

ACADEMIC ASSESSMENT AND DEVELOPMENT OFFICE
University of the Philippines Diliman

ASPIRE Program

Administrative Staff Program towards Institutional Resiliency and Excellence: A
Training Program on Performance Efficiency and Excellence

Rationale

Different organizations are challenged to continuously review and improve their systems and operations to meet the growing demands of quality products and services. And in the advent of technology, organizations are even more pressured to provide efficient delivery of services and to value customer's satisfaction and experience. In addition, organizations are asked to establish mechanisms to protect its system and information from undesirable circumstances.

A Quality Management System provides a strategic framework for knitting together inputs, outputs, outcomes, processes and other elements of product creation and service delivery. It provides a holistic approach on how organizations should operate both from internal and external perspectives. 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 for assessing organizational performance. It is a template for competitiveness based on the principles of Total Quality Management.

Objectives

The Administrative Staff Program towards Institutional Resiliency and Excellence (ASPIRE) is a training program designed to equip participants with the necessary knowledge, mindset and skills in developing and implementing a Quality Management System that will help their organizations attain improved and efficient operations, a sustained culture of innovation, customer-driven delivery of services, and empowered human resources.

At the end of the program, participants must be able to:

- Understand the strategic added value of Quality Management System in achieving institutional resiliency and excellence,
- Drive the application for the Philippine Quality Challenge (PQC) and/or the Philippine Quality Award (PQA),
- Facilitate the creation of improvement teams,
- Develop an effective change engagement improvement plan,
- Solve problems systematically and innovatively,
- Establish a customer-driven quality culture, and
- Sustain continuous improvement work culture.

Methodology

The program is currently conducted online using Zoom for seven (7) synchronous 4-hour sessions and the Closing and Graduation Program spread over a 2-month period. Table 1 shows the indicative training schedule.

A variety of methodologies will be used such as, but not limited to, lecture/presentation, questions and answers, small and large group discussions, practical sessions, role plays and simulations, etc. to give participants substantial body of information.

Participants will work on a Re-entry Project (REP) that will demonstrate problem analysis and generate proposed system improvements in a selected case study at their workplace.

Comprehensive course notes will also be provided to each participant.

Resource Persons and Facilitators

The list of resource persons and facilitators is as follows:

- Dr. Aura C. Matias, Professor, Department of Industrial Engineering and Operations Research, UP College of Engineering
- Assoc. Prof. Adeline A. Pacia, Department of Industrial Engineering and Operations Research, UP College of Engineering
- Assist. Prof. Benette Custodio, Department of Industrial Engineering and Operations Research, UP College of Engineering
- Mr. Vito V. Aberin, Philippine Quality Award Assessor

Program Implementation

The ASPIRE Program is implemented by UPD AAD Office in partnership with the UP National Engineering Center.

The AADO/UPNEC shall:

1. Undertake and ensure the efficient implementation of the program;
2. Furnish all necessary details regarding the training including training descriptions, objectives, outlines and methodology;
3. Develop the materials needed for the program and provide a PDF copy for the use of participants;
4. Provide qualified and competent resource persons and training staff for the training; and
5. Issue certificates.

The Requesting Party shall:

1. Designate a focal person to take charge with the overall coordination with UP NEC;
2. Shoulder the training costs; and
3. Assist participants in ensuring they have or have access to the needed infrastructure support for the conduct of online training e.g., computer/laptop, stable and reliable internet connectivity.

Course Investment

The total cost of conducting the online ASPIRE is Php 500,000.00 per batch of 50 participants. This rate includes resource persons' fee, course development fee, course materials, training equipment, Mapa ng Loob testing fee and training management.

Table 1. ASPIRE Indicative Program of Activities

	Day 1 (M)	Day 2 (W)	Day 3 (M)	Day 4 (W)	Day 5 (W)	Day 6 (F)	Day 7 (M)	Day 8 (W)	Day 9 (M)	Day 10 (M)	Day 11 (W)
Activity (Lecture)	Opening Ceremonies Overview and Objectives of ASPIRE Program Quality Management System: An Introduction Process Flow Charts	Philippine Quality Award Framework and Criteria PQA Case Study Overview			Process Analysis The Journey of UP NEC towards PQA			Customer Feedback Consultation and Dialogue with External Stakeholders			Closing and Graduation Program Awarding of Certificates and Special Citations
Activity (Preparation)	Start of Preparation for Assignment No. 1: Process Flow Charts of Key Tasks and Transactions in the University	Start of Preparation for Assignment No. 2: PQA Case Study			Start of Preparation for Assignment No. 3: Improved Process Flow Charts						
Activity (Submission)			Submission of Assignment No. 1 Process Flow Charts			Submission of PQA Case Study (Assignment No. 2)			Submission of Assignment No. 3: Improved Process Flow Charts		
Activity (Workshop-Presentation)				Presentation of Assignment No. 1 Process Flow Charts and Group			Presentation of Assignment No. 2: PQA Case Study Findings and Recommendations			Presentation of Assignment No. 3: Improved Process Flow Charts	
Resource Persons	Dr. Aura C. Matias Prof. Adeline A. Pacia	Engr. Vito P. Aberin		Prof. Adeline A. Pacia Prof. Benette P. Custodio	Prof. Adeline A. Pacia Prof. Benette P. Custodio		Engr. Vito P. Aberin	Dr. Aura C. Matias Ms. Leizel P. Lectura Mr. Rogelio T. Estrada, Jr.	Prof. Adeline A. Pacia Prof. Benette P. Custodio	Dr. Aura C. Matias Prof. Adeline A. Pacia Engr. Vito P. Aberin Prof. Benette P. Custodio Ms. Leizel P. Lectura Mr. Rogelio T. Estrada, Jr.	Dr. Aura C. Matias Prof. Adeline A. Pacia Engr. Vito P. Aberin Prof. Benette P. Custodio
Batch 4.0	1 March 2021	3 March 2021	8 March 2021 (7 days from March 1)	15 March 2021 (1 week for checking)	17 March 2021	19 March 2021 (17 days from March 3)	22 March 2021 (3 days for checking)	24 March 2021	12 April 2021 (28 days from March 15)	19 April 2021 (1 week for checking)	30 April 2021