



Republic of the Philippines
Department of Education
REGION VIII - EASTERN VISAYAS

Advisory No. **147**, s. 2025
November 20, 2025

In compliance with DepEd Order (DO) No. 8, s. 2013
This advisory is issued not for endorsement per DO 28, s. 2001,
but only for the information of DepEd officials,
personnel/staff, as well as the concerned public.
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**INVITATION TO ONLINE TRAINING COURSE AND MASTER CLASS ON
INTEGRATING SERVICE QUALITY STANDARDS IN
GOVERNMENT SERVICE DELIVERY**

Attached is an invitation from the Asian Productivity Organization (APO), in collaboration with the Development Academy of the Philippines (DAP), to a learning session on Integrating Service Quality Standards in Government Service Delivery scheduled on December 2-4 and 5, 2025, via Zoom.

This training course and masterclass is open to all public sector officers and managers responsible for the overall management, design, and delivery of frontline government services..

Participation of both public and private schools shall be subject to the *no-disruption-of-classes policy* stipulated in DepEd Order No. 9, s. 2005 titled *Instituting Measures to Increase Engaged Time-on-Task and Ensuring Compliance Therewith*.

More information may be inquired from:

Productivity Development Research Office
Productivity and Development Center
Development Academy of the Philippines
Telephone No.: +632.8.631.0921
Email Add.: pdcrpdro@dap.edu.ph

Considering that this is an Advisory, Schools Division Superintendents are given the discretion to act on this matter

HRDD-TJCP





Department of Education Region VIII <region8@deped.gov.ph>



INVITATION: Online Training Course and Master Class on Integrating Service Quality Standards in Government Service Delivery

1 message

PRODUCTIVITY DEVELOPMENT RESEARCH OFFICE <pdcr.pdro@dap.edu.ph>

Bcc: region8@deped.gov.ph



Greetings from the Development Academy of the Philippines (DAP)!

The Asian Productivity Organization (APO), in cooperation with the DAP, is pleased to invite you and/or your representative(s) to the learning sessions on Integrating Service Quality Standards in Government Service Delivery via Zoom on the following dates:

- **Training Course on Integrating Service Quality Standards in Government Service Delivery**, 2-4 December 2025, 8:00 a.m. to 12:00 noon
- **Master Class on Integrating Service Quality Standards in Government Service Delivery**, 5 December 2025, 8:00 a.m. to 12:00 noon

Ms. Nyota S. Brown, APO Expert and Secretary of American Society for Quality (ASQ) - Government Division, will serve as the resource person for the training course and master class.

[Register here](#)

Deadline for registration is **27 November 2025**.

Delight citizens!
Join the Training Course and Master Class on Integrating Service Quality Standards in Government Service Delivery

Training course
 Learn practical tools and strategies to integrate service quality standards in public service delivery and boost citizen satisfaction.

Master class
 Learn how to lead efforts to raise service quality standards, delight citizens at every interaction, and build public trust through superior service delivery.

Why Attend?

- ✓ Understand the value of service quality standards in designing and delivering government services;
- ✓ Describe the principles, approaches, and tools on integrating service quality standards in designing and delivering government services;
- ✓ Determine mechanism to improve the implementation of service quality standards in delivering government services; and,
- ✓ Identify best practices on integrating service quality standards in government service

Scan to register now!

When and where?

Training Course
 2-4 December 2025, 8:00 a.m. to 12:00 noon, via Zoom
 Fee: Php 1,000 (inclusive of 12% VAT, e-certificates, e-copies of course materials)

Master Class
 5 December 2025, 8:00 a.m. to 12:00 noon, via Zoom
 Attend for FREE!

Who should attend?

Public sector officers, managers, and staff, including frontline employees, supervisors, quality management teams who are involved in designing and delivering frontline government services.

Public sector officers and managers responsible for the overall management, design, and delivery of frontline government services.

Development Academy of the Philippines | dap.edu.ph



Nyota S. Brown
Secretary of American Society for Quality (ASQ) - Government Division
Representing Organization (RPO) Expert

Scan to register now!



Early Registration Discount
Organizations that register three or more participants in advance are eligible for a 10% group discount.

ORJ Email
11/17/25

For inquiries, please do not hesitate to call us at +632.8.631.0921 local 140.



Productivity Development Research Office
Productivity and Development Center
Development Academy of the Philippines
San Miguel Ave., Ortigas Center, Pasig City

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