

**QUALITY MANAGEMENT SYSTEMS STANDARDS ACTION PLAN**  
**Corporate Performance Monitoring Program**  
**2015 - 2019**

Goal: Continually improve and enhance the effectiveness and efficiency of corporate performance

Plans, Projects and Activities	Objectives	OPR	Expected Outcome						2015 Estimated Cost (In PHP thousand)			Estimated Revenue	Estimated Savings
			2014 (Baseline data)	2015	2016	2017	2018	2019	PS	MOOE	CAPEX		
<b>1. PHLPost QMSS Plan</b>	To establish the strategic framework and direction in the implementation of QMSS	CorPlan	1Q QMSS Plan								708.75		
		SRD BLD QMSS Management Representative		Apr, Jul and Oct Monitoring and reporting of the QMSS Plan implementation	Jan, Apr, Jul and Oct Monitoring and reporting of the QMSS Plan implementation	Jan, Apr, Jul and Oct Monitoring and reporting of the QMSS Plan implementation	Jan, Apr, Jul and Oct Monitoring and reporting of the QMSS Plan implementation	Jan, Apr, Jul and Oct Monitoring and reporting of the QMSS Plan implementation	Jan, Apr, Jul and Oct Monitoring and reporting of the QMSS Plan implementation				
			4Q Review and amendment, if applicable of the QMSS Plan by 4Q (Included in the Corporate Performance Monitoring Program for 2015 – 2020)	4Q Review and amendment, if applicable of the QMSS Plan	4Q Review and amendment, if applicable of the QMSS Plan	4Q Review and amendment, if applicable of the QMSS Plan	4Q Review and amendment, if applicable of the QMSS Plan	4Q Review and amendment, if applicable of the QMSS Plan	4Q Review and amendment, if applicable of the QMSS Plan				



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			2014 (Baseline data)	2015	2016	2017	2018	2019	PS	MOOE	CAPEX		
<b>5. Quality Certification Service</b>											501.70		
<b>5.1. PHLPost Map</b>	<b>Process</b> To visually describe the activities of PHLPost business	QMSS Management Representative  QoS Certification Service provider  BLD  SRD  LPMD  CorPlan		4Q Procurement of Quality Service certification services	1Q – 2Q Procurement of Quality Service certification services								
					3Q – 4Q Product/ service realization process map	1Q – 4Q Process map for: 1) Measurement, analysis and improvement 2) Resource management	1Q – 2Q Management activities process map						
<b>5.2. Construction of Quality Manuals</b>	To institute business processes quality standards	QMSS Management Representative  QoS Certification Service provider  BLD  SRD  LPMD  CorPlan				1Q – 4Q Quality manual for: 1) Product / service realization 2) Measurement, analysis and improvement	1Q – 4Q Quality manual for: 1) Resource management 2) Management activities process map						

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<b>5.3. Internal quality audit</b>	To evaluate the organization's QMSS preparedness	QMSS Management Representative  QoS Certification Service provider  IADept				3Q – 4Q Product/service realization internal quality audit	1Q – 4Q Internal quality audit for: 1) Measurement, analysis and improvement 2) Resource management	1Q – 2Q Management activities internal quality audit					
<b>5.4. Quality certification</b>	To certify organization's core processes	QMSS Management Representative  QoS Certification Service provider  BLD  SRD  LPMD  CorPlan					1Q – 4Q Product/service realization quality certification	1Q – 4Q Measurement, analysis and improvement quality certification					
<b>TOTAL</b>										<b>1,210.45</b>			