

P R E S S R E L E A S E

University Professors Trained on Quality Management Systems



Train-the-Trainer Workshop on Quality Management Systems. (seated from left to right) Mr. Dominic Sabado, European IT Service Center Foundation; Ms. Maria Fe Ferriols, IT Konsult, Inc.; Dr. Dennis Reyes, IT Konsult, Inc.

Under the Project entitled “Establishment of Market-driven and Technology-based Courses and Further Training for the Information Technology Sector in the National Capital Region, Philippines” and co-funded by the European Union, Hanns Seidel Foundation / Germany, and the European IT Service Center Foundation (EITSC), a train-the-trainer workshop was conducted to present a course employing European standards for quality management.

Held 30-31 July 2009 at the EITSC Training Hub, the workshop entitled “Quality Management Systems” provided potential facilitators an overview of the courseware developed by the Project, its objectives, learning stages and coverage, lecture plan and format, methodology as well as tips on effective classroom management.



The European Union (EU) numbers 27 different nations determined to shape their future closely together. Over a period of enlargement of more than 50 years, they have together built a zone of peace, stability, progress and solidarity. The EU is a model for overcoming conflict and promoting reconciliation through close co-operation to achieve common goals, while respecting national sovereignty and territorial integrity. But the EU is not focused on itself. Its ambition is to share its achievements and values with countries beyond its borders.

The European Commission (EC) is the EU's executive body.



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The Project has embarked on the activity of courseware development to strengthen the capability of EITSC in delivering market-driven courses and further training. One of these courseware focuses on quality management. With an aim to disseminate relevant knowledge of European quality management standards, this courseware has been developed in an effort to build awareness and facilitate adoption as well as full adoption of total quality management systems into the daily operations of businesses ranging from micro to large enterprises. This is a graduate-level course covering the basics of quality management, the disciplines, systems foundations, and thought processes pertinent to understanding and implementing quality management systems in an industry context. Through this course, the Project hopes to enhance the knowledge of professionals and propel local industry for long-term profitable business relationships with the vast and increasingly growing European market.

The Filipino is our greatest asset. Making the Filipino aware of a systematic view of quality as a standard of delivery assures customers that services and products from the Philippines are at or above world-class levels. In particular, human resource development is key to the growth of the country's outsourcing and offshoring industry. The courseware provides the Filipino knowledge workers with an orientation of quality and prepares them for global business where quality is no longer a differentiation but a must.

The train-the-trainer workshop was attended by 24 professors of management and engineering courses from the Adamson University, Ateneo Graduate School of Business, Colegio de San Juan de Letran, Mapua Institute of Technology, Rizal Technological University, and Taguig City University. As they gained insights into quality in terms of systems thinking and in terms of excellence, the workshop provided a venue to share learning experiences in academe and a platform for discussions on increasing awareness of quality management systems among teachers and students.

Further information, please refer to:

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