Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT
Intramuros, Manila

37th TESDA BOARD MEETING

13 March 2003, Thursday, 8:30 a.m.
7th Floor TESDA Board Room, Office of the Chair
Taguig, Metro Manila

Resolution No. 2003- 02

**ADOPTION OF A QUALITY POLICY AS PART
OF THE STRATEGIC PLAN Y2003-2006**

WHEREAS, the TESDA Board has adopted the Strategic Plan Y2002-2006 for TESDA in its Strategic Planning Workshop held February 1-2, 2002, at the Development Academy of the Philippines in Tagaytay City;

WHEREAS, the TESDA Board adopted the reformulated Vision, Mission, Value Statement, Goals and Core Business of TESDA within Strategic Plan during the 34th TESDA Board Meeting, 21 February 2002;

WHEREAS, as agreed during its 34th TESDA Board Meeting, 21 February 2002, the formulation and adoption of a Five Year Strategic Plan is imperative to support the Authority's role in the development of Filipino middle-level manpower through researches in the field of technical vocational education and training;

WHEREAS, the Strategic Plan needs to state the quality policy of TESDA to define its adherence to the principle of quality in delivering its services;

NOW, THEREFORE, BE IT RESOLVED, AS IT IS HEREBY RESOLVED, to include in the Strategic Plan Y2003-2006 the following **QUALITY POLICY: WE MEASURE OUR WORTH BY THE SATISFACTION OF THE CUSTOMERS WE SERVE.**

Adopted this 13th day of March 2003.

Ma. Adorinda de Jesus Forro
MA. ADORINDA DE JESUS-FORRO
Board Secretary VI

Attested by:

Patricia A. Sto. Tomas
PATRICIA A. STO. TOMAS
Secretary, Department of Labor and Employment
Chair, TESDA Board

TESDA STRATEGIC PLAN 2002 – 2006

VISION

TESDA is the leading partner in the development of the Filipino workforce with world-class competence and positive work values.

MISSION

TESDA provides directions, policies, programs, and standards for quality technical education and skills development.

VALUE

We believe in demonstrated competence, institutional integrity, personal commitment and deep sense of nationalism

STATEMENT

QUALITY POLICY CORE BUSINESS

We measure our worth by the satisfaction of the customers we serve.

Exercise national leadership in TVET through:

- ♦ Direction Setting
- ♦ Quality Assurance
- ♦ Support to TVET Provision
- ♦ Institutional Capacity Building

GOAL

Market-driven, accessible, quality TVET


KEY RESULTS

DIRECTION SETTING	STANDARDS SETTING AND SYSTEMS DEVELOPMENT	SUPPORT TO TVET PROVISION
<ul style="list-style-type: none"> ♦ Increased private sector participation in TVET ♦ Increased opportunities in priority sectors ♦ More resources generated, mobilized and deployed for TVET 	<ul style="list-style-type: none"> ♦ Increased absorption of graduates ♦ Certification of competencies accepted and recognized by the private sector ♦ Competency based programs ♦ Skills development opportunities in higher level skills 	<ul style="list-style-type: none"> ♦ Availability of pool of skilled workforce ♦ Increased number of dualized programs ♦ Governance of community-based training devolved to local government
<p>INSTITUTIONAL CAPACITY BUILDING</p> <p>TESDA's Quality Management System resourced, deployed and maintained as the key to responsive TESDA programs and services</p>		

FIVE YEAR ACTION PLAN

CORE BUSINESS / PROGRAM / ACTIVITY	2002	2003	2004	2005	2006
DIRECTION SETTING					
1. Conduct of Baseline and Industry Studies	<ul style="list-style-type: none"> ◆ 4 Priority sectors ◆ Study on TVET Clients ◆ TVET Situationer 	<ul style="list-style-type: none"> ◆ 4 Other sectors ◆ Updated TVET Situationer 	<ul style="list-style-type: none"> ◆ 4 Other sectors ◆ Updated TVET Situationer 	<ul style="list-style-type: none"> ◆ 4 Other sectors ◆ Updated TVET Situationer 	<ul style="list-style-type: none"> ◆ 4 Other sectors ◆ Updated TVET Situationer
2. Operationalization of the MIS	<ul style="list-style-type: none"> ◆ NMIS 	<ul style="list-style-type: none"> ◆ EMIS 	<ul style="list-style-type: none"> ◆ Enhanced System 	<ul style="list-style-type: none"> ◆ Enhanced System 	<ul style="list-style-type: none"> ◆ Enhanced System
3. NTESDP/RTESDP/PTESDPs Formulation	<ul style="list-style-type: none"> ◆ NTESDP updated 	<ul style="list-style-type: none"> ◆ NTESDP Report 	<ul style="list-style-type: none"> ◆ NTESDP 2005-2009 drafted 	<ul style="list-style-type: none"> ◆ NTESDP 2005-2009 finalized 	<ul style="list-style-type: none"> ◆ NTESDP updated
4. TVET mainstreamed in LGU Investment / Development Plans	<ul style="list-style-type: none"> ◆ 20% of LGUs (prov, municipalities) 	<ul style="list-style-type: none"> ◆ 50% 	<ul style="list-style-type: none"> ◆ 70% 	<ul style="list-style-type: none"> ◆ 80% 	<ul style="list-style-type: none"> ◆ 90%
5. Provide package of Incentives and policy support to enterprise-based skills devt provision	<ul style="list-style-type: none"> ◆ Package of incentives 	<ul style="list-style-type: none"> ◆ Incentives Implemented 	<ul style="list-style-type: none"> ◆ More enterprise based training places 	↑	↑
6. TESDA Devt Fund	<ul style="list-style-type: none"> ◆ TDF guidelines ◆ Funds generated and mobilized 	<ul style="list-style-type: none"> ◆ Funds generated and mobilized 	↑	↑	↑
7. Policy Studies in support of the TB Policy Agenda	<ul style="list-style-type: none"> ◆ Studies conducted ◆ Policies formulated/ promulgated 	<ul style="list-style-type: none"> ◆ Studies conducted ◆ Policies formulated/ promulgated 	↑	↑	↑

CORE BUSINESS / PROGRAM / ACTIVITY	2002	2003	2004	2005	2006
QUALITY ASSURANCE					
A. TRAINING					
1. Registration of Programs					
1.1 Mandatory Registration	♦ All Programs	♦ All New Programs	♦ All New Programs	♦ All New Programs	♦ All New Programs
1.2 Information on TVIs available in NMIS	♦ All TVIs	♦ All new TVIs	♦ All New TVIs	♦ All New TVIs	♦ All New TVIs
1.3 TVET Manual of Regulations	♦ IRR Formulated				
1.4 Study on Sanctions and Critical Areas	♦ Study Report				
2. Compliance Audit			All registered programs		
2.1 Devt of Framework and Instruments					
2.2 Pilot Implementation					
2.3 Evaluation of Pilot					
2.4 Audit for Continuous Compliance					
2.5 Act on Audit Findings					
2.6 System improvement					
3. Accreditation of Programs					
B. CERTIFICATION					
1. Devt of Competency Stds					
1.1 Devt of New Competency Stds	10 DAC	100 CS	100 CS	100 CS	100 CS
1.2 Reformat Existing Competency Standards		50 CS	50 CS	50 CS	50 CS
1.3 Further Discussion on OQC & COC and levels					
2. Development of Training Regulations					
2.1 Program Alignment to QF					
2.2 Simplification of TR and inclusion of On-the-job/Apprenticeship Program	30 Titles	50	50	50	50

CORE BUSINESS / PROGRAM / ACTIVITY	2002	2003	2004	2005	2006
3. National Trainers Qualification and Certification System	<ul style="list-style-type: none"> System Reviewed and Implemented All Trainers 				
4. Promotion and Establishment of National Workers Guilds	<ul style="list-style-type: none"> Guidelines Pilot impn on 3 areas: Construction (Carpenters) Metals (Welding) Automotive (Auto Mechs) 	Full Implementation 5 guilds	10 guilds	30 guilds	40 guilds

CORE BUSINESS / PROGRAM / ACTIVITY	2002	2003	2004	2005	2006
SUPPORT TO TVET PROVISION A. Devolution	<ul style="list-style-type: none"> ◆ Devt Needs Analysis ◆ Legislative Scanning to iron out legal impediments ◆ Prepare groundwork for capability building ◆ Start upgrading / refurbishment e.g. civil works 	<ul style="list-style-type: none"> ◆ Capability Building of Partners ◆ Continue upgrading / refurbishment ◆ Distance education in 1 pilot site 	<ul style="list-style-type: none"> ◆ 5 TVIs / TCs devolved 	<ul style="list-style-type: none"> ◆ 120 public institutions upgraded ◆ 45 PTCs upgraded ◆ 3 pilot sites 	
B. Scholarships and other Forms of Assistance	<ul style="list-style-type: none"> ◆ Support to PESFA and TESD Project Scholarships ◆ Support to other forms of assistance e.g. student loan fund, college faculty devt 				
C. Capacity and Capability Building	<ul style="list-style-type: none"> ◆ Trainers' Training ◆ Training Materials Development ◆ Career guidance and placement ◆ Proj Devt/mgmt ◆ Feasibility Studies 				

TESDA STRATEGIC PLAN 2002-2006	
VISION	TESDA is the leading partner in the development of the Filipino workforce with world-class competence and positive work values.
MISSION	TESDA provide directions, policies, programs, and standards for quality technical education and skills development.
VALUE	We believe in demonstrated competence, institutional integrity, personal commitment and deep sense of nationalism.
QUALITY POLICY	We measure our worth by the satisfaction of the customer we serve.
CORE BUSINESS	Exercise national leadership in TVET through: Direction Setting Standards Setting and Systems Development Support to TVET Provision Institutional Capacity Building
GOAL	Market-driven, accessible and quality TVET

QUALITY POLICY

**We measure our worth by the
satisfaction
of the customers
we serve.**

**TESDA STRATEGIC PLAN
2002 - 2006**

KEY RESULTS

Direction Setting	Standard Setting & System Development	Support to TVET Provision
← Increased Employment of Graduates →		
<ul style="list-style-type: none"> ◆ Increased private sector participation in TVET ◆ Increased opportunities in priority sectors ◆ More resources generated, mobilized and deployed for TVET 	<ul style="list-style-type: none"> ◆ Certification of competencies accepted and recognized by the private sector ◆ Competency based programs ◆ Skills development opportunities in higher level skills 	<ul style="list-style-type: none"> ◆ Availability of pool of skilled workforce ◆ Increased number of dualized programs ◆ Governance of community-based training devolved to LGUs
<p>Institutional Capacity Building TESDA's quality management system resourced, deployed and maintained as the key to responsive TESDA programs and services</p>		

**TESDA'S QUALITY MANAGEMENT SYSTEM RESOURCED,
DEPLOYED AND MAINTAINED AS THE KEY TO RESPONSIVE
TESDA PROGRAMS AND SERVICES**

STRATEGIES

- Align quality management system strategies and directions to achieve operational performance excellence
- Create a culture of quality consciousness and customer satisfaction throughout TESDA
- Develop and deploy fully a customer satisfaction system
- Deploy the continuous improvement process in all core TESDA processes
- Define and analyze critical information on the operations to continuously improve programs and services

Key Result

**TESDA'S QUALITY MANAGEMENT SYSTEM RESOURCED,
DEPLOYED AND MAINTAINED AS THE KEY TO RESPONSIVE
TESDA PROGRAMS AND SERVICES**

Strategy 1

**Align quality management system strategies
and directions to achieve operational
performance excellence**

Strategy 1 - Align quality management system strategies and directions

Activities	Performance Indicator
1. Strategic Quality Planning	Strategic QMS Plan developed Strategic QMS Plan approved and disseminated in Q1 2003
2. Devolve corporate TQAU to relevant line areas	Excom approval ND commitment to mainstreaming QMS KRAs & activities integrated into TESDA corporate plan
3. National Directorate QMS Action Planning	QMS key results, activities and performance measure incorporated into the organization's WFP in Q1 2003
4. Evaluation	Performance against agreed QMS standards analyzed and report disseminated every 6 months Fit of QMS Strategies and Performance Measure with total organizational goal

Key Result
**TESDA'S QUALITY MANAGEMENT SYSTEM RESOURCED,
 DEPLOYED AND MAINTAINED AS THE KEY TO RESPONSIVE
 TESDA PROGRAMS AND SERVICES**

Strategy 2

**Create a culture of quality consciousness and
 customer satisfaction throughout TESDA**

**Strategy 2 - Create a culture of quality consciousness and customer
 satisfaction**

<p>1. Develop Quality Training Plan and Resources Identified</p>	<p>Training needs identified by EO Q2 2003 Training programs Outlines developed by EO Q2 2003 Entry requirements of participants by program, by level identified by EO Q2 2003 Training calendar published TESDA wide by EO Q2 2003 External and Internal Training Providers training by Q1 2004 QA Training Budget allocated</p>
<p>2. Implement Quality Training</p>	<p>Appropriate Training programs implemented as scheduled Training programs conducted by levels, geographical/zonal scheme 90% employees trained by EO 2005 Participants' profiles documented and updated</p>

Strategy 2 - Create a culture of quality consciousness and customer satisfaction

<p>3. Establish a sound Quality Social Marketing Program</p>	<p>QMS campaign launched TESDA wide by BO Q2 2003 Install a Quality Nook in all operating Units (with bulletin board, reading materials and tv set available for viewing quality related tapes) Provide a corner in the CO library that holds together all materials and references related to quality by Q2 2003 Publish a quality newsletter by EO Q1 2003 INSTITUTIONAL other advocacy approaches employed (contests on poster making, essay writing, jingle composition and the like) by EO Q3 2003</p>
<p>4. Review existing work systems</p>	<p>Review committee (TASK FORCE) created Job description/duty statements updated to include new roles and responsibilities included Quality component reflected in duty statements</p>

Strategy 2 - Create a culture of quality consciousness and customer satisfaction

<p>5. Enhance work environment</p>	<p>Intervention provided to promote healthy working relations among TESDA staff Duty statements/job descriptions clearly communicated to employees Physical facilities upgraded Appropriate hardware provided Development Needs Analysis (DNA) – (Executive Level) conducted DNA results processed – areas for improvement identified Interventions to address areas for improvement identified</p>
<p>6. Benchmarking</p>	

Key Result
**TESDA'S QUALITY MANAGEMENT SYSTEM RESOURCED,
 DEPLOYED AND MAINTAINED AS THE KEY TO RESPONSIVE TESDA
 PROGRAMS AND SERVICES**

Strategy 3

**Develop and deploy fully a customer
 satisfaction system**

Strategy 3 - Develop and deploy a customer satisfaction system

1. Know the market and the customers	Market analysis Customer profile
2. Develop a customer satisfaction policy	Customer satisfaction policy prepared and understood by all employees
3. Review and improve feedback instruments	Existing TESDA Customer Feedback Procedures reviewed and improved

Strategy 3 - Develop and deploy a customer satisfaction system

4. Prepare national implementation action plan	National implementation/action plan approved and deployed to all operating units
5. Conduct training of employees on customer satisfaction	90% of employees trained on customer satisfaction Training modules prepared
6. Monitor customer satisfaction	Customer perception monitored as to whether TESDA has met his/her requirements

Strategy 3 - Develop and deploy a customer satisfaction system

7. Process and analyze feedback and institute system improvement	Feedback, processed and analyzed Recommendations for improvement of the system documented Customer satisfaction system improved, taking into consideration corrective and preventive actions.
8. Celebrate success	

Key Result

**TESDA'S QUALITY MANAGEMENT SYSTEM RESOURCED,
DEPLOYED AND MAINTAINED AS THE KEY TO RESPONSIVE
TESDA PROGRAMS AND SERVICES**

Strategy 4

**Deploy the continuous improvement process
in all core TESDA processes**

**Strategy 4 - Deploy the continuous improvement process in all
core TESDA processes**

1. "PLAN" component of the core TESDA processes	Identified core TESDA processes to be documented (EO 2nd Q 2003) Documentation of core TESDA processes - National Procedures and Work Instructions (EO 3rd Q 2003) Harmonized and integrated National Procedures and Work Instructions (EO 3rd Q 2003) Approved National Procedures and Work Instructions (all in by December 2003)
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Strategy 4 - Deploy the continuous improvement process in all core TESDA processes

<p>2. "DO" component of the core TESDA processes</p>	<p>National Procedures and Work Instructions properly secured and disseminated using standard document control (1st Q 2004) Deployment workshop conducted for concerned personnel (1st Q 2004)</p>
<p>3. "CHECK" component of the core TESDA processes</p>	<p>Audit, monitor and customer feedback applied to the National procedures and Work Instructions (2nd Q 2004)</p>

Strategy 4 - Deploy the continuous improvement process in all core TESDA processes

<p>4. "ACT" component of the core TESDA processes</p>	<p>Improvements in the national procedures and work instructions are incorporated (3rd Q 2004). Benchmarked with previous later versions of National Procedures and Work Instructions and with other systems implemented by other offices/agencies (4th Q 2004) One cycle of improvement completed (by 4th Q 2004)</p>
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Strategy 4 - Deploy the continuous improvement process in all core TESDA processes

5. "PLAN" component of the core TESDA processes	New versions of the National Procedures and Work Instructions are approved (4th Q 2004) Additional New Procedures and Work Instructions are documented
6. "DO" component of the core TESDA processes	Revised National Procedures and Work Instructions properly secured and disseminated using standard document control (1st Q 2005) Deployment workshop conducted for concerned personnel (1st Q 2005)

Strategy 4 - Deploy the continuous improvement process in all core TESDA processes

7. "CHECK" component of the core TESDA processes	Audit, monitor and customer feedback applied to the National procedures and Work Instructions (2nd Q 2005)
8. "ACT" component of the core TESDA processes	Improvements in the national procedures and work instructions are incorporated (3rd Q 2005). Benchmarked with previous later versions of National Procedures and Work Instructions and with other systems implemented by other offices/agencies (4th Q 2005) Second cycle of improvement completed (by 4th Q 2005)
9. PDCA continues	New Cycles of Improvement

Key Result
**TESDA'S QUALITY MANAGEMENT SYSTEM RESOURCED,
 DEPLOYED AND MAINTAINED AS THE KEY TO RESPONSIVE
 TESDA PROGRAMS AND SERVICES**

Strategy 5

**Define and analyze critical information on
 operations to continuously improve
 programs and services**

Strategy 5 - Define and analyze critical information on operations

1. Review and improve the existing monitoring framework for quality management system	Monitoring framework reviewed and improved & deployed to all operating units at start of 2004 Methodology for data analysis developed for key quality operations disseminated to all operating units Q3 2004
2. Integrate QMS in NMIS	Updated data and information readily available and accessible in print and electronic media Data collection and analysis system in place in all operating units by 2004 Integration of QMS in NMIS by 2005

Strategy 5 - Define and analyze critical information on operations

3. Training on data collection and analysis	100% of focal staff trained
4. Results of analysis exchanged between and among operating units.	Information and analysis provided and accessed by all operating units within specified time frame

Strategy 5 - Define and analyze critical information on operations

5. Review and improve the QMS monitoring systems (monitoring framework, performance measures and capability of staff)	Areas for improvement identified, implemented and systems improved
6. Review of national QMS operations based on analyzed data	Efficient and effective actions taken in all operating units Results of review utilized to improve or make changes in programs and systems within the year.