



Republic of the Philippines
Department of Education
REGION I



Advisory No. 18 s. 2026
FEB 02 2025

In Compliance with DepEd Order (D.O) No.8, s. 2013
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**INVITATION TO PARTICIPATE IN THE LEADERSHIP EVOLUTION PROGRAM
ON TOTAL QUALITY MANAGEMENT (TQM): STRENGTHENING
LEADERSHIP AND MANAGERIAL EXCELLENCE
IN THE PUBLIC SECTOR**

As part of the continuing advocacy to support learning and development initiatives for government executives and personnel, the Center for Global Best Practices (CGBP) is inviting all government institutions to participate in a SEC-accredited Leadership Evolution Program titled "Total Quality Management (TQM): Designed to Strengthen Leadership and Managerial Excellence in the Public Sector."

In response to this urgent need, all interested government executives, third-level eligibles, and public servants are hereby advised to coordinate directly with the Center for Global Best Practices (CGBP) for registration details, schedules, and other pertinent information.

Attached are the complete details of the training including the course outline. Training investment is inclusive of an E-certificate and printed learning material which will be delivered via LBC.

Participation in this program is voluntary and subject to the availability of institutional funds and existing accounting and auditing rules and regulations.

QAD/fad/ADV_TotalQualityManagement-LeadershipEvolutionProgram
February 2, 2026



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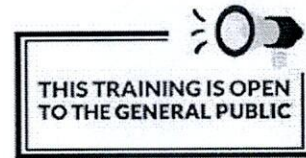
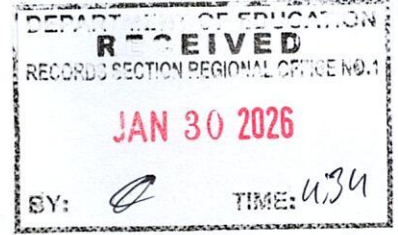


ATTN ALL Government Institutions: Achieve Service Excellence with ISO Standards & TQM

From Center for Global Best Practices <noreply@cgbp.ph>
via sendpulse.info

Date Fri 1/30/2026 4:00 PM

To DEPED I ILOCOS REGION <region1@deped.gov.ph>



TO ALL Government Institutions:

In an era where public trust, service excellence and operational efficiency are non-negotiable, **government leaders must be equipped with globally recognized management systems that deliver results.**

In response to this urgent need, we are pleased to invite your institution to participate in our SEC-accredited Leadership Evolution Program entitled “**Total Quality Management (TQM)**”, designed specifically to strengthen leadership and managerial excellence in the public sector.

As part of our continuing advocacy to support learning and development initiatives for government executives and personnel, this program will be conducted via Zoom on the following schedule:

Session 1: 9:00AM | Thursday, February 12, 2026 **Session 3:** 9:00AM | Thursday, February 19, 2026
Session 2: 9:00AM | Friday, February 13, 2026 **Session 4:** 9:00AM | Friday, February 20, 2026

Total Quality Management (TQM) or ISO 9000, being an international standard, is a customer-focused approach that centers on continuous improvement and aligning every employee's work towards delivering exceptional products and services.

This program is also **aligned with the “Leading in a Continuously Changing Environment” core competency of the Career Executive Service Board (CESB)**, where TQM is identified as a critical learning area. It equips government executives and third-level eligibles with the mindset and tools to drive innovation, build high-performance teams and deliver sustained value to citizens.

Attached are the complete details of the training including the course outline. Training investment is inclusive of an e-certificate and a printed learning material which will be delivered to you via LBC:

P 11,880.00 / person

Enrollment is open to all public servants and the general public.

CGBP is an accredited training provider of Career Executive Service Board, Civil Service Commission, Governance Commission for GOCCs, DILG through the National Association of Local Resource Institutions, Supreme Court for MCLE training, Securities and Exchange Commission and other regulatory agencies.

Those from the government are within the ₱2,800.00 per day limit set by COA for attending training provided by the private sector based on the NEW Department of Budget and Management Circular No. 596 dated January 20, 2025.

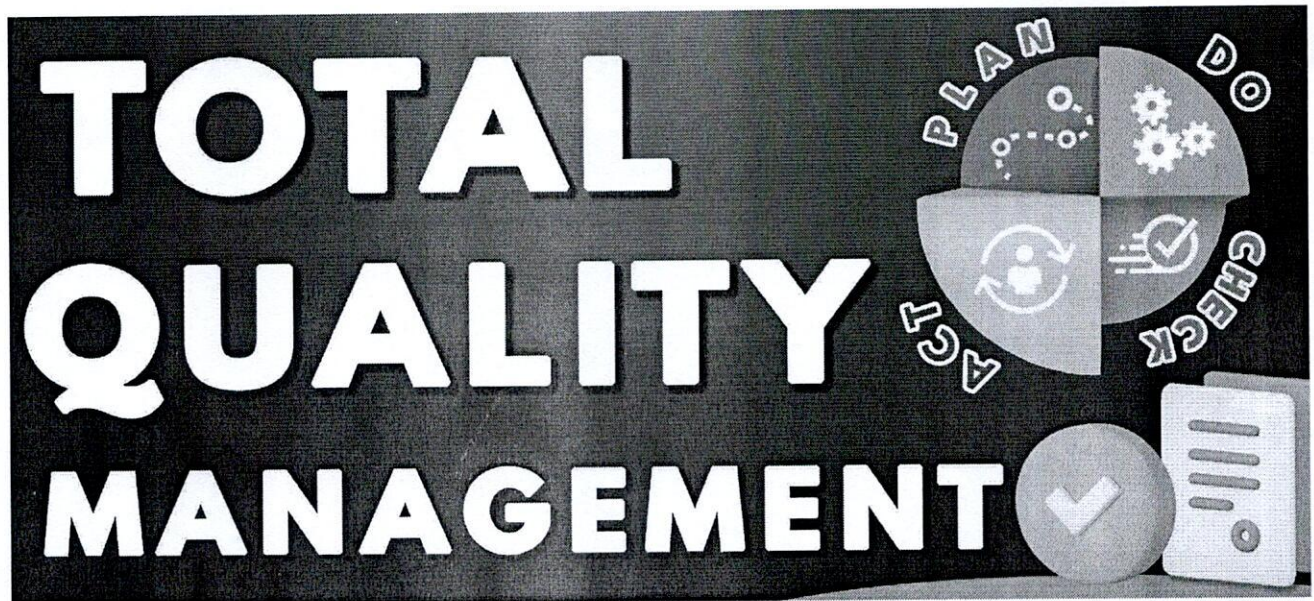


Attending this training is not covered by the newly-enacted Procurement Law (R.A. 12009) based on its IRR's Section 4.4-b, which classifies training continuing education, conferences and similar activities as "non-procurement activities that shall be governed by applicable COA, CSC, and DBM rules".

For any queries, we may be reached at (+63 2) 8842-7148 or 59 or e-mail Glaisie Falculan, program leader, at glaisie.cgbp@yahoo.com.

Very truly yours,

Henry Belleza Aquende, MBM, Hon. DPA
Founder and President
Center for Global Best Practices



THURSDAY & FRIDAY, FEBRUARY 12 & 13, 2026 * 9:00AM TO 12:00NN via ZOOM
THURSDAY & FRIDAY, FEBRUARY 19 & 20, 2026 * 9:00AM TO 12:00NN via ZOOM

[Click here to see Full Details](#) | [Download Registration form](#)

Streamline operations. Reduce costly errors. Deliver consistent quality.

Total Quality Management (TQM) or ISO 9000, being an international standard, is a customer-focused approach that centers on continuous improvement and aligning every employee's work towards delivering exceptional products and services.

Whether you are in the private sector or in government, this 4-session online training will equip you and your team with proven tools and best practices -- ensuring that both management and employees contribute to a unified vision of success.

This special training is aligned with the "Leading in a Continuously Changing Environment" core competency of the Career Executive Service Board (CESB), where TQM is identified as a critical learning area. This equips government executives and third-level eligibles with the mindset and tools to drive innovation, build high-performance teams and deliver sustained value to citizens.

Enroll and start building that culture of excellence!

TOTAL QUALITY MANAGEMENT

LEARNING OBJECTIVES OF THE PROGRAM:

- Detailed knowledge and information about total quality management.

- The required skill, understanding and confidence to partake in and play a significant role in the implementation of a total quality management system in the organization in turn supporting career growth and progression.
- Provide the necessary confidence and knowledge to train other professionals on total quality management.
- The ability and knowledge to contribute to organizational growth and development by delivering better quality, following the requirements of clients.
- The confidence, experience and understanding to check existing processes and procedures followed within the organization for adherence to standards set and suggesting changes if required.
- The required skillset and capabilities to work with advanced tools and concepts to set up total quality management systems within the organization.
- The knowledge, confidence and experience to work in any organization or industry in quality management related roles, thereby increasing avenues for career growth and progression.

PROGRAM OUTLINE

Module 1 – Overview of Total Quality Management

- Definition
- History
- Critical success factors

Module 2 – Principles of Total Quality Management

- Commitment from management
- Employee empowerment
- Continuous improvement
- Customer focus
- Process-centered
- Integrated system
- Strategic and systematic approach
- Fact-based decision making
- Effective communication

Module 3 – Phases of Total Quality Management

- Planning phase
- Do phase
- Check phase
- Act phase

Module 4 – Tools for Total Quality Management

- Benchmarking
- Failure Mode Effect Analysis
- PDCA (Plan–do–check–act) cycle
- Process management
- SWOT & PESTLE
- Statistical process control
- 7 QC Tools
- DMAIC
- LEAN Concepts
- JIT / Kan Ban / Push Pull

Module 5 – Elements of Total Quality Management

- Ethics
- Integrity
- Trust
- Capacity & Skills set Building
- Teamwork
- Leadership
- Rewards & Recognition

- Communication

Module 6 – Benefits of Total Quality Management

- Increased awareness of quality culture organization-wide
- Special emphasis on teamwork
- Commitment towards continuous improvement
- Cost and defect reduction
- Increased customer satisfaction

Module 7 – Steps to Implement a Total Quality Management System

- Change Management
- Vision and mission alignment with Leadership and Employees
- Identify critical success factors (CSFs)
- Processes/ sub-processes mapping
- Train and re-train employees
- Develop improvement plan
- Measure and report

Module 8 – Challenges to Total Quality Management

- Constraints by quality culture
- Leadership & Management Styles
- Lack of employee commitment
- Effective Communication Channels
- Quality certifications
- Customer Relationship Management

This special training is aligned with the “Leading in a Continuously Changing Environment” core competency of the Career Executive Service Board (CESB), where TQM is identified as a critical learning area. This equips government executives and third-level eligibles with the mindset and tools to drive innovation, build high-performance teams and deliver sustained value to citizens.

Course Director & International Master Trainer:

Kama Neson Ganeson, CSP, CSRP, CSAP, CGOV, CCP, BCMS, CORS, PMI-RM, CLA-ISMS, CAPM & PMP

He is a Malaysia-based Master Trainer for various management systems including ISO 9000, 9001, 10002, 14001, 18001, 22301, 31000, 20000, TS16949, 27001. He has rolled out many international quality and customer management training programs in Vietnam, Malaysia and the Philippines both for the public and private sectors with brand names such as AMEX, Sitel, Toshiba, Fujitsu, McDonalds, Jollibee, BDO, SM, Metrobank, Cebu Pacific, SSS, PhilHealth and many more.

He recently retired as Vice President, Head of Total Quality Management, and Chief Risk Officer of Megawide Corporation. In his 4-year stint with the organization, he was also the designated Coach and Master Trainer on various training programs for all front-line directors and project managers.



CLICK HERE TO REGISTER IN THIS WEBINAR

***Training investment is ₱ 11,880 / person inclusive of an e-certificate and a printed learning material.**

***Optional:**

Add ₱450 for a printed copy of a certificate of completion inclusive of delivery charge

Those from government are exempted from the P2,800.00 per day limit set by COA for attending training provided by the private sector based on the NEW Department of Budget and Management Circular No. 596 dated January 20, 2025.

Attending this training is not covered by the newly-enacted Procurement Law (R.A. 12009) based on its IRR's Section 4.4-b, which classifies training continuing education, conferences and similar activities as "non-

procurement activities that shall be governed by applicable COA, CSC, and DBM rules".

This is a "limited-slots-only" event and on a first-come, first-served basis. Pre-registration is required.

The Center for Global Best Practices (CGBP) is an accredited training provider of the Securities and Exchange Commission (SEC); Anti-Money Laundering Council (AMLC); Supreme Court for Mandatory Continuing Legal Education (MCLE); Bangko Sentral ng Pilipinas (BSP); Civil Service Commission (CSC), Career Executive Service Board (CESB); Governance Commission for GOCCs (GCG); Philippine Amusement and Gaming Corporation (PAGCOR); DILG through the National Association of Local Resource Institutions and other regulatory agencies.

CGBP welcomes suggestions and ideas about training programs that may be helpful to your career growth and the productivity of your organization. We also offer customized training programs for your company's needs. We are open to partnerships for mutually beneficial, win-win collaborations.

For clarifications or requests for an invitation letter, you may reach out to program leader Glaisie Falculan at landlines (+63 2) 8556-8968 or 69 and telefax (+63 2) 8842-7148 or 59. You may also check details and all other upcoming best practices training programs at www.cgbp.org

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