

**Department of Trade and Industry
Competitiveness Bureau**

TERMS OF REFERENCE

PROJECT : **Consultants for the Philippine Quality Award (PQA)
Toolkit for Organizational Resiliency and Excellence**

BACKGROUND/RATIONALE

The Philippine Quality Award (PQA) is an integrated approach for performance management that sets the standard of excellence to help Philippine organizations achieve world-class performance. It provides an internationally comparable framework and criteria, patterned from the Baldrige Performance Excellence Program of the US, for assessing organizational performance. It is a template for competitiveness based on the principles of Total Quality Management.

In addition, the PQA is the highest level of national recognition for exemplary organizational performance. This Award or Recognition is given by no less than the President of the Philippines in appropriate ceremonies usually held at the Malacañan Palace. It is not an award for product or service quality but for a quality management system which hinges on improvement in the delivery of products and/or services, and provides a way of satisfying and responding to customers' needs and requirements.

Established through Executive Order No. 448, issued by President Fidel V. Ramos on October 3, 1997, the award is given to organizations in the private and public sectors which excel in quality and productivity. It was institutionalized through the signing of Republic Act No. 9013 on February 28, 2001, also known as the Philippine Quality Award Act.

As the most vulnerable among the enterprises in the country during this health crisis, the Small and Medium Enterprises are identified to provide necessary technical assistance in improving their systems and processes. The assistance which is aligned with the PQA Program aims to ensure business sustainability of the target MSMEs.

With the goal of up-scaling the Small and Medium Enterprises, the Philippine Quality Award - Self-Assessment Tool for Excellence Package (PQA-STEP) was created to provide a tool in performing organizational self-assessment. In this package, MSME will be asked about the important features of their organization, their level of compliance to the same values and beliefs of high performing organizations, and assessment on the current processes being implemented in their organization as responses to the PQA requirements. As necessary, this includes action planning to address key gaps identified during the self-assessment.

PROJECT OBJECTIVES

- To initiate the adoption of the PQA Framework to the MSMEs in the region;
- To upscale the MSMEs and develop in their mindset to always think of high standards, productivity and continues improvement in the way they produce, deliver and sell their products and services;
- To inspire MSMEs to aspire for the PQA by way of applying to the PQA Program

SCOPE OF WORK / DELIVERABLES

1. Prepare a Project Implementation Plan that outlines the prescribed activities and schedules to carry out with the client MSME;
2. Facilitate the conduct of the self-assessment and action planning by accomplishing the prescribed tool and submit the same to DTI-CB through DTI-RO;
3. Lead the identification of priority Opportunities for Improvement from the results of the self-assessment and the implementation of action plans to address them; and
4. Assist the MSME in drafting their responses to the PQA basic requirements.
5. Submit an accomplishment report that covers the activities completed, suggested steps moving forward for the MSMEs to prepare for the PQA and recommendation on how to improve the project to DTI-CB through DTI-RO.

PROJECT TIMEFRAME

The consultancy period will run within 3 months within December 2020 - April 2021. It will immediately commence upon receipt of the Notice to Proceed.

QUALIFICATIONS

The Consultant must have the following:

1. At least three (3) years of experience as Assessor for the PQA Program;
2. An in-depth knowledge in the PQA assessment, criteria, and scoring system;
3. An in-depth understanding of the system, processes and environment of businesses; and
4. Necessary skills to deliver the expected output of the project.

IMPLEMENTATION ARRANGEMENTS

- a. The Consultant shall be responsible for carrying out specific tasks relevant to the various stages of the project and shall ensure the timely submission of all required deliverables of this project.
- b. The implementation of this Project shall be subject to government accounting and auditing rules and regulations.

CONFIDENTIALITY CLAUSE

The Consultant warrants the full confidentiality of all information gathered for the consultancy contract given by DTI, unless the latter indicates the contrary. The Consultant shall not disclose any communication disclosed to him for the purpose of this Services. After the completion of the contract, all materials, data, and other related documents provided must be returned to DTI.

DATA PRIVACY CLAUSE

In the performance of the roles and obligations, the parties shall ensure the privacy and security of any and all confidential, privileged, personal, and/or sensitive personal information that the parties and their officers, employees, or agents may have access to; and shall store, use, process, and dispose the said information in accordance with Republic Act No. 10173 or the "Data Privacy Act of 2012", its Implementing Rules and Regulations and applicable National Privacy Commission (NPC) issuances issued by the. This clause shall survive the termination or expiration of the contract.

Any violation of this clause and any of the provisions of said law and issuances by the aforementioned persons shall be subject to the corresponding sanctions, penalties and/or fines under the said law without prejudice to any other applicable civil and/or criminal liability.