



The University of Mindanao

QUALITY ASSURANCE JOURNEY:

The University of Mindanao Experience

Presented at the PACU Accreditation Seminar
University of Mindanao, Davao City, March 17, 2017



Autonomous Status



Rank 2
Most Number of
Accredited Programs



Accredited



ISO 9001:2008 Certified



Software Center of Excellence

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... that little step started in 1993 ...



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PACUCOA
COMMISSION ON ACCREDITATION

“**ACCREDITATION** is a process for assessing and upgrading the educational quality of higher education institutions and programs through self-evaluation and peer judgment.”


1993
UM started the QA journey with the Liberal Arts, Commerce, and Education (LACOMED) application to PACUCOA Accreditation.

1997
Liberal Arts, Commerce, Education and Engineering (LACOMEDENG) continued the PACUCOA accreditation process.

1997 and Beyond
And the other programs started applying for accreditation.




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INITIAL ISSUES ENCOUNTERED
Apathy towards Management Effort to Improve
Resistance to Change
Issue of Coordination amongst Colleges and Support Units

REACTIONS


Students	Will lead to increases in Tuition and Other Fees
Faculty	Stressful and Additional Work
Management	“So many Purchase Request with the reason ‘For Accreditation’ “




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Strategies Applied

Multiple general orientation were conducted

A core group established to lead in the preparation of documents

Conduct of benchmarking with leading schools in Cebu and NCR

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COMMISSION ON HIGHER EDUCATION
OFFICE OF THE PRESIDENT
OF THE PHILIPPINES
1994

2007

The University applied for Institutional Quality Assurance Monitoring and Evaluation (IQUAME) Category A(t).

Result

The University was awarded with IQUAME Category B(t).


What UM did after the result was released

Within one (1) year, the institution complied with the findings and waited for CHED to conduct re-assessment.


2009

The University was awarded with **IQUAME Category A(t).**


“IQuAME - CHED Memorandum Order Nos. 15 and 16, series of 2005 institutionalized the implementation of IQuAME as a mechanism for monitoring and evaluation of the outcomes of the programs and services provided by both public and private Philippine Higher Educational Institutions.”




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STRATEGIES


- a. VMG was revisited and revised
- b. UM Roadmap was developed
- c. Five-Year Strategic Plan and AOPs were developed
- d. Institutional Monitoring Paradigm was designed
- e. Institutional Metrics were set to assess and evaluate the university's performance and the feedback mechanisms installed.




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1994

2009

Application for Autonomous Status was submitted to CHED.

The University of Mindanao was **granted Autonomous Status** on December 9, 2009.

"AUTONOMOUS STATUS - CHED recognizes the enormous contribution of private higher education institutions in the growth, and prominence of tertiary education in the country and in the Asia-Pacific. The CHED is also cognizant of their consistent committed service through quality education, research, and extension work"



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International Organization for Standardization

"ISO is an independent, non-governmental international organization with a membership of 164 national standards bodies. Through its members, it brings together experts to share knowledge and develop voluntary, consensus-based, market relevant International Standards that support innovation and provide solutions to global challenges."

2009
Preparation for application to ISO 9001:2008 started.

STRATEGIES

- a. Engagement of Management Consultant
- b. Revisit and reformat policies to ISO standards
- c. Implement 5S to all levels
- d. Organize IQAs (Internal Quality Auditors)
- e. Transform Core Group to Quality Management Council (QMC)
- f. Use of Balanced Scorecards to monitor implementation of plans
- g. Develop Quality Policy & Objectives and QMS

2012
UM was given certification to ISO 9001:2008.



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International Organization for Standardization



2013
The QUALITY MANAGEMENT OFFICE (QMO) was formally organized.

Main Directive
To act as the LEAD OFFICE in the implementation of all Quality Assurance activities.



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PHILIPPINE TECHNOLOGICAL COUNCIL



PICAB
PCS INFORMATION AND COMPUTING ACCREDITATION BOARD

2015


The following programs applied and were certified by the Philippine Technological Council :

- a. Mechanical Engineering
- b. Electrical Engineering
- c. Computer Engineering


2016

The following programs applied and was visited by the PCS Information and Computing Accreditation Board:


- a. Computer Science
- b. Information Technology




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PAGU
PACUCOA
PACUCCO
PACUCOA
PACUCOA



COMMISSION ON HIGHER EDUCATION



SGS
ISO 9001



PHILIPPINE TECHNOLOGICAL COUNCIL



PICAB

OUTCOMES OF QUALITY ASSURANCE

Increasing Number of Board Topnotchers

2014 – 12	2015 – 12	2016 - 14
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Increasing PRC Passing Percentage on Programs with Board Exams

Centers of Excellence and Centers of Development

2014 – 5	2015 – 5	2016 - 10
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Autonomous Status

ISO 9001:2008 Certification



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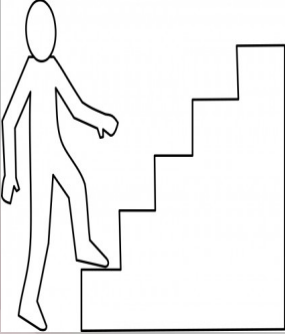
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A SUMMARY OF A 24 YEAR-JOURNEY



2017 ... and beyond


2015/2016 PTC & PICAB/COD & COE

2012 ISO 9001:2008


2009 AUTONOMOUS STATUS

2007 IQUAME


1993 PACUCOA





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REALIZATIONS FROM UM PERSPECTIVE

1. Top Management support is PARAMOUNT.

“Quality Assurance is an INVESTMENT, it is EXPENSIVE, but the return is PRICELESS.”



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REALIZATIONS FROM UM PERSPECTIVE

2. Quality Assurance is a **NEVER-ENDING** Activity.

“It should become a **HABIT** rather than a seasonal activity.”



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REALIZATIONS FROM UM PERSPECTIVE

3. Engagement of Consultants is a **MUST**.

“In the long run, it is **COST-EFFECTIVE** and **EFFICIENT** than doing it on your own.”



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REALIZATIONS FROM UM PERSPECTIVE

4. Selection of an ISO Registrar is a **CRITICAL** decision.

“Make sure your registrar is **WELL-ESTABLISHED** and its name is **KNOWN** and **RECOGNIZED** in the marketplace.”



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REALIZATIONS FROM UM PERSPECTIVE

5. **Benchmarking** data identifies gaps in an organization’s processes vis-à-vis industry leaders.

“**GOOD** to be a big fish in a small pond, but it is ...
BETTER .. to be a big fish in a big pond, but it is ...
BEST to be the biggest fish in the biggest pond.”



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**HUMAN RESOURCES
ISN'T A THING WE DO.
IT'S THE THING THAT
RUNS OUR BUSINESS.**
-Steve Wynn, Wynn Las Vegas

REALIZATIONS FROM UM PERSPECTIVE

6. Human Resource is the company's **MOST IMPORTANT** asset.

“What is the use of having all other resources, when there is no one channeling them in achieving company targets?”

“Always remember, they are **human first, resources later.**”



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Top Management

Senior Leaders


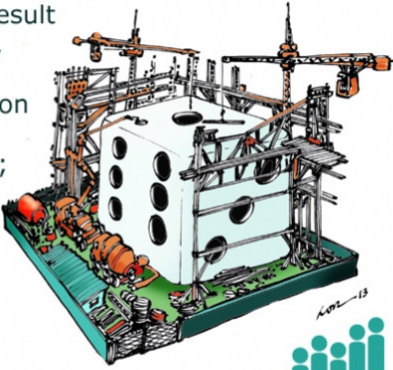
Middle Management


Front-liners

**FINAL REALIZATION
FROM UM
PERSPECTIVE ...**


Quality is never an accident;
it is always the result
of high intention,
sincere effort,
intelligent direction
and
skillful execution;
it represents
the wise choice
of many
alternatives.

William A. Foster







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End of Presentation



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