



Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT
Intramuros, Manila



TERMS OF REFERENCE

I. PROJECT TITLE

Engagement of Training Institution/Provider for the Conduct of Online Trainings on ISO 9001:2015 Quality Management System (QMS) for Calendar Year (CY) 2022.

II. DESCRIPTION/RATIONALE

The Department of Labor and Employment (DOLE) Central Office (CO) (composed of the Office of the Secretary (OSEC), seven (7) Services, five (5) Bureaus) and its two (2) Attached Agencies, namely: National Conciliation and Mediation Board (NCMB) and National Labor Relations Commission (NLRC) passed the recertification audit on June 21-30, 2021 and consequently recommended for the 3rd cycle of certification to ISO 9001:2015 QMS.

To ensure the continuous compliance and improvement of its QMS, DOLE endeavors to enhance the competency level of QMS players through the conduct of the following training courses on ISO 9001:2015 via online platform:

Course 1: Effective Management Review

This course aims to instill understanding and appreciation of the Management's crucial role in ensuring the continuing suitability, adequacy, and effectiveness of the QMS.

Course 2: Auditing Techniques Enhancement

This course will impart different techniques in auditing ISO 9001:2015 QMS for a more effective audit execution.

Course 3: Effective Skills for Audit Reporting

This training aims to improve the audit report writing competency of internal quality auditors in order to deliver reports that have impact and will add value to the organization.

Course 4: Effective Tools for Continuous Improvement

This course will equip participants with approaches and tools in the recognition and initiation of improvements in the QMS.

Course 5: Enhancing the Competency of QMS Document and Record Controller

This activity aims to enhance competency in quality management documentation and control of QMS documents and records.

III. OBJECTIVES

These training courses will enable the participants to:

1. Understand comprehensively the ISO 9001:2015 QMS principles and requirements on management review;
2. Enhance techniques needed in effective auditing, audit report writing and control of documented information;
3. Increase their commitment to continually improve the QMS; and
4. Identify the areas for improvement in the current QMS.

IV. SCOPE OF WORK, SERVICES AND DELIVERABLES

The training provider/s, shall include in the proposal the following information/documents:

1. Company profile highlighting related government projects
2. Curriculum Vitae of proposed trainer/s
3. Training Modules

It shall render the following services and deliverables:

1. Conduct of training and/or workshop
2. Training materials/modules/handouts
3. Video-conferencing Meeting Link

The criteria in Annex A shall be considered in the selection/hiring of training institution/provider.

V. PARTICIPANTS

The training courses shall be attended by:

Course 1: Effective Management Review

- Executive Session (AM/PM)
 - DOLE Senior Officials
 - QMS Committee Members
 - Heads of Offices
- Process Owners/Leaders

Course 2: Auditing Techniques Enhancement

- Internal Quality Auditors

Course 3: Effective Skills for Audit Reporting

- Internal Quality Auditors

Course 4: Effective Tools for Continuous Improvement

- Process Owners/Leaders (3 Batches)

Course 5: Enhancing the Competency of QMS Document and Record Controller

- Document Control Officers (2 Batches)

Participants will come from the following DOLE offices and attached agencies:

	No. of Participants per Training Course										Total No. of Participants
	Course 1			Course 2	Course 3	Course 4			Course 5		
	Executive Session		Batch 1			Batch 1	Batch 2	Batch 3	Batch 1	Batch 2	
	AM	PM									
Office of the Secretary*	11		2	1	1	3			14		32
Financial and Management Service		1	2	1	1	4			4		13
Internal Audit Service		1	2	6	13	2		3	2		29
Human Resource Development Service		1	2	2	1	5			2		13
Planning Service		1	2	1	1	5	6	7		4	27
Administrative Service		1	2	2	2	4		3	2		16
Legal Service			2	2	1			2	2		9
Information and Publication Service		1	2	1				3		3	10
Bureau of Local Employment			2	2	2	2				2	10
Bureau of Labor Relations		1	2	2	1			3		4	13
Bureau of Working Conditions		1	2	4	2			4		3	16
Bureau of Workers with Special Concerns		1	2	1	1		4			2	11
International Labor Affairs Bureau		1	2	1	1		3			2	10
National Conciliation and Mediation Board		1	2	2	2		6			2	15
National Labor Relations Commission		1	2	2	1		6			4	16
TOTAL	11	11	30	30	30	25	25	25	26	26	240

*from the OSEC Records, Offices of the Undersecretaries and Assistant Secretaries