TECHNICAL COOPERATION COUNCIL OF THE PHILIPPINES SECRETARIAT
QUALITY MANAGEMENT SYSTEM (QMS)

I. Introduction

The Technical Cooperation Council of the Philippine was created under Executive Order No. 17 series of 1992 to act as National Focal Point for Technical Cooperation among Developing Countries and as such conducts training where the Philippines has expertise to benefit the developing and least developed countries.

II. Definition of Terms

TCCP

Is an interagency body composed of the Department of Agriculture (DA), Department of Environment and Natural Resources (DENR), Department of Science and Technology (DOST), Department of Trade and Industry (DTI), National Economic Development Authority (NEDA) and the Department of Foreign Affairs (DFA) as Chair.

The Council, sets the policy and direction of the Philippine Technical Cooperation Program.

TCCP Secretariat

The Secretariat is an Attached Agency of the DFA and is charged with the implementation of the Philippine Technical Cooperation Program.

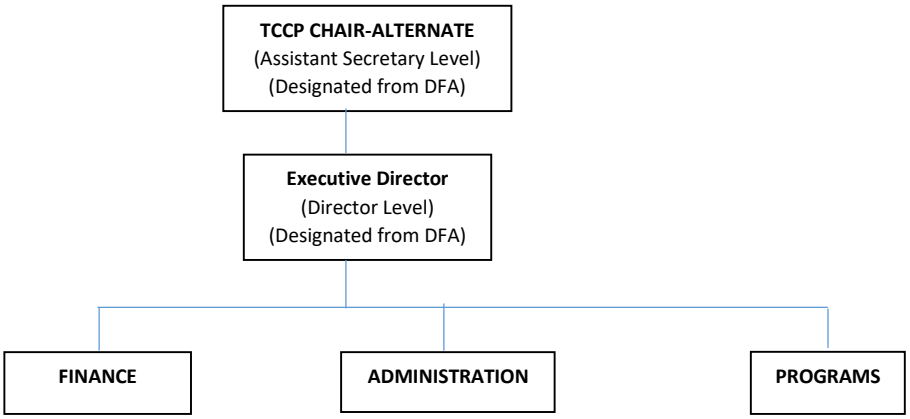
Technical Cooperation among Developing and Least Developed Countries (TCDC)
South-South Cooperation (SSC)

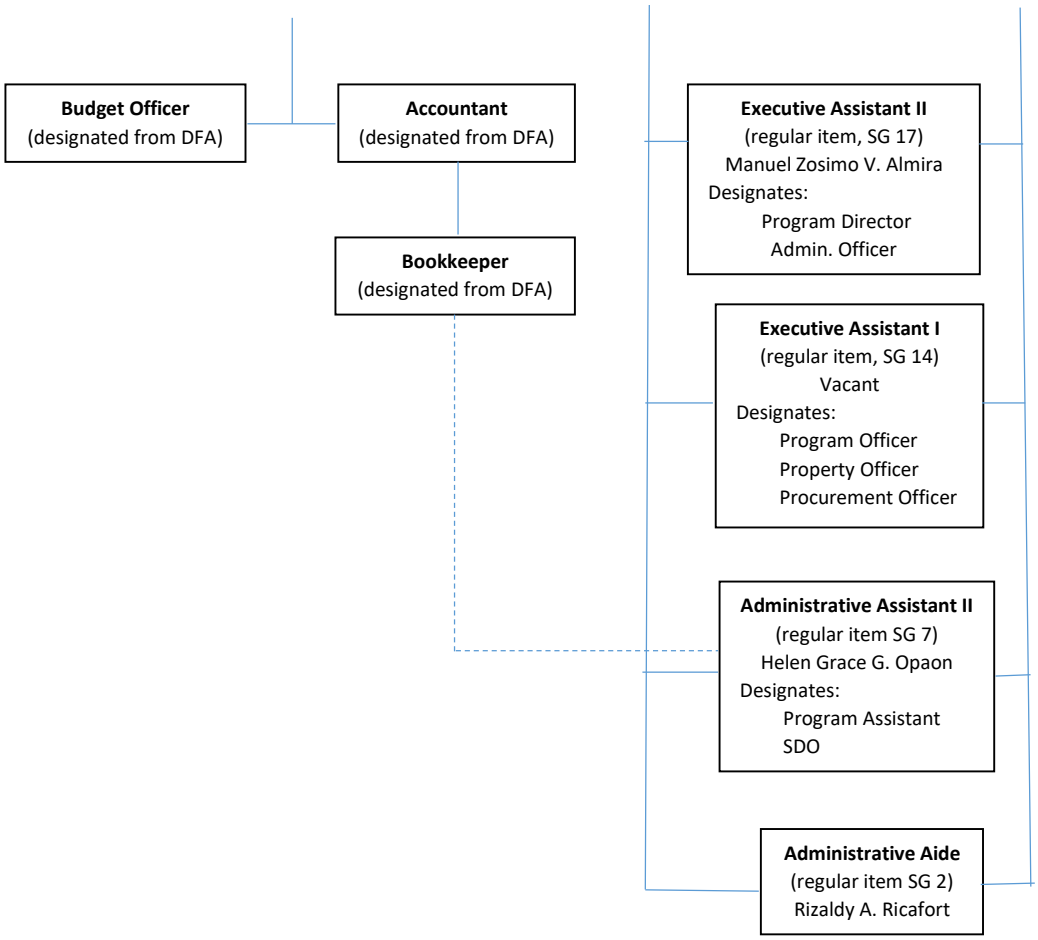
Majority of DCs and LDCs are located South of the equator. Therefore, South-South Cooperation refers to DCs and LDCs helping one another for their mutual development and progress.

Developing and Least Developed Countries (DCs and LDCs)

Is the group of nations, mainly members of the Group of 77, that are considered to be still in the process of development.

III. Organizational Structure





IV. Operational Control and Supervision

The TCCP Chair-Alternate, designated by the Secretary of Foreign Affairs as Chairman, has Operation Control and Supervision of the Program and Administration of the TCCP Secretariat.

V. Statement of QMS Scope

This system covers the process of identification and selection of TCCP Program and Activities

VI. Justification of Exclusion

The TCCP Secretariat has only four (4) Personnel Complement. As such, its function and procedures are being limited to its existing capacities.

Note: Per PSIPOP, TCCP has only 4 plantilla positions, 3 filled and 1 unfilled.

VII. Description of TCCP Services

TCCP offers short-term non-degree training courses to developing and least developed countries in the following fields of Philippine expertise:

- **Environment** (management courses, non-timber forest products)

- **Health** (course on malariology - malaria control programs; total quality management for the health care sector, TB)
- **Fisheries and agriculture** (fish processing and fish marketing; agribusiness and technology transfer, food processing)
- **Gender and development** (women empowerment; entrepreneurship and management courses for women)
- **Total quality management** (implementation of TQM principles and techniques)
- **Entrepreneurship and small and medium enterprises enhancement** (design and development; delivery of technical assistance and extension services to SMEs; managerial assistance to SMEs)
- **Disaster management** (disaster risk reduction; development of a national awareness program involving the media)
- **Investment promotion** (investment packaging and promotion strategies; business matching)
- **Culture and Heritage Preservation**

VIII. Annexes

1. Mechanism for determining customer satisfaction and feedback

Attached below is the DBM approved survey form to be used to determine success of TCCP activities.

REPUBLIC OF THE PHILIPPINES

Department of Foreign Afffairs - Technical Cooperation Council of the Philippines

Seminar on Culture / Heritage Preservation and Eco-Tourism

(Name of Training)

Dear Participants: We would like to get your feedback on the above-named training counducted today. Your reponse will greatly help us in determining the effectiveness of this kind of training and the improvements we need to make, if any.

Name: _____ **Affiliation:** _____

Please check the box that most closely describe your position:

- ☐ Executive
- ☐ Managerial
- ☐ Technical
- ☐ Administrative
- ☐ Others (please specify): _____

Part 1. How would you rate the training based on the following items for evaluation? Please check the box that corresponds to your answer.

(Number 5 as the highest and number 1 as lowest rating)

Items for Evaluation	5	4	3	2	1
Usefulness of the training					
Overall content easily understandable					
Delivery of the topic by the trainor					
Appropriateness of materials					
Overall rating for this training					

Part 2.

What did you find most useful in the training?

_____

_____

_____

What were the key knowledge that you got from the training?

_____

_____

_____

How can we make this training more effective?

Speaker: _____

_____

Content: _____

_____

Others: _____

_____

2. Operation Procedure on Program Selection

Locally Initiated

Steps	Person Responsible
1. DFA offices and Foreign Service Post and other government Agencies to submit a recommendation for assistance be offered to identified developing and least developed countries;	DFA offices and Foreign Service Post and other government Agencies
2. The Council will select the recommendations most appropriate to the priorities under the Foreign Policy of the government.	TCCP Chair-Alternate
3. Based on the selected recommendations, TCCP will conduct a matching exercise of the needs of the identified beneficiary against the expertise of the Philippines.	Mr. Manuel Almira
4. After the matching has been established, TCCP would then coordinate with the appropriate agency to draw the training program and costing.	Mr. Manuel Almira
5. TCCP will inform the identified beneficiary of the training program it is willing to offer them.	TCCP Chair-Alternate
6. Upon acceptance of the beneficiary country, TCCP may now include the cost of the training programs selected in its future budget proposals.	Mr. Manuel Almira

Foreign Initiated

Steps	Person Responsible
1. Foreign Governments, through their appropriate agency, will signify their intent to avail of the Philippines technical assistance in certain fields;	Foreign Governments
2. The Council will consider the request that are in line with the Foreign Policy of the government.	TCCP Chair-Alternate
3. Based on the selected recommendations, TCCP will conduct a matching exercise of the needs of the identified beneficiary against the expertise of the Philippines.	Mr. Manuel Almira
4. After the matching has been established, TCCP would then coordinate with the appropriate agency to draw the training program and costing.	Mr. Manuel Almira
5. TCCP will inform the identified beneficiary of the training program it is willing to offer them.	TCCP Chair-Alternate
6. Upon acceptance of the beneficiary country, TCCP may now include the cost of the training programs selected in its future budget proposals.	Mr. Manuel Almira

FOCAL PERSON

All communication should be addressed to the TCCP Chair-Alternate

TIME NEEDED TO COMPLETE THE PROCEDURE

The training will be ready for implementation once the budget for the Training is included in the Philippine General Appropriation Act (specific fiscal year).

NB:

All proposals and recommendations that were processed and selected in the current fiscal year will be included in the Budgetary Proposal of the TCCP on the following Fiscal year.

REQUIRED DOCUMENTS

The only required documents are those of the request and recommendation letters that were coursed through official and diplomatic channels.