



**PHILIPPINE QUALITY AWARD  
ASSESSORS PREPARATORY COURSE  
21-25 MAY 2018**



**COURSE OUTLINE**

<b>Module</b>	<b>Topic</b>
1	Overview of the Philippine Quality Award (PQA) Program
2	The PQA Framework as a Roadmap to Building an Integrated Management System
3	Overview of the Award Application Review Process
4	Understanding the Applicant's Situation (Organizational Profile)
5	Comment Writing
6	Writing Feedback-Ready Comments
7	Understanding the Applicant's Customer (Category 3 Customers, Item 7.1a Customer-Focused Product and Process Results, and Item 7.2 Customer-Focused Results)
8	Evaluating Process Items (using Item 5.1 Workforce Environment as example)
9	Evaluating Results Items (using Item 7.3 Workforce Environment as example)
10	Understanding the Applicant's Leadership (Category 1 Leadership and Item 7.4a Leadership, Governance & Societal Responsibility Results)
11	Understanding the Applicant's Strategy (Category 2 Strategy, Item 7.4b Strategy Implementation Results, and Item 7.5 Financial & Market Results)
12	Understanding the Applicant's Operations (Category 6 Operations, Item 7.1b Work Process Effectiveness Results, and Item 7.1c Supply-Chain Management Results)
13	Understanding the Applicant's Workforce (Category 5 Workforce and Item 7.3 Workforce Focus)
14	Understanding the Applicant's "Brain Center" (Category 4 Measurement, Analysis, and Knowledge Management)
15	Key Themes
16	Site Visit Review Planning <ul style="list-style-type: none"> <li>• Identification and Prioritization of Site Visit Issues</li> <li>• Site Visit Strategy Tool</li> <li>• Site Visit Issue Planning Worksheet</li> <li>• Site Visit Review Worksheet</li> <li>• Site Visit Scorebook</li> </ul>
17	Etiquette and Ethics for PQA Assessors <ul style="list-style-type: none"> <li>• Do's and Don'ts: Independent Review, Consensus Review, Site Visit Review, and Judges' Final Review</li> <li>• Code of Ethical Standards</li> </ul>
18	Preparing Feedback Reports for Our Customers