

TERMS OF REFERENCE

1.0 PROJECT TITLE:

ENGAGEMENT OF AN ISO CONSULTANT FOR THE TRANSITION OF PEZA CERTIFICATION FROM ISO 9001:2008 TO ISO 9001:2015

2.0 BACKGROUND

The Philippine Economic Zone Authority (PEZA) is a government-owned and controlled corporation attached to the Department of Trade and Industry. As a service organization, PEZA is committed to contribute to the accelerated generation of investments, exports and employment in the Philippines through effective management of public and private economic zones, administration of incentives, utmost delivery of services, focused investment promotions, and proactive conduct of developmental activities. PEZA's new thrust is "Revolutionizing PEZA", where the goal is to industrialize the Philippines by building Green Economic Zones towards Industrial and SMART Cities.

Since 2008, PEZA is now on its 8th year going on its 9th year for ISO recertification to the new ISO 9001:2015 version. The Authority is implementing a Quality Management System (QMS) and is certified under ISO 9001:2008 for all its processes, at all levels, in all sites, nationwide in order to attain global competitiveness.

The new version of **ISO 9001:2015** was launched on 23 September 2015, allowing a 3-year transition period from ISO 9001:2008 or until September 2018. This version looks forward at identifying and addressing the risks that bear impact on the organization's Quality Management System (QMS).

The 2015 version focuses on "risk-based-thinking", which is an element in the continual improvement process that is focused on prevention. Moving to that direction ISO 9001:2015 helps assure that clients get consistent quality services that meet their requirements. Moreover, it addresses the establishment of processes to improve outputs and prevent undesirable results both for PEZA and its clients. As before, ISO 9001:2015 seeks to build a strong knowledge-based system, establish a proactive culture of improvement and assure consistency in the quality of services being offered.

As this new version incorporates the risk-based thinking approach while PEZA at the same time currently reorients its directions though keeping the same processes, PEZA believes it needs guidance to be certified under the new version because it is currently concerned with several new tasks other than improving on its quality management system.

The expiration date for ISO 9001:2008 certificates issued after publication of the ISO 9001:2015 version will be on September 14, 2018. Since PEZA is facing recertification this 2017, it has to already undergo recertification under the ISO 9001:2015 version. Considering the shift towards ISO 9001:2015, it is essential

that PEZA take necessary action on the transition from the 2008 to the 2015 version.

3.0 PROJECT OBJECTIVES

- 3.1 To guide PEZA management and its units in the transition to ISO 9001:2015 which includes the identification of risks involved in each processes and how to eliminate or reduce them.
- 3.2 To review the existing scope/context of the QMS as written in its QMS Manual. Since PEZA finds the usefulness of its QMS Manual, it would need to revise its manual to consider the requirements and adapt to the new ISO 9001 version.
- 3.3 To guide the Internal Quality Audit (IQA) Team in reviewing the processes it is auditing and its requirements in order to align to the new version.
- 3.4 To guide and recommend policy guidelines that will impact on the agency's performance and QMS.
- 3.5 Others as may be determined by both PEZA and the consultant that need alignment to the new ISO 9001 version.

4.0 METHODOLOGY

Hiring of a consultant versed in the application of ISO 9001:2015 requirements to PEZA's certified processes.

The Bids and Award Committee shall implement the applicable procurement process to facilitate the sourcing of a Consultant for this purpose.

5.0 QUALIFICATIONS OF THE CONSULTANT

- 5.1 Minimum of three (3) years consulting experience in the ISO 9001 and/or other series;
- 5.2 With extensive experience and training in QMS development and ISO 9001 and other relevant international standards;
- 5.3 Certification in the relevant field is preferable.
- 5.4 Recommendations/certifications from top 3 clients (preferably with other government agencies) who have engaged the services of the consultant (minimum of 1 week training and/or consultancy under ISO 9001:2015) stating that subject consultant has satisfactorily rendered service.
- 5.5 Affiliation with an ISO certifying body that is accredited by the International Accreditation Forum, Inc. (IAF) or the Philippine Accreditation Bureau (PAB) which is a member of the IAF.

6.0 PROPOSED ACTIVITIES FOR ISO 9001:2015 CONSULTANT

- 6.1 Revision of PEZA's QMS Manual;
- 6.2 Identification and elimination/mitigation of risks
Development of PEZA's Risk Matrix – analysis, evaluation/assessment, control, post production information;
- 6.3 Guidance to internal audit;

- 6.4 Coaching sessions;
- 6.5 Observe and comment on the Management Review;
- 6.6 Observe the recertification audit process;
- 6.7 Guidance in case of non-conformities;
- 6.8 Preparedness, assessment of the organization;
- 6.9 Attendance to pertinent ISO preparatory meetings (QMS Planning Team; Documents and Records Control; Internal Audit, Training and Education, Management Review, Task Force) for ISO 9001:2015.
- 6.10 Work with the PEZA ISO Task Force and recommends policy guidelines that will impact on the agency's performance.

7.0 TARGET PARTICIPANTS

- 7.1 ISO Task Force Team;
- 7.2 Process Owners;
- 7.3 Other participants that may be identified in the course of preparing for recertification under the new ISO 9001 version;

8.0 DURATION

For a period of 6 months.

9.0 UNITS/PERSONS INVOLVED AND THEIR RESPONSIBILITIES (These are the main groups with whom the consultant shall interact with)

9.1 QMS Planning Team

- 9.1.1 Coordinates with the necessary point person/team to plan for and transition to the new version;
- 9.1.2 Directly coordinates with the consultant in coordination with other teams;
- 9.1.3 Strategizes the shift to ISO 9001:2015.

9.2 IQA Team

- 9.2.1 Works directly with the concerned cluster IQA teams to determine/check on the new Audit Criteria based on ISO 9001:2015;
- 9.2.2 Determines the attendees or person/group involved during the audit process of the said transition;
- 9.2.3 Communicates with cluster IQA teams should there be a need to provide inputs and other courses of action;
- 9.2.4 Works with other team/s to ensure a smooth implementation of the audit criteria.

9.3 Training and Education Team

- 9.3.1 Supports ISO training needs and other relevant/related trainings needed for PEZA's QMS in preparation to and during the

implementation period of the transition to the new ISO 9001 version;

9.3.2 Coordinates with other teams (e.g. conduct necessary awareness seminar for the staff in coordination with the ISO Task Force);

9.3.3 Promotes risk-based thinking approach through orientation, information dissemination, collaterals, posters/slogans, etc.

9.4 Document and Records Control Team (ISO DC and RCs)

9.4.1 Assists in the review of the documented procedures.

9.5 ISO Task Force Team

9.5.1 Actively participates when necessary actions are required from the Team as a whole;

9.5.2 Ensures the implementation of ISO 9001 standards in the whole organization;

9.5.3 Reviews performance of units and processes under ISO 9001 requirements.

9.6 ISO Secretariat

9.6.1 Coordinates with the consultant and other concerned team/s;

9.6.2 Prepares and disseminates communications/memoranda as may be deemed necessary (e.g. ISO advisories; Office Orders; etc.);

9.6.3 Arranges schedules of meetings and other logistics;

9.6.4 Prepares highlights of activities/meetings;

9.6.5 Draws up the agency's budget for ISO activities;

9.6.6 Prepares vouchers for payment of expenses;

9.7 Consultant

9.7.1 Assesses for preparedness and identifies possible gaps with the PEZA ISO Task Force under ISO 9001:2015;

9.7.2 Provides for technical assistance and guidance during the transition from the old to the new ISO 9001 version;

9.7.3 Conducts gap analysis/gap assessment/mock audit;

9.7.4 Advises the agency on how to align the quality objectives with its major final output and strategic objectives (towards end of contract period);

9.7.5 Guides in the assessment of risks and opportunities of processes of all relevant units in the organization and conducts workshops to identify risks and opportunities;

9.7.6 Guides the crafting of new audit criteria;

9.7.7 Facilitates other workshops as the case may be to meet the project objectives;

9.7.8 Develops an implementation plan relevant to the shift to the new version;

9.7.9 Provides report(s) and recommends to Management the necessary improvements of the existing QMS.

10.0 DELIVERABLES OF THE CONSULTANT

- 10.1 Gap assessment reports;
- 10.2 Implementation plan for the transition to new version of ISO 9001;
- 10.3 New audit criteria (together with the IQA Team);
- 10.4 Summary of identified risk and opportunities of processes within the organization;
- 10.5 Revised QMS Manual (together with the ISO Task Force Teams);
- 10.6 Aligned quality objectives with major final output and strategic objectives;
- 10.7 Final project completion report.

10.0 TIMELINES (please see attached)

11.0 BUDGET

- 11.1 The estimated amount of PhP300,000.00 to cover payment for consultancy services shall be charged to the PEZA Corporate Operating Budget for CY 2017 (Approved Budget for the Contract).
- 11.2 Out of pocket expenses (based on allowed government expenses/rates) for consultancy-related activities shall likewise be charged to the CPD (ISO) Corporate Operating Budget of CY 2017 in accordance with government accounting and auditing rules and regulations.

12.0 TERMS OF PAYMENT

Payment will be based on the following required deliverables certified by the Chair-QMS Planning Team/Steering Committee with corresponding % of payment based on contract price.

Submission of Deliverables	Based on Contract Price
Gap Assessment Report	10%
Implementation Plan	10%
New Audit Criteria	10%
Summary of Identified Risk and Opportunities of Processes within the Organization	30%
Revised Quality Manual	15%
Aligned Quality Objectives with MFO and Strat Objs.	10%
Final Project Completion Report	15%
	100%


MVFM/adsv

Ref: TOR – CONSULTANT FOR TRANSITION FROM 2008 TO 2015

ISO ACTIVITIES/TIMELINES

	August					September				October				November				December				January								
	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5	Wk 1	Wk 2	Wk 3	Wk 4	Wk 1	Wk 2	Wk 3	Wk 4	Wk 1	Wk 2	Wk 3	Wk 4	Wk 1	Wk 2	Wk 3	Wk 4	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5				
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