

PHILIPPINE QUALITY AWARD PROGRAM

PQA

QUEST FOR PERFORMANCE
EXCELLENCE



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WWW.PQA.ORG.PH



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WHAT IS PQA?

The Philippine Quality Award (PQA) was established through E.O. 448 in 1997 and institutionalized through Republic Act 9013, otherwise known as the Philippine Quality Award Act, on February 28, 2001. It is the country's highest level of recognition given to organizations for performance excellence. It is equivalent to the Malcolm Baldrige National Quality Award (MBNQA) in the United States (U.S) and other National Quality Awards worldwide.

The PQA sets a global standard to help Philippine businesses/organizations achieve world-class performance excellence. It serves as a template for competitiveness based on the principles of Total Quality Management.

WHAT PQA OFFERS YOU?

The PQA Criteria provides a comprehensive framework to manage the local organizations for business excellence. It is built and patterned after the Baldrige National Quality Award of the United States. It guides the organizations and improves their abilities to think strategically, aligns processes and resources, engages the workforce and customers, and focuses on key results: product and service, customer, financial, workforce, process and leadership.



The PQA Criteria focuses on the areas of:

- Leadership
- Strategic Planning
- Customer Focus
- Measurement, Analysis, and Knowledge Management
- Workforce Focus
- Operations Focus
- Results

PQA TRAINING PROGRAMS

Application Development Workshop - which is designed to enable organizations to understand and appreciate the value of the PQA: its requirements, processes, relevance and benefits to the organization. It will also be an excellent opportunity to learn how to prepare a PQA application report and perform an organization self - assessment.

Assessors Preparatory Course - which would provide organizations with the skills and knowledge on how to interpret the PQA Criteria; evaluate a PQA application report; write a meaningful feedback on the result of the assessment and conduct an organizational self - assessment.

AWARD AND RECOGNITION CATEGORIES

The Philippine Quality Award for Performance Excellence

Highest level of excellence
National and global role model

Recognition for Mastery in Quality Management

Role model for Philippine-based companies

Recognition for Proficiency in Quality Management

Achieved significant progress in building sound processes

Recognition for Commitment to Quality Management

Demonstrates serious commitment
to total quality management



GETTING ON BOARD AS PQA ASSESSOR

Who are the Assessors

The PQA Pool of Assessors are comprised of leading Philippine business, public sector, education, and health care experts and individuals selected from industry, professional, and trade organizations; government agencies; other not-for-profit groups; and the ranks of the retired.

If you are looking for a one-of-a-kind professional development and networking opportunity, and the chance to make a meaningful contribution to organizational improvement and Philippine competitiveness, apply to serve as a volunteer in the PQA Pool of Assessors.

Each year, leading experts from Philippine business, health care, education, and non-profit organizations are chosen from industry groups, professional and trade organizations, government agencies, and other non-profit groups. They become PQA Assessors, an elite group of leaders who help drive organizational performance excellence across the country.



"Being a PQA Assessor means making meaningful and exceptional service to the country. Participation in PQA assessment is one of the most complete and integrated training and development opportunities I ever experienced. You learn while helping others. I pride myself in being part of this noble cause!"

ANGELICA CORTERO-FRAGINAL
PQA Senior Assessor

PHILIPPINE QUALITY CHALLENGE (PQC) PROGRAM

BEGINNING OF QUALITY JOURNEY



WHAT IS PQC

- A simplified PQA criteria for those in the beginnings of their journey to organizational improvement
- Self-assessment and recognition program
- Integrated approach to managing the organization's business and processes

CRITERIA CATEGORY

1. Management
2. Planning
3. Customer Focus
4. Measurement and Data Management
5. Workforce Focus
6. Operations Focus
7. Business Results

PQC CORE VALUES

- Visionary Leadership
- Customer-driven Excellence
- Organizational and Personal Learning
- Valuing Employees and Partners
- Agility
- Focus on the Future
- Managing for Innovation
- Management by Fact
- Social Responsibility
- Focus on Results and Creating Value
- Systems Perspective

ASSESSMENT PROCESS

1. Program Briefing
2. Preparation of Application Report
3. Document Assessment
4. Site Visit
5. Review by the Board of Judges
6. Feedback Reporting
7. Awarding Ceremony
8. Improvement Validation Process

PQC AWARD RECOGNITION

CHALLENGE 1

Awarded to organizations that achieve 120 to 280 points

CHALLENGE 2

Awarded to organizations that achieve 250 to 400 points