



REMARKABLE
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COMPLIANCE

AN
ISO 9001:2015
CERTIFIED
COMPANY

19 December 2017

OVERSEAS WORKERS WELFARE ADMINISTRATION

OWWA Center GB Harrison St. Pasay City
Tel No. 891-7601 to 24 loc 5501

Attention: **Mr. Josefino I. Torres**
Deputy Administrator/QMR

Dear Mr. Torres,

As requested, we are pleased to submit our proposal to help you transition your QMS to ISO 9001:2015 standard. The following are the recommended courses:

- **COURSE 1: LEADERSHIP AND THE QMS** - ROSEHALL to facilitate a seminar to make Top Management understand their role, responsibilities, authorities and accountabilities in the QMS. This will enable them to assume their roles, as required, in establishing, implementing, maintaining, and improving the effectiveness of their QMS.
- **COURSE 2: SETTING THE FOUNDATION for QMS** - ROSEHALL shall assist Client in determining the context of the organization and other requirements involving top management. A Workshop will be conducted to revisit quality policy and top-level objectives in relation to business objectives.
- **COURSE 3: PROCESS ORIENTATION** - ROSEHALL shall orient the process owners on process approach. A workshop on use of SIPOC and PAD will be facilitated.
- **COURSE 4: RISK ORIENTATION** - ROSEHALL shall facilitate a workshop to provide knowledge and understanding of the requirements of ISO 9001:2015 on Risks and Opportunities and use it in designing the QMS of the organization and in inculcating risk-based thinking.
- **COURSE 5: ISO 9001:2015 DOCUMENTATION SEMINAR-WORKSHOP** - This course will the enable participants to know and understand documentation requirements for ISO 9001:2015 and provide general guidelines on how to prepare required documented information.
- **COURSE 6: ISO 9001:2015 DOCUMENTATION TUTORIAL-WORKSHOPS** - The objective of the series is to ensure that the Client established QMS documentation is adequate to meet the requirements of organization's management and ISO 9001:2015 standards. The expected attendees here are heads of the functional units and next-in-line reports.

ROSEHALL MANAGEMENT CONSULTANTS, INC.


Unit 1405 Prestige Tower, F. Ortigas Jr. Road, Ortigas Center Pasig City
(T) 6334733, 6312924, 6375200 • (F) 6312875 • business@rosehall.com.ph

- **COURSE 7: CONDUCTING QMS AUDIT USING ISO 9001:2015 BASED ON ISO 19011:2011** - This course is designed for **new or potential and current QMS internal auditors**. This course will enable the participants to learn the auditing process and how to audit the requirements of ISO 9001:2015 standard.

We hope this proposal meets your requirements. Once accepted kindly fax (02-6312875) or send us the signed pages thru email business@rosehall.com.ph so we can promptly schedule this training.

Thank you very much for your interest in the services of ROSEHALL.

Sincerely,



Josie A. Climacosa

AVP for Business Development



Lalaine S.M. Santos

President & COO

WHY ROSEHALL?

- ◆ 28 years in Training & Consulting business
- ◆ Have helped more than 495 clients get certified to various management system standards
- ◆ Certified to ISO 9001:2015 standard
- ◆ Have helped clients from different industries /organization achieve their ISO 9001 certification:
- ◆ Some of our clients in the Government sector include the following:

DEPARTMENT OF TRADE AND INDUSTRY - REGION 3

- BIR, Head Office, Data Management Services (ISO 9001 Documentation only)

DEPARTMENT OF ENERGY

- NAPOCOR Nationwide (TQM Assessment, Process Reengineering, Strategic Planning Session)
- NAPOCOR Cebu (SS Application)
- NAPOCOR, Bataan Nuclear Plant (Certified, ISO 9002:1994)
- NAPOCOR, Leyte Geothermal Plant (Certified, ISO 9002:1994)
- Fuel and Appliance Testing Laboratory (ISO 17025 QMS establishment and documentation)

DEPARTMENT OF SCIENCE AND TECHNOLOGY

- MIRDC, Metal Casting (Certified, ISO 9002:1994; Series of ISO 9001:2000 Trainings)
- MIRDC, Industrial Training (Certified, ISO 9001:1994; Series of ISO 9001:2000 Trainings)
- DTI (Department of Trade and Industry)

DEPARTMENT OF AGRICULTURE

- Bureau of Plant Industry (Certified, ISO 9001:2000)
- Sugar Regulatory Commission (Certified, ISO 9001:2008)
- ATI (ISTIV-AGRI Training)

DEPARTMENT OF LABOR AND EMPLOYMENT

- DOLE Officials, Heads of Agencies, Regional Offices (Strategic Planning Session, Continuous Improvement Process Projects)
- DOLE Regional Office III (Certified, ISO 9001:2000)
- Bureau of Labor and Employment Statistics (Certified, ISO 9001:2000)
- RTWPB-12 (Trained on documentation and Internal Quality Audit)
- TESDA/ NCR - Marikina Institute of Science and Technology (ISO 9001, discontinued)



- *POEA (Certified, ISO 9001:2008, Training on ISO 9001:2015 Transition)*
- *Employees Compensation Commission (Certified, ISO 9001:2015)*

- DOLE-4A (Certified, ISO 9001:2008)
- DOLE-NCR (Certified, ISO 9001:2008)
- DOLE-Region 5 (Certified, ISO 9001:2008)
- Institute for Labor Studies (Certified, ISO 9001:2008)
- *National Wages and Productivity Commission (Certified, ISO 9001:2015 ISTIV Training)*

DEPARTMENT OF NATIONAL DEFENSE

- Armed Forces of the Philippines – J4 Logistics (QMS establishment and documentation)

LOCAL GOVERNMENT UNIT

- Sangguniang Panlalawigan ng Cavite (ISO 9001:2000, discontinued)
- Angeles City Local Government, Frontline services (ISO 9001:2000)
- Bulacan Provincial Capitol, PITO (ISO 9001, discontinued)
- City of Calamba (Certified, ISO 9001:2008)

OTHERS

- Bangko Sentral ng Pilipinas – Passport Finishing Division (Certified, ISO 9002:1994)
- Bangko Sentral ng Pilipinas – Mint and Refinery Department (Certified, ISO 9002:1994)
- Bangko Sentral ng Pilipinas - Systems and Methods Office (Series of training on documentation, ISO 14000, OHSAS 18001, TQM)
- UP-PGH Pharmacy (Documentation only)
- UP-PGH HOSPITAL (Certified, ISO 9001:2000)
- Metropolitan Cebu Water District (MCWD)
- Food and Nutrition Research Institute (QMS Training)
- National Telecommunication Commission (QMS Training)
- OSG (Office of the Solicitor General) (Certified, ISO 9001:2008)
- Dangerous Drug Board (DDB) (Certified, ISO 9001:2008)
- *Government Service Insurance System (GSIS) (Certified, ISO 9001:2015)*
- *Civil Service Commission (Certified, ISO 9001:2008, Ongoing ISO 9001:2015 Transition)*
- Civil Service Commission – Civil Service Institute (CSC-CSI) (Certified, ISO 9001:2008)
- Department of Health – KMITS (Ongoing, ISO 27001:2013, ISO 9001:2008)
- *National Food Administration-TSD (NFA-TSD) (Certified, ISO 9001:2008, Ongoing ISO 9001:2015 Transition)*
- *Pangasinan State University (PSU) (Certified, ISO 9001:2015)*
- *Intellectual Property Office Phils. (IPOPIL) (Ongoing, ISO 9001:2015)*

LEADERSHIP AND THE QMS -COURSE 1-

COURSE OBJECTIVES:

- To provide top management an awareness of their roles, responsibilities and authorities in the QMS (v.2015)
- To get an overview of the QMS requirements
- To enable the setting of directions, provision of resource needs and support by top management

COURSE PROGRAM:

- What goes into the design of the new QMS?
- The Role of Top Management
- Planning for QMS 2015
- Provision of Resources
- Requirements on Operations
- Performance Evaluation
- Improvement

DESIRED PARTICIPANTS:

Members of Top Management and Process Owners

DURATION AND SCHEDULE:

One (1) calendar day, 0900-1630 H. To be scheduled upon approval of the proposal.

SETTING THE FOUNDATION FOR QMS SEMINAR-WORKSHOP -COURSE 2-

COURSE OBJECTIVES:

- To guide executives and managers in setting the foundation for an ISO 9001:2015-compliant quality management system

- To enable the determination of the following:
 - 2.1 context of the organization
 - 2.2 relevant interested parties and their needs & expectation
 - 2.3 scope of QMS

COURSE PROGRAM:

- Essentials of Leadership System (VMV)
- QMS and Your Business
- Your Business Environment
- Workshop: Context of the Organization
- Workshop: Needs of Interested Parties
- Scope of the QMS
- Workshop: Strategic Direction
- Writeshop: Context of the Organization

DESIRED PARTICIPANTS:

Members of Top Management, Process Owners, QMS Team

DURATION AND SCHEDULE:

One (1) calendar day, 0900-1630 H. To be scheduled upon approval of the proposal.

PROCESS ORIENTATION COURSE -COURSE 3-

COURSE OBJECTIVES:

- To enable the management team/process owners to establish quality objectives, review customer and regulatory requirements and define the business process within the QMS Scope
- To teach participants about process approach, process identification, SIPOC, process elements, process objectives

COURSE PROGRAM:

- Introduction to Process:
 - Identification of processes
- Use of the SIPOC Table
- Setting Process Performance Measures
- Introduction and use of Process Affecters Diagram

COURSE METHODOLOGY:

- Short lectures
- Tools application exercises
- Presentation and discussion of output
- Action planning

DURATION AND SCHEDULE:

One (1) calendar day, 0900-1630 H. To be scheduled upon approval of the proposal.

RISK ORIENTATION COURSE -COURSE 4-

COURSE OBJECTIVES:

- To provide knowledge on a risk management process (using ISO 31000:2009 as reference)
- To use this knowledge in understanding the requirements of ISO 9001:2015 on Risks and Opportunities, and
- To enable the fulfilment of requirements on Risks and Opportunities and use it in designing the QEMS of the organization

COURSE PROGRAM:

- Introduction – Risks and Risk Management Process
- External Issues, Internal Issues, and Actions on them
- Needs & Expectations from Interested Parties and Actions on them
- Processes and Actions on them

COURSE METHODOLOGY:

- Short lectures
- Workshop
- Action planning

DURATION AND SCHEDULE:

One (1) calendar day, 0900-1630 H. To be scheduled upon approval of the proposal.

ISO 9001:2015 DOCUMENTATION SEMINAR-WORKSHOP -COURSE 5-

COURSE OBJECTIVES:

- To enable participants to know and understand documentation requirements for ISO 9001:2015.
- To provide participants general guidelines on how to prepare required documented information.

COURSE CONTENT:

- **Introduction**
 - What is information?
 - What Is Documented information?
 - Why do we need to have available Documented information?
- **Documentation Requirements**
 - What are the documentation requirements for ISO 9001:2015
 - Documented information maintained
 - Documented information retained
- **Creating and updating documented information**
- **How to control documented information?**
- **Preparation of suggested documented information**
- **Quality Manual**
- **Process Manual**
 - Workshop of preparation of procedure
- **Reference Manual**
- **Quality Plan**
- **Job Descriptions Manual**
 - Competencies

DURATION AND SCHEDULE:

One (1) calendar day, 0900-1600 H. Schedule to be confirmed upon approval of the proposal.

ISO 9001:2015 DOCUMENTATION TUTORIAL-WORKSHOPS -COURSE 6-

A series of tutorial-workshop visits will be conducted by the CONSULTANT for the preparation of the QMS documents into manuals that CONSULTANT deems necessary in conformance with the requirements of the organization's management and ISO 9001:2015 standards. Activities for these visits shall involve all functional units within the scope of the established Quality Management System.

Program of Activities

	Clause	Expected Attendees	What Client needs to bring	Deliverables
Day 1	4 Context of Organization 5 Leadership	Top Management, Managers of Departments, QMR and DCC	1. Each head to have a copy ISO 9001:2015 Standard. 2. Training Handout used during Transition Course conducted by Rosehall. 3. Workshop outputs during the Transition Course conducted by Rosehall.	1. Context - Internal and External Issues. 2. Needs and Expectations of Interested Parties 1. Review of Quality Policy and Business Process Map 2. Quality Objectives - Corporate and Functional 3. Action Planning for Quality Objectives
Day 2	6 Risks and Planning	Managers and Supervisors of Departments, QMR and DCC	These will be reviewed to serve as PLANNING INPUTS for QMS transition.	1. Risk Register, Actions to address risk and opportunities
Day 3	7 Support	Managers and Supervisors of Support Services (HR, Admin, Finance & Accounting, etc.) Departments, QMR and DCC	4. Availability of OWWA's QMS Manuals	1. Reviewed process documentations, plans, forms. 2. Job descriptions with competencies
Day 4	8 Operations	Managers and Supervisors of Operations (Sales, Operations, QA/QC, etc.) Departments, QMR and DCC		1. Reviewed process documentations, quality plans, forms.
Day 5	9 Performance Evaluation 10 Improvement	Top Management, Managers of Departments, QMR and DCC		1. Reviewed process documentations, plans, forms 2. Internal Audit process 3. Control of NC outputs, Correction, RCA/CA
Day 6	Review and Finalization of the QMS Documentation	QMR and DCC	Final Draft of all New/ Revised QMS Documentation	Consulting Service Report

DURATION AND SCHEDULE:

Six (6) calendar days, 0900-1630 hrs. Schedule to be confirmed upon approval of the proposal. Work is done on Monday to Saturday.

CONDUCTING QMS AUDIT USING ISO 9001:2015 BASED ON ISO 19011:2011

-COURSE 7-

COURSE DESCRIPTION:

The course is designed for new or potential and current QMS internal auditors. The course will cover compliance audits (auditing the established QMS against the requirements of the new QMS standard, customer requirements, legal requirements and internal needs of the organization), performance audits (implementation against established QMS) and will feature both process and risk-based approaches of auditing.

COURSE OBJECTIVES

- To introduce potential auditors to each critical activity of the internal audit process;
- To introduce the requirements of ISO 9001:2015
- To provide guidance on how the requirements can be audited
- To enhance ability to identify and write audit findings given an audit scenario

COURSE PROGRAM:

DAY 1

- Introduction
- Terms, Principles, Attributes
- Planning Activities
- Conducting Audits
- Reporting Audit Findings
- Post-audit Activities
- Handling Difficult Audit Situations

DAY 2

- Introduction to Auditing
- Auditing Context of the Organization (Clause 4)
- Auditing Leadership (Clause 5)
- Auditing Risks and Planning (Clause 6)

DAY 3

- Auditing Support and Operations (Clause 7 and 8)
- Auditing Performance Evaluation and Improvement (Clause 9 and 10)
- Workshop: Stating Audit Findings and Role-Plays



DESIRED PARTICIPANTS:

Executives, Division Heads, QMR, Internal Auditors, Document Controller, QMS users and others who are involved in continuous improvement initiatives in your organization.

PRE-REQUISITES

- Individual copies of ISO 9000:2015 and ISO 19011:2011
- Familiarity with the contents of the standards
- Awareness on ISO 9001:2015 Requirements
- Orientation on Process, Process Approach and Plan-Do-Check-Act (PDCA)
- Knowledge on quality tools and techniques

DURATION AND SCHEDULE

Three (3) calendar days, 0900-1600 H. Schedule to be confirmed upon approval of the proposal.

COURSE FACILITATOR

Our experienced **management consultant** shall conduct the training. **He/She** shall be **any** of the following:



MANUEL "AWE" R. ARBOLEDA

Prior to consulting, he has successfully established, led, managed and improved different levels and facets of quality organizations across different industries. He has 21 years experience in Quality Management and 13 years Management experience as Quality Assurance and Laboratory Manager for Multinational companies.

He applied effective quality and continuous improvement approaches and programs across various business functions – from strategic quality planning, product and packaging development, materials sourcing and supplier management, production planning, manufacturing, logistics, returns management, to customer relationship management. He also had actual experience implementing Business Continuity Management System in the companies he has been with.

Awe, has extensive training in various quality tools, techniques and total quality management approaches, ISO 9000 & Malcolm Baldrige National Quality Awards criteria.

He graduated with a BS Public Health degree from UP Manila College of Public Health and specialized in Biometry (Biomedical Statistics) from the same University.



ALMA CIELO D. ARROYO

Cielo is a Consultant of Rosehall Management Consultants, Inc. Prior to her consulting stint, Cielo has an extensive quality management experience for at least 15 years in different manufacturing industries, including the dermatological, textile, electronics and automotive industry. As a Quality Manager, she helped employ the use of SPC in the Plating Process of Integrated Circuits in an electronics company. She also has gainful exposure as QMR for ISO 9002 and as DMR for QS9000 and Integrated TS16949, ISO14000 & OHSAS 18000. Cielo has trainings and practical experience in FMEA, APQP and PPAP. She has also attended and conducted trainings for Quality Circles and was instrumental to its effective implementation as well.

She has experience in the implementation of different management systems such as ISO 9001, ISO 14001, OHSAS 18001, ISO/TS 16949, SA 8000 and C-TPAT.

Cielo is a licensed Chemical Engineer from the University of Santo Tomas and has successfully finished her Masters in Business Administration from the University of the Philippines.

COURSE FACILITATOR continued...



MACARIO C. EVANGELISTA

Mac is a full time Consultant of Rosehall Management Consultants, Inc. He has been a Consultant for more than ten years. Prior to consultancy work, Mac has worked for about 11 years with various companies in the electronic and construction industries particularly in the areas of quality assurance and production operations (as project engineer).

As Consultant, Mac had provided consultancy and training services to a number of companies on quality management, environmental and health & safety management. These companies have successfully obtained certification to ISO 9001, ISO 14001, OHSAS 18001 and ISO/TS 16949. The companies he had assisted, or are currently working for their certification are in the following industries: electronics, garments, automotive, construction, cement, steel, bank and chemical.

Mac graduated with a degree on BS Electrical Engineering from St. Louis University. He completed Diploma course on Environment & Natural Resources Management at University of the Philippines-Open University.



MA. CECILIA M. FABIAN

Cecille worked with sewing thread manufacturing company for more than twenty years. As QMR for 10 years in the company, she has been involved in the establishment, implementation and maintenance of its Quality Management System.

As consultant, Cecille had provided consulting and training services to a number of companies on quality management, health & safety management and food safety management. These companies have successfully obtained certificate to ISO 9001, ISO 14001, OHSAS 18001, ISO 22000.

She has successfully passed Lead Auditors Training Course (IRCA registered and approved) and attended several training and seminars on ISO 9000 awareness, internal audit, customer complaint management, continual process improvement, Statistical Process Control, Problem solving tools, Corrective action/preventive action and PPA (Potential Problem Analysis.), 5S and GMP.

OTHER REQUIREMENTS

The CLIENT shall be responsible for the following:

- their nicknames and respective positions/ functions;
- a good training venue, one that is conducive to learning and teaching, and will encourage uninterrupted attendance among seminar participants;
- meals and snacks for the facilitator, assistant and participants during the seminar-workshop;
- seminar ID's for each of the participants;
- seminar facilities such as LCD projector with screen, whiteboard and sound system;
- reproduction of participants' handouts in accordance with ROSEHALL specification;
- safe and comfortable transportation service for the facilitator (Ortigas Center-Venue-Ortigas Center);
- hotel accommodation for the facilitator including meals (breakfast, lunch and dinner) for out of town venue.

CONFIDENTIALITY CLAUSE

ROSEHALL shall strictly observe the confidentiality of information derived from all transactions, documentation and discussions made with the client in the conduct of this project.

Any material provided by the CONSULTANT to CLIENT during consultation and training sessions may not be reproduced or lent out for the use of a third party without the expressed approval of the Consultant.

PROTECTION OF PROPRIETARY RIGHTS

Only regular employees of OVERSEAS WORKERS WELFARE ADMINISTRATION (CLIENT) shall be allowed by ROSEHALL to attend training. CLIENT shall ensure that copies of seminar materials shall be provided ONLY to registered participants of seminars.

Should there be a need to include employees from other companies because they are part of CLIENT's organization, this should carry the expressed approval of ROSEHALL.

In no case will CLIENT's CONSULTANTS, CONTRACTED SERVICE (TRAINERS, RESOURCE PERSONS) and the like be allowed to participate in activities covered by this project unless this has been previously arranged in writing with ROSEHALL.

PROPOSAL VALIDITY

This proposal is valid until May 19, 2018.



PROPOSED FEES & PAYMENT

Our package fee is Four Hundred Thirty-One Thousand Two Hundred Pesos (Php 431,200.00) VAT INCLUSIVE with 25 maximum participants in each course.

The fee includes conduct of the seminar-workshop, seminar certificates and (one) 1 set of seminar handout for client's reproduction

Should class size per day exceed 25, each additional participant shall be billed Php 1,100.00 + 12% VAT per day. In no case should class size exceed 30 participants per day.

MODE OF PAYMENT:

Upon completion of Leadership	Php 86,240.00 vat inclusive
Upon completion of Setting the Foundation	Php 52,493.33 vat inclusive
Upon completion of Process Orientation	Php 52,493.33 vat inclusive
Upon completion of Risk Orientation	Php 52,493.33 vat inclusive
Upon completion of Docsem	Php 52,493.33 vat inclusive
Upon completion of Doc Tutorial 3	Php 52,493.33 vat inclusive
Upon completion of Doc Tutorial 6	Php 52,493.33 vat inclusive
Upon completion of Internal Audit	Php 30,000.00 vat inclusive

- All payments shall be made within fifteen (15) days upon receipt of the Service Invoice
 - Payment shall be made upon acceptance of the proposal and the balance shall be paid within thirty (30) days of the date of the Service Invoice.
- Payment shall be done through *BANK TRANSFER/ TELEGRAPHIC TRANSFER. Bank details as follows:

Rosehall Management Consultants, Inc.
 UNIONBANK
 Emerald Avenue Branch
 Current Acct No.: 0023 2000 6110

- Proof of Payment should be faxed to 631-2875 so we can prepare the Official Receipt.
- All payments should be accompanied with an accomplished BIR Form 2307.

Proposal OWW 022 17441L TNG 336
 For
 Rosehall Management Consultants, Inc.


 Lalaine S.M. Santos
 President & COO

Date: 08 February 2018

TERMS ACCEPTED & AGREED TO
 For
 OVERSEAS WORKERS WELFARE
 ADMINISTRATION


 Mr. Hans Leo J. Caddac
 Administrator

Date: _____