



Name: Ma. Theresa A. Agustin

Nationality: Filipino

Present Position: Director, Industry Competitiveness and SME Productivity
Center for Quality and Competitiveness
Development Academy of the Philippines

Educational Qualifications:

Master in Industrial Relations (MIR) major in Human Resource Development, University of the Philippines

Diploma in Training Development and Management, College of Saint Benilde, De La Salle University, Manila, Philippines

Bachelor of Arts major in Behavioral Science, University of Santo Tomas, Manila, Philippines

Professional Experience:

Director, Industry Competitiveness and SME Productivity, Center for Quality and Competitiveness, Development Academy of the Philippines, (December 2008-present)

Senior Project Officer, SME Productivity Division, Center for Quality and Competitiveness, Development Academy of the Philippines, (2006-2008)

Head Executive Assistant, 2005-2006, Office of the President, Development Academy of the Philippines

Officer-In-Charge, 2004, Institute of Productivity and Quality, Graduate School of Public and Development Management, Development Academy of the Philippines

Started as a Project Assistant, 1995, Philippine Productivity and Quality Training Institute, Development Academy of the Philippines

Publications/Achievements:

- Served as a **Writer-Contributor** to the publication of the **APO Business Excellence (BE) Package for SMEs**. 2011-2012;
- Deputed as a **Technical Expert of the Asian Productivity Organization** on the **APO-Study Meeting on Knowledge Clusters for SMEs in Asia**, China Productivity Center, Taipei, Republic of China (ROC), December 13-16, 2011.
- Deputed as the **Asian Productivity Organization (APO) Technical Expert** for the In-Country Program on the Development of Productivity Practitioners: Basic Course in Sri Lanka, Cambodia and Bangladesh in 2007 and 2009, respectively. In September 2013, she has also been deputed to the National Productivity Organization (NPO) Jakarta, Indonesia to serve as a Technical Expert on the implementation of the In-Country Program on the Development of Productivity Practitioners.
- Extensive work experience serving as a **Project Manager** for the Development of Productivity Specialists (DPS) as it was entitled before its evolution to the Development of Productivity Practitioners (DPP)-Basic Course for the Asian Productivity Organization (APO), which she continues to manage at present. In 2006, she also managed the first two (2) batches of the **DPS for ASEAN Managers for the APO and the Association of Southeast Asian Nations (ASEAN) Foundation**.
- Responsible for the design, technical supervision and project management of the conduct of evaluation studies for selected national SME programs and the pilot-testing of the implementation of the DAP's SME Cluster and Network Development Program in December 2006 for micro, small enterprises in the food industry at the Cordillera Administrative Region (CAR).
- Served as **Session Director** for the Middle Managers Class-Batch 5, March 2014-January 2015 of the Philippines' Public Management Development Program (PDMP)
- Currently supervising programs on the: Philippine Quality Award (PQA) and Business Excellence for the Public Sector, SME Productivity, Quality Management System (QMS) for the Local Government Units (LGUs) and the APO-Development of Productivity Practitioners Basic Course.

Areas of Expertise:

- Application of Productivity and Quality Management Tools : 5S, Suggestion Scheme, Quality Circle, Labor Management Cooperation, Small and Medium Enterprise (SME) Cluster and Network Development, Program/Course Designing, Training Management, Teambuilding.