



UP INSTITUTE FOR SMALL-SCALE INDUSTRIES

PROSPECTUS

Reaching Greater Heights
2012 and Beyond





UNIVERSITY OF THE PHILIPPINES INSTITUTE FOR SMALL-SCALE INDUSTRIES

E. Virata Hall, E. Jacinto Street, UP Campus,
Diliman, Quezon City 1101
9287076 to 79 local 158; 9206923 (fax)





The 2011 Catholic Mass Media Awards Best Business News or Business Feature



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INSTITUTE FOR SMALL-SCALE INDUSTRIES**

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<i>UP ISSI training programs are essentially classified into the following four major categories:</i>	
TRAINING PERFORMANCE INDICATORS	
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Managers Course	
<i>The Integrated Organizational Survey and Assessment (IOSA)</i>	
<i>UP ISSI Geographic Spread 2006-2011 Integrated Organizational Survey</i>	
Productivity through Effective Supervision (PES) Seminar	
Accounting for Non-Accountants (AfNA)	
Strategic Marketing Course	
Strategic Human Resource Management	
Total Communication Training Program (Powercomm)	
Other Popular Course Offerings	

• **Research and Extension** **40**

Building an Enterprising Community

First Distinguished Entrepreneurship Leadership Forum
Planning for Expanding Business Training (PlanET)
Leading Through Technology, Enabling Innovations,
First BUSISI Forum,
Forum on Innovation for SMEs Towards Global Competitiveness
The 2nd and 3rd Symposia on TRIZ
Conference Workshop on Entrepreneurship Education and Training
Focus Group Discussion: Are UP Diliman Students Entrepreneurial
Symposium on Technopreneurship and Entrepreneurship Education
Symposium on Microfinance
Symposium on Climate Change

• **Knowledge Management, Information, and Communication Technology** **48**

Small Business Web Design for SMEs
e-Learning Project
That's Entreprtainment! on DZUP 1602 AM
The UP ISSI Website:
UP ISSI e-Books Store
UP ISSI Wall News
Media Networking
Development of Entrepreneurship Instructional Materials
Resource Materials Documentation Center

UP ISSI in the media

Position Papers

• **New Programs** **53**

Below are data about the CES SME and FI series:

Projects with the Industrial Guarantee and Loan Fund (IGLF)

Phase I, Capability Enhancement Seminar- 2007 - 2010
Phase II, Capability Enhancement Seminar - 2010 to present
Geographic Distribution of SME and FI Participants

Projects with the Industrial Guarantee and Loan Fund (IGLF)

Impact Study on the IGLF Capability Enhancement Seminars

Projects with the Industrial Guarantee and Loan Fund (IGLF)

First Risk-Based Lending Forum 2012

Programs with the IGLF – Bangko Sentral ng Pilipinas (BSP)

CSF-IGLF Credit Appraisal and Monitoring (CAM) Training 2008 - present
Credit Appraisal and Monitoring (CAM) Training Geographic Spread 2010-2012

Projects with the Department of Trade & Industry (DTI)

Development of Sector-specific Entrepreneurship Modules
DTI - Comprehensive Agrarian Reform Program (DTI-CARP)

Development of Instructional Materials for the Barangay Micro...

Programs with the DA-Bureau of Fisheries and Aquatic Resources (DA-BFAR)

Bureau of Fisheries and Aquatic Resources (BFAR) Programs 2010-2011

DA-BFAR Training Program Statistics

Geographical Coverage of BFAR-ToTED-EDU and ToED-SRG Training 2010-2011

Programs with the Philippine Long Distance Telephone Company

PLDT KaAsenso Edukasyon Project 2011 to present

PLDT KAASENSO EDUKASYON SUMMARY OF PARTICIPANTS' PROFILE

Programs with the DENR- Protected Areas and Wildlife Bureau (DENR-PAWB)

Bridging Ecotourism with Enterprise Development Workshop (BET-Ed) 2011

Building up ValueLinks Expertise for a Sustainable Enterprise Development

Bank Management Seminar

Programs With Mechatronics Technologies Corporation...

Programs with Metro South Cooperative Bank Foundation

Programs with Local Government Units

Tools and Analysis: Good Governance, Gender, and Entrepreneurship...

Programs with the People's Credit and Finance Corporation (PCFC)

Sales and Marketing Seminar and Training of Trainors Course

Bridging Farmers to the Jollibee Supply Chain: ...

Impact Assessment of PODS (people offering deliverable services)

Programs with Radiowealth Finance Company (RFC)

Management and Leadership Enhancement, Marketing Workshop, Monitoring, and Evaluation

Public and Private Collaborations

Promoting Food Industry Competitiveness Training Program (PRO-FIT) June 2012 to July 2013

• International Programs-Going Beyond Borders 70

Programs with the Royal Government of Bhutan

Project Identification, Planning, Preparation and Monitoring;...

Training Program-cum-Study Tour on MSME Development

Programs with Bangladesh Bank

Bond Market and Securitization for SMEs, 2010

Programs with Approtech Asia and TCCP-DFA

International Workshop on Green Health Enterprises, 2009

The Integrated Management System Certification Project

UP ISSI Integrated Management System EMS & OHSAS Milestones

UP ISSI IMS PROCESS MODEL & STRUCTURE

The UP ISSI Code of Ethics & Business conduct

SITE DEVELOPMENT PLAN

UP INSTITUTE FOR SMALL-SCALE INDUSTRIES

The Cross-Functional Teams

The UP Board of Regents

UP System Officials

Listing of IOSA venues for the last five years (2006 to 2011)

MESSAGE FROM THE CHANCELLOR



Entrepreneurship is the backbone of communities. The perseverance and drive of small industries provide employment and services to people located outside big business district, and so ensure an equitable distribution of income throughout a society. Entrepreneurship also promotes the use of various resources to allow locals to work to the best of their abilities while creating innovative products. Thus, the entrepreneurial spirit has become synonymous with innovation and resourcefulness.

Joining the small-business sector, however, can be as much an act of faith as an ambitious choice, especially in the tumultuous landscapes of national and global economies. The quality of entrepreneurship must then be excellent, and must be able to promote the development of strong institutions that will allow the community and diverse business ventures to thrive. For this to be achieved, information and training are necessary tools.

Cultivating excellence, innovation, and know-how has always been the priority of the University of the Philippines. The UP Institute for Small-Scale Industries is committed to raising the standard of living in a stratified society like ours, by assisting our country people in the development and production of excellent entrepreneurial work. Through the ISSI, UP fulfills its mandate as a National University dedicated to research, education, and public service by empowering individuals and small businesses through training courses, extension work, and activities focused on capability enhancement.

Financial independence and flexibility are only some of the opportunities afforded by small-scale industries. This year, and in the years to come, may the entrepreneurial spirit rise to even greater heights as the UP ISSI continues to develop knowledge and venues geared toward our country's socioeconomic success.


Caesar Saloma
Chancellor

MESSAGE FROM THE DIRECTOR

In Praise of Honor and Excellence for the *Pinoypreneurs*



T rue to our commitment of sowing, nurturing, and growing the seeds of entrepreneurship towards building an entrepreneurial society, we at the **UP Institute for Small-Scale Industries** (UP ISSI) will continue to accelerate and scale up our pioneering, innovating, and entrepreneuring improvement pursuits this 2012 and beyond.

In our journey towards reaching greater heights, we are taking along the micro, small, and medium *Pinoypreneurs* with us, inspiring them to break new ground and proposing better solutions and better ways of doing things. Capitalizing on the Institute's forty-five years of accumulated research, extension, and networking with the micro, small, and medium enterprise movers and shakers, we will keep on handholding and empowering the *Pinoypreneurs* to go beyond the physical boundaries in growing and expanding their business enterprises, for we truly believe that the *Pinoypreneurs* are among our greatest levers for propelling the country to a sustainable level of economic prosperity.

In this *Prospectus*, we are giving you a glimpse of what lies ahead in light of our accomplishments in previous years.

Join us and be part of our crusade towards building an entrepreneurial society in the tradition of UP's credo of honor and excellence.

Sulong Galing, Pinoypreneur!

Nestor O. Rañeses

Director and Associate Professor of Industrial Engineering and Operations Research
UP College of Engineering

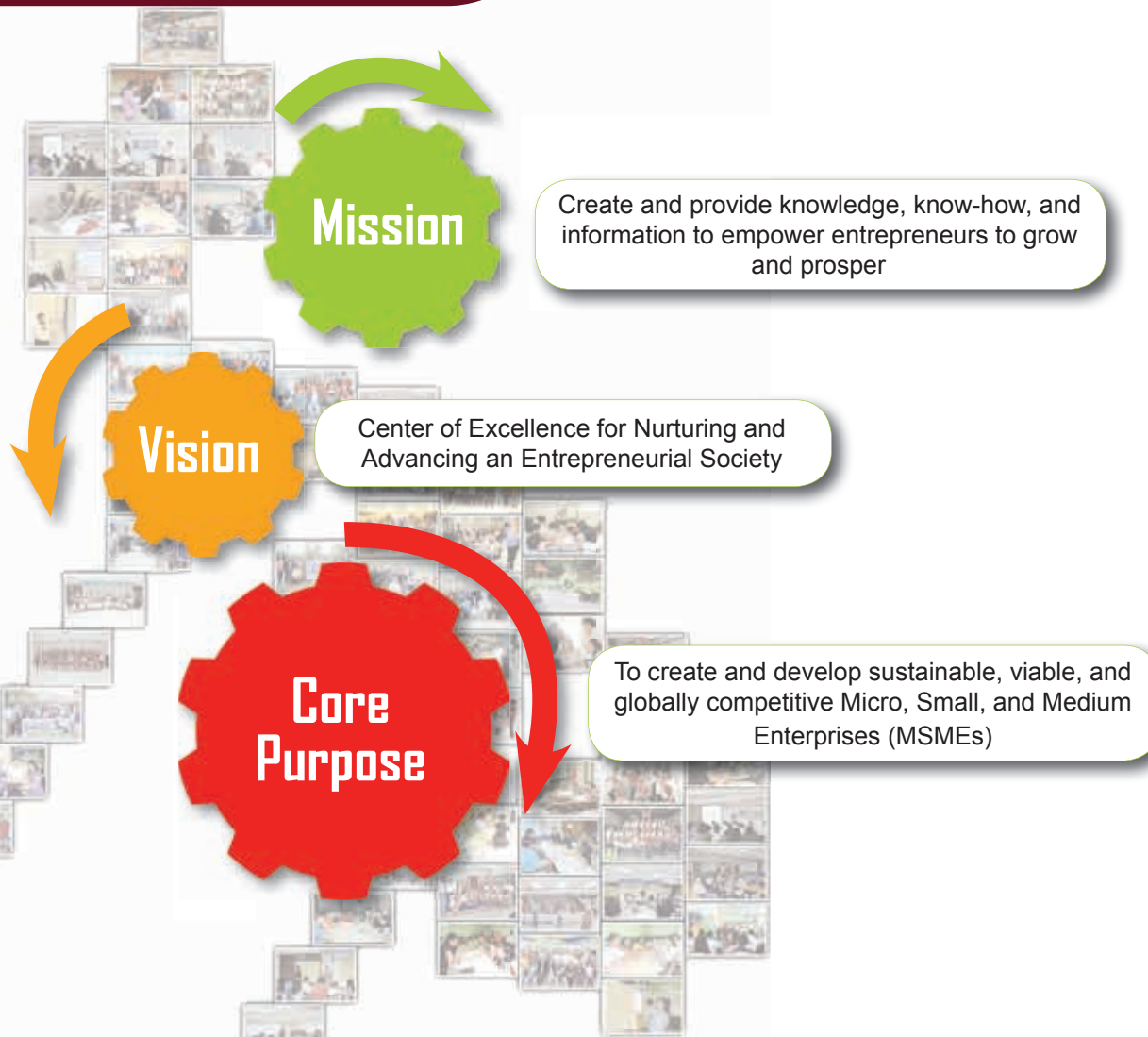
UP Institute for Small-Scale Industries
Reaching Greater Heights
2012 and beyond



SULONG GALING PINOYPRENEUR!

Pioneering. Innovating. Entrepreneuring.

UP ISSI AT A GLANCE



Core Values

Unwavering in commitment	We always find solutions. We execute with passion.
Professionalism	We ethically with honor. We treat everyone with dignity and respect.
Integrity	We give honest service. We take responsibility for results.
Synergy	We value teamwork and support diversity. We build positive and lasting relationships with our stakeholders.
Service excellence	We serve as we lead. We surpass clients' expectations.
Innovation	We transform ideas into entrepreneurial actions. We anticipate changes for continuous improvement.

Quality Policy

We provide best-in-class services and total customer experience to all our clients with honor and excellence.

Environment, Health, and Safety Policy

We are committed to operate in a safe, healthy, and environmentally friendly work environment.

Training and entrepreneurship development	
Major Programs	
Management Development	<ul style="list-style-type: none"> ▪ Accounting for Non-Accountants ▪ Creative Selling Techniques ▪ Managers' Course ▪ Personal Finance and Wealth Management ▪ Productivity Through Effective Supervision ▪ Strategic Human Resource Management ▪ Strategic Marketing Course ▪ Total Communication
Quality and Productivity Improvement	<ul style="list-style-type: none"> ▪ Improve Your Business ▪ Instrumentation and Process Control (Basic and Comprehensive Course) ▪ Production Management ▪ Programmable Logic Controller ▪ Total Quality Management
Project Development and Management	<ul style="list-style-type: none"> ▪ Improving Your Project Management Skills ▪ Monitoring and Evaluating Programs and Projects ▪ Project Appraisal, Evaluation, and Monitoring ▪ Project Feasibility Study Preparation ▪ Small Business Consulting
Enterprise Development	<ul style="list-style-type: none"> ▪ Appreciation Workshop on Entrepreneurship ▪ Appreciation Course on Entrepreneurship ▪ Entrepreneurship Development Program ▪ Start Your Own Business

Facilities, Technologies, and Equipment
<ul style="list-style-type: none"> • Five storey building (total covered space: 4,497.82 m²) • Five gazebo enterprise centers • Eight fully equipped training rooms • Technical Laboratory with facilities for low-cost factory automation (capacity: 25 persons) • Computer Room for trainees of the industrial automation and instrumentation control courses (capacity: 30 persons) • Library with collection geared towards management, enterprise, entrepreneurship development, and training, available online through iLib Online Public Access Catalogue (OPAC) and linked with UP Main Library. • Closed Circuit Television (CCTV) • Wi-Fi enabled

Service Streams
<ol style="list-style-type: none"> 1. Training and Continuing Professional Entrepreneurship Education and Development 2. Entrepreneurship Research and Development 3. Advisory, Consultancy, and Extension 4. Knowledge Management, Information and Communications Technology

Target Publics

- Academe
- Trainors
- Extension officers
- Government organizations
- Women's groups
- Non-government organizations
- Industry associations
- Financial institutions
- Local government units
- Cooperatives
- International partners
- Other private entities advocating the advancement of MSMEs

ISSI in the Media

- That's Entreprtainment! *DZUP 1602*
- Philippine Daily Inquirer (*April 16, 2012*)
- GMA News Online (*February 10, 2012*)
- Manila Bulletin (*March 1, 2011*)
- Business World (*August 7, 2011*)

Human Resources Profile

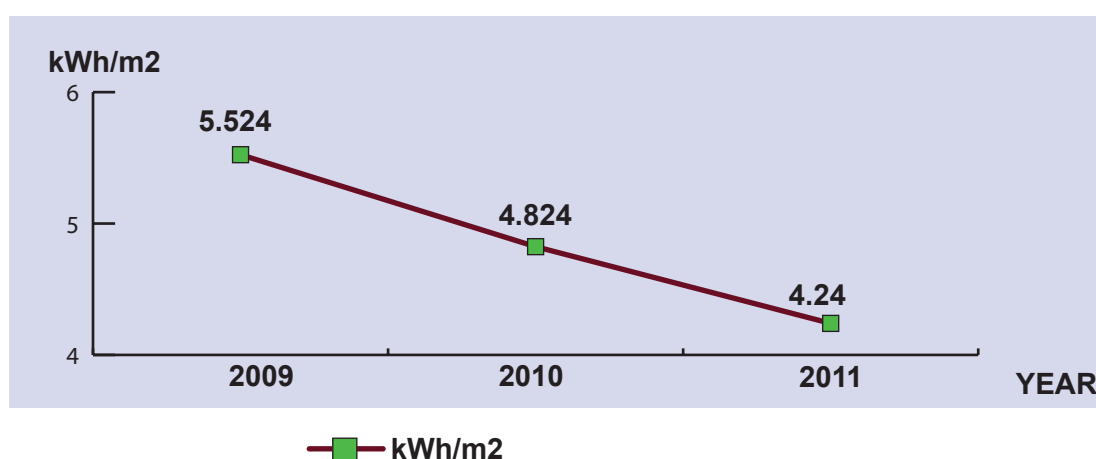
1. Affiliate Resource Persons

- *UP (18)
- *Industry (29)

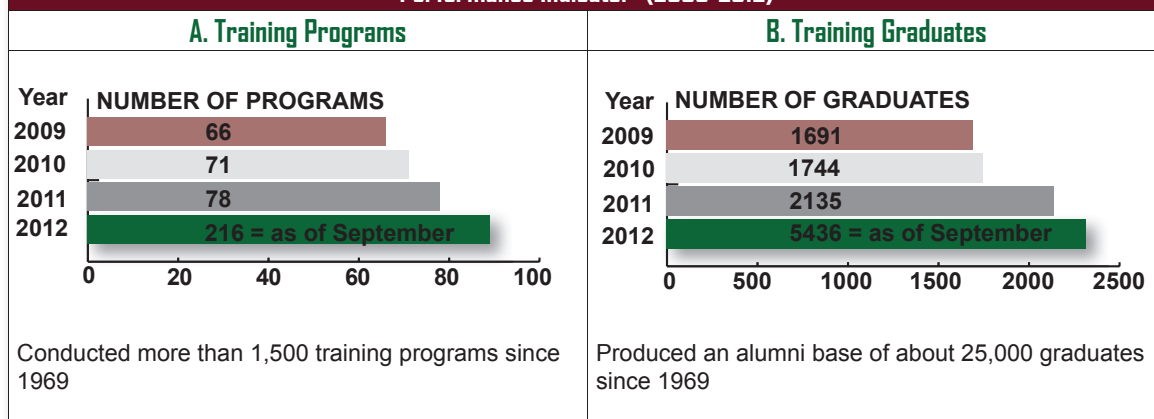
2. UP ISSI Staff

- *REPS (24)
- *Administrative (13)
- *Faculty on Additional Assignments (2)

Energy Consumption per Space Area (2009-2011)



Performance Indicator (2009-2012)



THE UP INSTITUTE FOR SMALL-SCALE INDUSTRIES

The Institute for Small-Scale Industries (ISSI) was established on March 8, 1966 through a bilateral agreement between the government of the Republic of the Philippines and the Kingdom of the Netherlands. Its principal objective was to assist in and promote the development and growth of the small-scale industrial sector in the Philippines. Originally set up as a training institute for the small industries, it gradually built up its capabilities and expanded its activities to include research, extension, and information programs. On August 4, 1969, the Institute was established as a research and extension unit of the University of the Philippines through Republic Act No. 6041. The 1970s was a boom period for the Institute, being at the forefront of SME promotion as the development of small enterprises expanded into a national movement.

As mandated, UP ISSI was established to (1) train people to achieve a level of competence where they will be able to assist existing small-scale industries to increase their productivity and to promote and develop new ones; (2) provide extension services to them; (3) conduct research on plant operations and make the results available to the public; and (4) lead in addressing the challenges being faced by small and medium industries in need of advisory and consultancy services.

The terminology may have changed—from *small industry* and logistics *small enterprise* and by asset and employment sizes—but these have not at all diminished the Institute's commitment to being a steadfast advocate and ally of the small and medium enterprise (SME) sector. UP ISSI vows to continue providing the sector with innovative capability-building programs, relevant research outputs, and premium consultancy services that embolden SMEs to aim high amid the dynamism of a changing business landscape.

To live up to its purpose, the Institute delivers via four service streams:

Training and Continuing Professional Entrepreneurship Education and Development (TEED). UP ISSI rolled out its first training programs, Regional Industrial Development Course for Executives (RIDE), Training Course for Entrepreneurs Development (TEED), Small Industry Information & Management (Sinfoman) Course, Low Cost Automation Course (LCA) and the Management Consultancy Course (MCC) in the late Sixties. Entrepreneurship development courses followed in order to fast-track the creation of enterprises.

Entrepreneurship Research and Development. UP ISSI pioneered research projects on youth entrepreneurship education courses at the secondary and tertiary levels, and developed entrepreneurship models for various sectors.

Advisory, Consultancy, and Extension. Through this function, small enterprise owners receive business counseling, problem-solving and other technical assistance to support their growth and development.

Knowledge Management, Information and Communication Technology. The Institute publishes its research output through books on entrepreneurship and entrepreneurial success stories; case materials; newsletters; and an online newsletter on the recently redesigned website, with added features to make it more responsive to the clientele.



Abueva's sculpture at the Queen Juliana Atrium, UP ISSI Building

UP ISSI HISTORICAL JOURNEY

1960s

- March 08, 1966: The Governments of the Republic of the Philippines and the Royal Kingdom of the Netherlands established the Institute for Small-Scale Industries (ISSI) as a project to assist and promote the development and growth of the small and medium industry sector in the Philippines.
- August 04, 1969: President Ferdinand E. Marcos signed Republic Act No. 6041, defining ISSI as an organic research and extension unit of the University of the Philippines solely devoted to assist in the promotion and development of small and medium industries (SMIs) in the Philippines through research, training, consultancy, and extension services.
- UP is designated as the implementing arm of the Asian Productivity Organization (APO).

1970s

- Became an active participating organization of TECHNONET Asia, Singapore.
- Established a Pilot Extension Office in Tacloban, Leyte, Philippines.
- Moved to a four-storey building: E.T. Virata Hall, inside the UP Campus in Diliman.
- Became a member of the Industrial Guarantee and Loan Fund (IGLF) Review Committee.
- Became the technical partner of the Social Security System's Supervised Credit Program (SSS-SCP).
- Was designated as the training and research arm of the Commission on Small and Medium (CSMI).

1980s

- Managed the CSMI Newsletter.
- Launched "Machinetech," a Philippine Navy boat boarded by UP ISSI extension officers who provided consultancy and extension services to SMIs in the cities where the boat docked.
- Won the Anvil Award for Company External Publications Category for the Small Business Entrepreneurs given by the Public Relations Society of the Philippines.

1990s

- Managed the Asia Pacific Centre for Technology Exchange and Transfer (ACTETSME) project of the Department of Science and Technology, Department of Trade and Industry, and Department of Foreign Affairs.
- Set a Technology Business Incubator for technology-based business start-ups.

2000s

- Became the local partner of the University of Maryland-Institute of Reforms for the Informal Sector (IRIS). The partnership's activities consisted of the identification of marketing experts and the conduct of a seminar on various topics on marketing.

2010 and beyond.

- Implemented the UP ISSI organizational change initiative "*Sulong Galing UP ISSI*".
- Launched its own radio program, *That's Entreprainment!* which won the 33rd Catholic Mass Media Award.
- Introduced ICT-enabled services such as the conduct of e-learning courses, an online store for digitized publications, and a digital library of resource materials in the library.
- Become IMS Certified (Integrated QMS, EMS, OHSAS).

UP ISSI DIRECTORS



NESTOR O. RAÑESES
Director, 2010 - present
Associate Professor of
Industrial & Systems
Engineering
Asst. Vice President for
Administration, UP System



RUPERTO P. ALONZO
Director, 2004 - 2009
Professor, UP School of
Economics
Vice President for Planning,
UP System



ERNESTO P. PINEDA
Director, 2001-2003
Professor, UP College of
Business Administration
Vice-Chancellor for
Administration, UP Diliman



FORTUNATO T. DE LA PEÑA
Director, 1992 -2000
Professor, UP College of
Engineering
Vice President for Planning, UP



MELITO S. SALAZAR, JR
Director, 1983 - 1991
Professor, UP College of Business
Administration
Governor, Board of Investments



EDUARDO M. TAYLOR
Director, 1980 - 1982
Principal, Taylor and Associates



PATERNO V. VILORIA
Director, 1976-1979
President, SERDEF



LEON V. CHICO
Director, 1971-1976
Professor, UP College of Business
Administration



BENJAMIN M. CATANE
Director, 1966 -1971
Professor, UP College of
Engineering

LOOKING BEYOND, MOVING FORWARD: THE 2012 INITIATIVES

Our mission is to support, sustain, and strengthen the Filipino entrepreneurs in their striving excel in their respective industries. With our partners, we intend to build a dynamic entrepreneurial platform that contribute the country's economic growth. Our initiatives are focused on maximizing resources to achieve a healthy and conducive environment where entrepreneurs will have opportunities to grow and prosper.

The Institute's vision and mission statements call for a more meaningful involvement of UP ISSI in nurturing and developing an entrepreneurial mind-set among Filipinos.

In view of this, the UP ISSI has embarked on new directions in order to enhance its ability to achieve its mission. New projects and services will empower more small and medium entrepreneurs and encourage the other stakeholders to intensify their commitment to this advocacy.

Likewise, we are developing value chain analysis and industry clustering models that can be used to enhance the efficiency of micro, small, us well as medium enterprises (MSMEs), as well as the quality of their products and services.

As a part of the academe, the Institute pledges to continue being a neutral ground and to maintain a clear stand on various issues, including legislative proposals that affect the SME sector. To optimize the benefits of our research programs, we publish results and disseminate to them public through various forms of media.



HUMAN RESOURCES

The human resource capital of the Institute exemplifies knowledge and competencies enhanced through years of first-hand experience constant interaction with SMEs, and continuing professional development and immersion in national and international fora. One of the Institute's thrusts for the development of its human resources is producing in-depth research on the SME sector.

The UP ISSI's human resources include affiliate resources from professors & specialist in other units of the University from practicing professionals in the private sector, and from entrepreneurship experts in international institutions.

THE UP ISSI RESEARCH, EXTENSION, AND PROFESSIONAL STAFF

Mohidin P. Abdul

University Extension Associate II
AB Islamic Studies, units in MA Islamic Studies, units in MA Philippine Studies, UP Diliman; BSc. Customs Administration, MSU

Office Administration and Management

Crispina B. Almonte

University Extension Specialist III
MA Public Administration, units in PhD ASEAN & Philippine Studies, UP Diliman
MA Economics Education, source at the Center for Research and Communication; Entrepreneurship & SME Consultancy, Nagoya, Japan, Singapore, & The Netherlands

Entrepreneurship and Enterprise Promotion Development, Monitoring and Evaluation, Organizational Development

Severina P. Banaga

University Extension Specialist I
CPA, BSc. Commerce, Philippine College of Commerce; Management Consultancy & Extension, Thailand
Statistics, UP Manila

Project Accounting, Business Planning, Small Business Research

Ofelia C. Bravo

University Extension Specialist III
MS. Food Technology, India; Bsc. Food Technology, UP Diliman

Entrepreneurship Program Design and Management, Food Technology, Small Business Research

Janet L. Bungay

University Extension Specialist II
BSc. Commerce Philippine College of Commerce, Graduate units in Education, UP Diliman
Project & Programme Management and Administration, The Netherlands,

Training Program Development, Management and Administration, Small Business Case Writing

Juli F. Cardillo

University Research Associate II
BA Psychology, UP Dilliman, units in Juri Doctor, UP Diliman; MS. Marketing, DLSU Manila (going on)

Human Resource Management and Marketing

Ma. Blesilda A. Clerigo

University Extension Specialist II
MA Education, UP Diliman; BSc. Psychology, FEU; Graduate units in Special Education, UP Diliman; Project & Program and Administration. The Netherlands; Human Resource Management, Turin, Italy; SME Management Development, Sweden; International Export Marketing, Malaysia; Management Consultancy Course, India

Small Business Counseling, Human Resource Management, Training Program Management

Leoncio T. Cubillas, Jr.

University Extension Specialist II
MA Technology Management, UP Diliman; BSc. Engineering, Cebu Institute of Technology; Standards Based Management Systems, AIM; Industrial Extension Tools, Thailand; Advanced Training in Industrial Management, The Netherlands

Entrepreneurship Development, Planning, Marketing, Production and Finance, Management Audit

Ian Jester M. De Vera

University Extension Specialist II
MA Technology Management, UP Diliman; AB Legal Management, UST
APEC Training Course on Enhancing Entrepreneurship Skills for SMEs, Vietnam; Training Course on Improving the Managerial Skills of Entrepreneurs in Agribusiness SMEs, Sri Lanka

Information and Communications Technology, e-Learning, Web Design

Antonette L. Dungca

University Extension Specialist V
MA Psychology, Pamantasan ng Lungsod ng Maynila; PhD in Psychology candidate, UP Diliman

Human Resource Management, Performance Evaluation, Job Analysis

Merceditas A. Esguerra

University Extension Specialist II
BSc. Education, UST; Graduate units in Asian Studies, UP Diliman; Advance Studies in Enterprise Development, United Kingdom and Management Consulting, Singapore

Small Business Research, Training Materials Development, Business Diagnosis

Clarita O. Esteban

University Extension Specialist II

AB Literature, FEU; Graduate Units in MA in Women & Development, UP CSWD; Graduate Units in MA Non-Formal Education, UP College of Education; Graduate Units in MA in Public Administration; Programme Mgt. for Development, Nepal; Institutional Development & Organizational Strengthening, The Netherlands; Organizational Development for Consultants & Advisors, The Netherlands; International Advisory Course, The Netherlands; Managing Business Development Services for Increased Impact, Italy.

Program Management & Development, Training in Rural Enterprise Development (Community-Based Projects & Programmes)

Neil DC. Grimaldo

University Extension Specialist I

BSc. Commerce Management, San Beda College

Program Management and Administration

Jaime S. Guanzon, Jr.

University Extension Specialist III

MBA, International Academy of Management & Economics, AB Economics; FEU; Graduate units in Economics, FEU

Enterprise and Strategic Planning, Small Business Research and Training

Ma. Luisa Solarte-Lee

University Extension Specialist III

Lic. Chemical Engineer; MA Development Administration, Australian National University; BSc. Business Management, BSc. Chemical Engineering, PLM; Accredited GTZ Trainer and Facilitator

Small Business Consulting, Research and Training, Entrepreneurship instructional materials development

Jocelle P. Mamaril

University Extension Specialist I

BS Hotel & Restaurant Institution Management, UP Diliman; Professional Teaching Certification, UP Open University; MA Education (on-going) UP Diliman

Project & Program Management and Administration

Leoneil C. Maranan

University Extension Specialist II

Licensed Environmental Planner, Diploma in Urban & Regional Planning, UP Diliman; BA, Public Administration, UP Diliman

Local Development Planning, Investment Programming, Training Program Management, Internet and Social Media Marketing

Doris Z. Olegario

University Extension Associate I

BSc Business Administration, Philippine School of Business Administration

Training Program Administration

Adele J. Ordillas

Head Librarian

MS. Library and Information Service, UP School of Library and Information Science

Information Management & Resource Materials Documentation

Gloria S. Recio

University Extension Specialist IV

MBA, UP Diliman, BSc. Business Economics, UP Diliman

Small Business Research, Business Planning, Case Writing, Materials Development

Maria Fe SE. Reyes

University Extension Associate II

BSc. Business Administration, NCBA; Enhancing Entrepreneurship in SME Development & Export Consortia, Thailand

Training Program Management and Administration

Bernie F. Villaluna

University Extension Specialist I

Licensed Electronics & Communications Engineer, BSc. ECE, New Era University

E-Commerce, Advanced Course for SMEs Service Providers, Program Management

AFFILIATE RESOURCE PERSONS

Victor C. Abainza

Executive Director, Planters Development Bank FMO Development Center
AB Sociology, UP Diliman; Post Graduate Studies in Regional Development and Development Management,
Research Management Institute, The Netherlands

Management, Small Enterprise Promotion and Development

Evaristo dela Cruz- Acuña

Freelance Consultant; Partner/Manager, Pier Onse Restaurant and Bar
Faculty, DLS-College of St. Benilde, Saint Scholastica's College-Manila, UST, Manila Business College
PhD Development Administration, Manila Business College

Export Marketing, Purchasing Management, Direct Marketing, Principles of Marketing, Sales Management

Ruperto P. Alonzo

Professor, University of the Philippines School of Economics
MA Economics, University of the Philippines; Ph.D. Economics, University of Chicago

**Public Finance (Project Evaluation, Investment Programming, Public Expenditure Management)
Economics of Human Resources (Education and Training, Health and Nutrition)**

Zorayda Amelia C. Alonzo

Director, Bases Conversion and Development Authority; Director, BCDA Management and Holdings, Inc.
MA Economics, Universidad de Madrid and University of the Philippines; Global Social Security Crises, Harvard University; Core
Course in Housing Finance, University of Pennsylvania

Credit Analysis, Investment Banking, Real Estate Finance and Mortgage Market Development, Airline Finance

Sonia Tiong-Aquino

Board Trustee, Small Enterprises Research and Development Foundation (SERDEF)
MBA, UP Diliman; BS Chemical Engineering, UST

**Project Management and Coordination, Training Program and Workshop Design, Ergonomics, Working Conditions,
Technology Business Incubators, SME Consulting**

Ignacito U. Alvizo

Chair, The Enterprise Bank, Inc.; Certified Public Accountant
BSC Accounting & MBA Units, University of San Carlos, Cebu
Diploma in Business Administration, Delft University, The Netherlands

Microfinance, Small Enterprise Extension and Consulting, Rural Banking

Patrick Alain T. Azanza

Senior Lecturer, UP College of Education; President/Chief Executive Officer
WBSI/Epicor Philippines, President/Chief Executive Officer, Center for Community Preparedness and Development, Inc.
PhD Educational Administration, UP Diliman; Certificate in Human Capital Management, AIM

Strategic Human Resource Management and Development, Creative Financial Management

Virgel C. Bingham

Associate Professor, UP SOLAIR; Director, Center for Industry Productivity and Competitiveness, UP-SOLAIR
PhD Education (Sociology & Anthropology), UP Diliman

**Industrial Relations, Human Resource Development, Organization Development and Transformation, Organization and
Job Design, Human Resource Planning, Recruitment Selection and Placement**

Daniel Vincent Borja

Associate Professor, UP College of Business Administration; Certified Public Accountant
MS Management & MS Finance, UP Diliman

**Financial and Management Accounting, Corporate Finance, Investment Management, Advanced Financial Accounting,
Management Accounting and Control**

Reynaldo D. Cabalo

Chairperson, Management & Marketing Department, Jose Rizal University
Business Development Officer, College of the Holy Spirit, Manila
Faculty, San Beda College Graduate School of Business, De La Salle- College of St. Benilde

Market Research, Organizational Development Studies, Learning Module Design and HR Strategy

Belen D. Calingacion

Chairperson, Department of Speech Communication and Theater Arts, UP College of Arts & Letters
Professor 6, Department of Speech Communication and Theater Arts, UP College of Arts & Letters
PhD Communication, UP College of Mass Communication

Speech Communication, Lecturing, Moderating and Rapporteurship

Arthur S. Cayanan

Professor, UP College of Business Administration; Certified Public Accountant
Chairman, Department of Accounting and Finance, UP College of Business Administration
PhD Business Administration, UP CBA; MA Economics, UP School of Economics

Financial and Management Accounting**Edna Estefania A. Co**

Dean, UP National College of Public Administration and Governance, UP Diliman; former Visiting
Research Fellow, University of Manchester Institute for Development Policy and Management (IDPM); Professor, UP
National College of Public Administration and Governance
PhD Public Administration, MA Public Administration, UP Diliman

Enterprise Governance**Debbie Chua Bun Pho-Wong**

Assistant Professor, UP College of Business Administration; Part Time Treasurer, UP Provident Fund
Part Time Accountant, UP Eng'g Research & Development Foundation, Inc.
MA Business Administration & BSBA and Accountancy, UP Diliman

Financial Management and Accounting**Jerry T. Clavesillas**

Assistant Director, DTI - Bureau of Micro, Small and Medium Enterprise Development
Program Manager, DTI-Rural Micro-Enterprise Promotion Program; Certified Public Accountant
BS Accounting, Notre Dame of Marbel College

SME Promotion and Development, Formation of Industry Associations, Development and Management of Government Projects**Corazon D. Conde**

Group Head, Association of Development Financial Institutions in Asia and the Pacific (ADFIAP) Consulting
Certified C3 CAM Trainer and Bank Coach of GTZ
MA Business Administration, Letran College; Bachelor of Business Administration, Maryknoll College

Development Banking, Remedial Management Wholesale Banking, Trust Operations, SME Advocacy and Finance**Desiree B. Cruz**

Senior Lecturer 2, College of Business Administration, UP Diliman
Lecturer, Department of Business Administration, FEU-FERN College (Diliman)

Marketing Management, Strategic Management, Sales Management, PR, Business Math, Services Marketing**Regina C. de la Cruz**

Assistant Revenue District Officer, Bureau of Internal Revenue
BSC Accounting, Polytechnic University of the Philippines; MBA, Philippine Womens University

Business Taxation and Tax Computerization**Eduardo N. De Castro**

Freelance Consultant, Microfinance Specialist; Trainor/Facilitator
MA Business Administration, BSc. Accounting, Ateneo De Davao University Graduate School

Microfinance, Strategic Planning and Capacity Building**Fortunato T. Dela Peña**

Undersecretary, Sciences & Technological Services, Department of Science and Technology
Professor, Department of Industrial Engineering and Operations Research, UP College of Engineering
MA Science in Industrial Engineering, UP Diliman; Graduate Studies in Operations Research, Polytechnic Institute of New York; Diploma in Industrial Quality Control, Bouccentrum International Education, The Netherlands

SME Promotion and Development, Technology Management, Technology and Technology Transfer, Manufacturing Productivity, Quality Management Practice, Work Measurement**Paz H. Diaz**

Vice President for Academics, Roosevelt College System; Communications Consultant; Researcher/Trainer; Training
Materials Developer
PhD Communication, MA Communications Research, UP Diliman College of Mass Communications

Business Technical Writing, Report Writing, Feature Writing, Newsletter Development for Organizations**Rolando Ramon C. Diaz**

Affiliate Consultant, Assistant Professor, Department of Industrial Engineering & Operations Research, UP Diliman
BSc. Industrial Engineering, cum laude, MS. Industrial Engineering, UP Diliman College of Engineering

Analytics and Operations Research in Industry & Government, Production & Operations Management

Chuck L.G. Ebalo

Technical Director & QMR, Instrumentation & Control Specialists, Inc.; Certified Instrument Engineer
Instrumentation Project Consultant, Factory Automation & Instrumentation Corporation; Consultant
VP, Academic Affairs & Head Instrumentation & Automation, Philasia School of Instrumentation & Automation
BS Electrical Engineering, UP Diliman

Instrumentation and Process Control, Engineering Design, Installation, Implementation, Commissioning and Start Up, Technical Instrumentation Training

Reynaldo P. Feria

Freelance Consultant; Certified Public Accountant
BSc. Commerce, UST; MA Management, Asian Institute of Management

Bank Coaching, Credit Risk Management, SME Credit Appraisal and Monitoring, Program Developer, Financial Management, Accounting for Non-Accountants

Anthony Lee Gutierrez

Freelance Consultant

**Cooperative Development & Management Program, Human Resource Management
Project Development and Management, Training Management & Skills Development**

Arturo O. Ilano

Assistant Professor, UP College of Business Administration
Management Consultant and Director, The PIMA Foundation, Inc.; Business Consultant for MSMEs
MA Business Administration, UP College of Business Administration

Marketing Management, Marketing Strategy, Business Policy, Strategic Planning Process

Teresita M. Isidro

Assistant Professor, Department of English and Comparative Literature, UP College of Arts & Letters
PhD English Studies, UP Diliman

Business Communication, English as a Second Language; Intensive English for Foreigners and Filipinos; English Grammar and Literature, Textbook Writing: English Grammar & Literature

Virgino P. Jamon

Freelance Consultant, Microfinance Specialist, Trainor/Facilitator
MA Business Economics, University of Asia and the Pacific, BSc Agribusiness, UP Los Banos

Microfinance, Microenterprise/Livelihood Development, SME Finance, Program Administration, Monitoring & Evaluation, Networking and Linkaging, Policy Advocacy, Training Development and Management

Philip Marvin D. Joven

Manager, Technical Systems and Design Department, Industrial Controls Corporation; Lecturer & Trainor on Electrical Controls Technology Course, TESDA
MS Electrical Engineering Major in Instrumentation and Control, UP Diliman

Basic & Advanced Programmable Logic Controller, Industrial Automation, Mechatronics and Robotics, Instrumentation and Control

Concepcion P. Labitan

Freelance Consultant; Professor, Dela Salle College of St. Benilde
General Manager, CPL Management Consultancy
PhD Counselling Psychology, De La Salle University

Human Resource Management and Development, Supervisory Effectiveness, Conflict Management

Benel P. Laguna

President and Chief Operating Officer, Small Business Corporation
Review Committee Member, Industrial Guarantee and Loan Fund; Finance Committee Head, National SME Agenda
Chairman, SME Unified Lending Opportunities for National Growth (SULONG) Program

Management and Finance

Paulo M. Lao

National Sales Manager & Head of Sales, Beiersdorf Singapore Pte. Ltd.
MA Business Administration, De La Salle University

Strategic Marketing, Creative Selling, Retail Channel Development

Arlene Eleanor E. Liberal

Freelance Consultant; Lecturer/Trainor
MA Business Administration, UP Diliman

Entrepreneurship and Enterprise Development, Business and Strategic Planning, Marketing Management

Ferdinand G. Manegdeg

Affiliate Consultant, Associate Professor of Mechanical Engineering, UP Diliman College of Engineering
BSc. Mechanical Engineering, UP Diliman; MS. Combustion Engineering University of Leeds, UK

Energy & Environment Audit

Dennis M. Masula

Systems Manager/General Manager, Factory Automation & Instrumentation Corporation (FAIC)
Lecturer, Philippine Instrumentation and Control Society (PICS)
Lecturer, Institute of Integrated Electrical Engineers of the Philippines, Inc. (Southern Cavite & Central Laguna)

Systems Integration, Instrument Engineering, Factory Automation, Process Automation

Henry O. Palaca

President and Managing Director, Quality Plus Management Consulting Co.; Professor, Mapua Institute of Technology
Licensed Quality Auditor of the International Register of Certified Auditors
MA Technology Management, UP Technology Management Center

Production Management, Total Quality Management, Quality and Process Improvement, Quality Audit

Christine S. Pardiñas

Assistant Vice President for Logistics, Rustan Supercenters, Inc.
MA Business Administration, UP College of Business Administration

**Organization Development; Strategic Marketing, Financial Operations, and Production Management
Supervisory Development, Work Attitude and Values Enhancement**

Nestor O. Rañeses

Director, UP Institute for Small Scale Industries; Associate Professor of Industrial & Systems Engineering, UP Diliman; Affiliate Faculty, UP Diliman Technology Management Center; AVP for Administration, UP Diliman
MS. Industrial & Systems Engineering, Georgia Institute of Technology, USA; Graduate Studies in Operations Research, UP; Graduate Studies in Energy Engineering University of Wisconsin-Madison, USA.

“Pracademic” (practicing academic) on Total Quality Management, Lean Six Sigma (LSS), Production and Operation Management (P/OM), Energy and Environmental Management (EEM) and Continuous Improvement (CI)

Gil Dennis A. Raposa

President, Interactive Asia Group
MA Development Management, Asian Institute of Management
Entrepreneurship and Enterprise Development, Business Strategy Formulation and Planning

Institutional Capability Building, Human Resource Development, Project Development, Training, Leadership

Ma. Luz R. Raval

Director & Chief Legal Officer, UP Diliman; Professorial/Senior Lecturer in Administrative Law & Gender Equality, UP NCPAG;
Lecturer of Law on Local Governments, Lyceum College of Law
Lecturer on Law on Constitutional Law Review, Commercial Law Review, New Era College of Law

Human Resource Management

Rene S.L. Resurreccion

President, Passion for Perfection, Inc.; Director, Floodgates Foundation, an NGO; International CEFE Trainer
Instructor of the Dale Carnegie Course, the Haggai Institute and the Asian Theology Seminary
PhD Philippine Studies, UP Diliman; MA Arts in Development Studies, The Netherlands

Human Resource Management, Training of Trainers, Performance Management, Labor Management

Editha A. Reyes

Treasurer, SERDEF; Freelance Consultant
Certified Public Accountant
MA Business Administration, UP Diliman

Investment Management and Appraisal, Project and Program Accounting

Alberto B. Reyno

Managing Principal, Association of Development Financial Institutions in Asia and the Pacific (ADFIAP) Consulting
Head, Institute of Development Finance
Bachelor of Laws, UP Diliman; AB Economics, UP Diliman

Retail Banking, Legal Counsel Documentation, Corporate Planning and Budgeting

Edwin M. Suson

Assistant Professor 3, Marketing and Entrepreneurship Department, University of Santo Tomas
Registered Financial Planner of the Registered Financial Planner Institute, USA
MA Applied Business Economics, UA & P; MS Management, UA & P

Marketing, Personal Finance and Wealth Management, Entrepreneurship, Business Development

Joselito C. Torres

Training Manager, Automations and Drives, Siemens, Inc.
Don Bosco Technical College

Electro-pneumatics, Programmable Controllers, Systems Analysis and Design

Hope Valenzuela

Sr. Partner, Fajardo Ruiz-Valenzuela Law Firm; Corporate Secretary, Educators Incorporated
Lecturer/Trainor/Resource Speaker, Cyberjuris International Communication Services
MALaws in Public International Law, University of Oslo; Bachelor of Laws, UP College of Law

Corporate Law, Labor Law, Property Family Law, Civil Law

Elvira A. Zamora

Professor, UP College of Business Administration; Vice President for Development, University of the Philippines
Resource Person, UP ITTC; Affiliate Faculty, UP Technology Management Center
Doctor of Business Administration, UP CBA; MA Business Administration, UP CBA

Production/Operations Management, Management of Innovation, Management of Technology, Technology-based Entrepreneurship

LOCATION AND FACILITIES

The Institute is located in the five-storey Enrique T. Virata Hall inside the UP Diliman Campus. Strategically located along the University Avenue at the entrance to the campus, the building is nestled against a backdrop of lush greenery.

As an internationally recognized SME training institution, UP ISSI continuously upgrades and invests in state-of-the-art equipment to accommodate its growing clientele and expanding catalog of training courses.

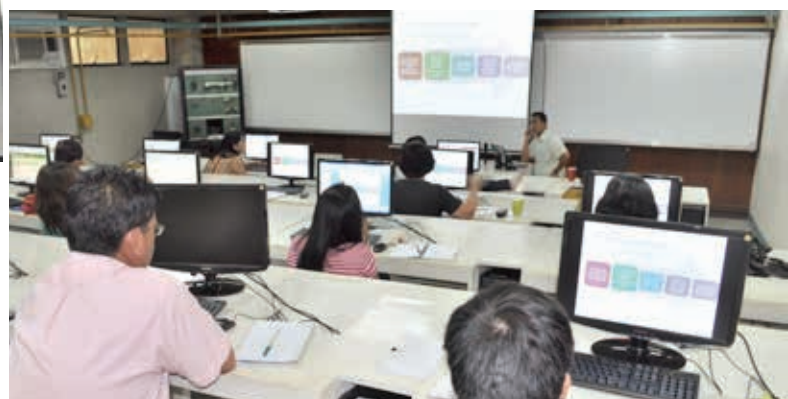
The Institute runs at least four regular training programs every month, and holds special programs with its partners. In addition to serving the needs of the training group, UP ISSI permits short-term use of rooms and facilities by outside parties.

Five lecture rooms on the third floor of the ISSI Building serve as venues for most of

the training programs. Three of these rooms are named in honor of prominent Filipino industrialists whose estates provided the seed funds for the facilities:

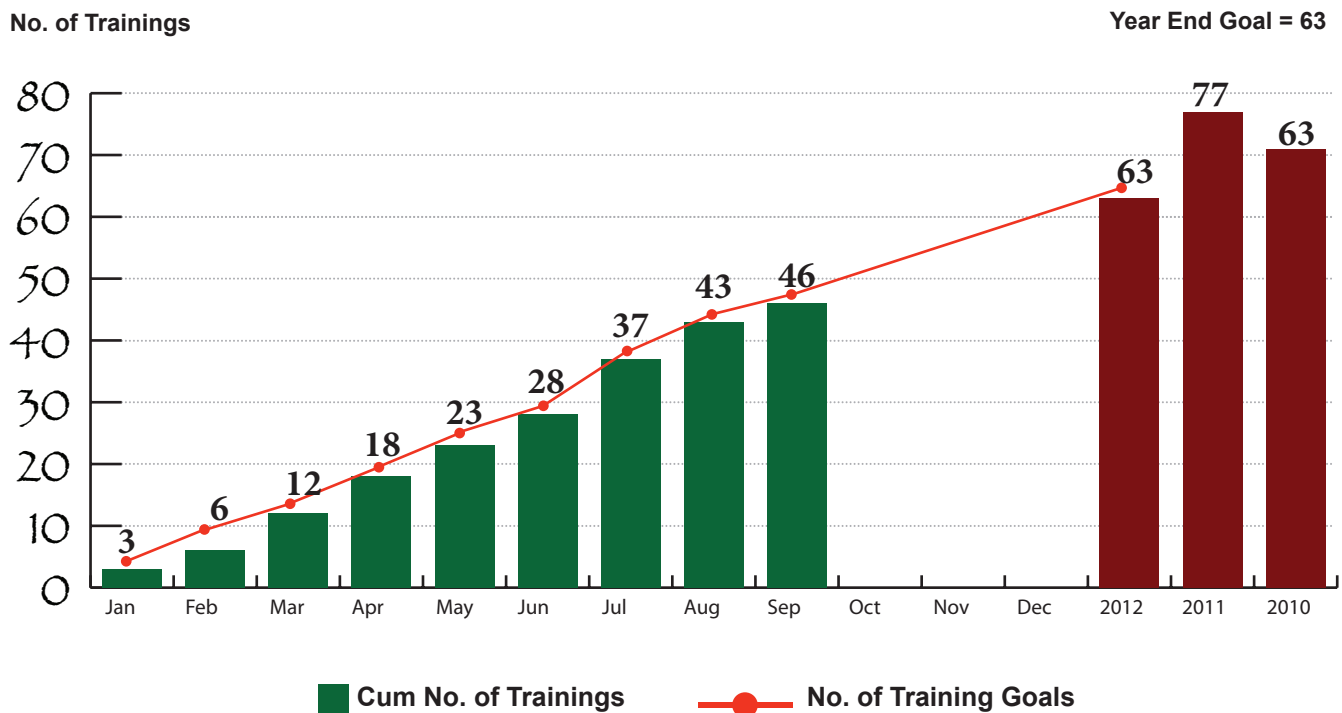
The Toribio M. Teodoro Room accommodate 60 persons while The Jose G. Sanvictores Room, the Sotero Baluyot Lee Room, and two classrooms seat 45 persons each.

Each training room is air-conditioned, has slide white boards, a mounted projector, a raised platform, and a rostrum for the lecturer. Audio-visual equipment and sound system with theatrical lighting are installed in the rooms as needed. On the ground floor are a technical laboratory (with facilities for low-cost factory automation), and a computer room (for the industrial automation and instrumentation control). The laboratory seats 25 persons while the computer room seats 30.

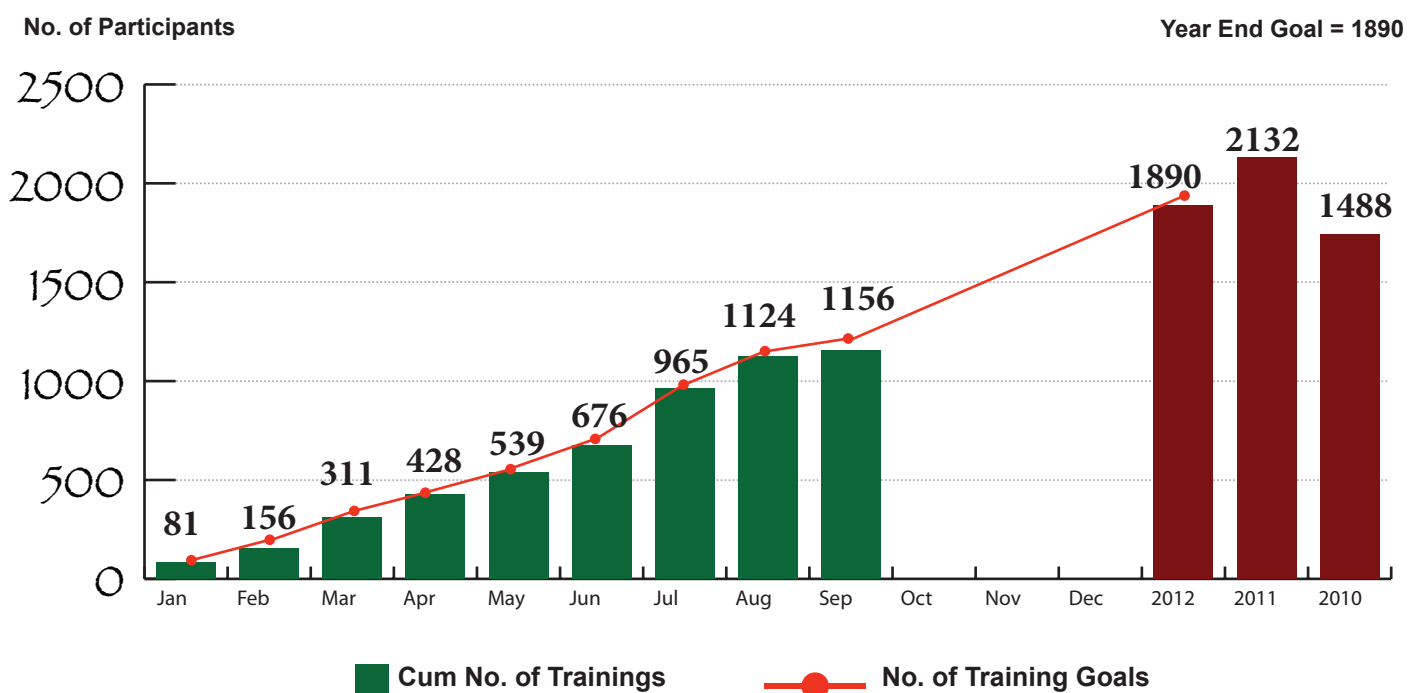


OUR BALANCED SCORECARD

2012 Training Outreach (No. of Training Programs)



2012 Training Outreach (No. of Participants)



THE UP ISSI INSTITUTIONAL LINKAGES



Institutional Member, APEC SME Working Group

APEC's Small and Medium Enterprises Working Group (SMEWG) encourages development of SMEs and builds their capacity to engage in international trade. Established in February 1995 as the Ad Hoc Policy Level Group on SMEs, the objective was to help SMEs improve their competitiveness and to facilitate a more open trade and investment environment. In 2000, the group was renamed the SMEWG and granted permanent status. The SMEWG attains of the Bogor Goals by fostering enabling business environments for SMEs to grow and develop into export-ready (internationalized) firms through the sharing of information on best practice initiatives and the conducting of capacity-building activities.



Institutional Member, Industrial Guarantee and Loan Fund (IGLF)

IGLF is a fund that has played a key role in the transformation of many small-scale enterprises. Unlike the sad plight of other government financing programs that have floundered, the IGLF has remained sustainable and viable. An IGLF review committee is composed of representatives from the National Economic and Development Authority as chair, the Bangko Sentral ng Pilipinas as vice-chair, the Development Bank of the Philippines (DBP), the Department of Trade and Industry (DTI), the Department of Finance, and UP ISSI. The UP ISSI director is a member of the IGLF Review Committee while two ISSI staff members sit on the IGLF Technical Advisory Group.



Institutional Member, Micro, Small and Medium Enterprises Development Council (MSMED Council)

MSMEDC was created by virtue of Republic Act (RA) No. 9501, otherwise known as the Magna Carta for MSMEs, with a specific mandate to spur the growth and development of MSMEs throughout the country by facilitating and coordinating national efforts to promote the viability and growth of MSMEs, including assisting relevant agencies in tapping local and foreign funds for MSME development and promoting the use of existing programs.



Institutional Member, Philippine Chamber of Commerce and Industry (PCCI) Committee on Education

A proactive catalyst of development, PCCI promotes and supports the drive for globally competitive Philippine enterprises in partnership with the government, local chambers, and other business organizations. The main responsibility of PCCI is to provide focused advocacy for business growth and sustainable development through business services for the advancement of grass-root entrepreneurship, chamber development, international trade relations, business innovation and excellence, and operational efficiency. These will be achieved through a professional organization in close cooperation with various stakeholders in public and private sectors.



Institutional Member, UP Enterprise Steering Board (Enterprise Business Incubation Program).

The Enterprise Business Incubator Program, consisting of mentoring from successful entrepreneurs and professionals, networking events, and coaching sessions, increases a tech startup's success rate, lowers its setup costs, and assists in the marketing of its innovations more efficiently.



Institutional Member, Entrepreneurship Educators' Association of the Philippines, Inc. (ENEDA). ENEDA is a non-stock, non-profit professional organization composed of the nation's entrepreneurship educators, teachers, and trainers from leading schools, colleges, universities and other training and academic institutions. It promotes excellence in entrepreneurship education in the country and recognizes the need for entrepreneurship educators and entrepreneurs from all over the country to come together and share ideas to raise academic standards.



Institutional Member, UP Diliman Technology Management Center (UPTMC) The UP ISSI Director sits as an Affiliate Faculty of TMC. The Center was established through a resolution approved by the UP Board of Regents on 23 February 1995. TMC is mandated to serve two fundamental purposes: (1) to respond to the urgent need of firms and industries for technology upgrading, productivity improvement, and enhanced global competitiveness; (2) and to respond to the established requirements of the Philippine government for expert advice and assistance on science and technology. TMC is the first institution of its kind in the country and in the ASEAN region, being an interdisciplinary undertaking which draws from the expertise, experience, and perspectives of nine affiliated UP Diliman units.



Institutional Member, Filipinovation Network The Network is composed of key stakeholders that are involved in fostering innovation in the Philippines in the light of the country's goal to be globally competitive. Committee members are involved in the conceptualization of the National Innovation Summit and the development of the framework and strategy to promote innovation.



Institutional Partner, The Small Enterprises Research and Development Foundation (SERDEF) Established in 1976 as a non-stock, non-profit foundation, SERDEF focused initially on developing entrepreneurial skills through training. It has since become a private institutional medium that initiates, sponsors, and conducts programs and projects for the promotion and development of small-scale industries. Its range of capability-building services from training to research and consultancy addresses as growth arc of a spectrum of business establishments--from small- to medium-scale enterprises down to micro enterprises. By virtue of a Memorandum of Agreement between SERDEF and UP, the Foundation undertakes various development programs and projects for SMEs in collaboration with UP ISSI, from where it draws most of its pool of human resources: experienced trainers, industrial extension specialists, counselors, consultants, productivity experts, industrial automation specialists, researchers, information officers, training coordinators, and project managers.

TOP UP ISSI CUSTOMERS 2010-2012					
			Ranking per year		
Name of Client	Industry	Sector	2010	2011	2012 (1H)
Goldilocks Bakeshop, Inc.	Manufacturing	Food Processing	4	1	13
Universal Robina Corporation	Manufacturing	Food Processing	3	11	84
Leslie Corporation	Manufacturing	Food Processing	5	64	37
Foster Foods, Inc.	Manufacturing	Food Processing	23	13	-
Pampanga's Best	Manufacturing	Food Processing	-	19	-
Bounty Fresh Foods, Inc.	Manufacturing	Food Processing	8	-	-
Dodram Farms	Manufacturing	Food Processing	2	-	-
Red Dragon Farms, Inc.	Manufacturing	Food Processing	7	-	-
Wisehill Business Corporation	Manufacturing	Food Processing	9		
Philippine Wacoal Corporation	Manufacturing	Garments	58	23	44
Khumbu Enterprises	Manufacturing	Garments	6	21	2
Jardy Marketing	Manufacturing	Garments	55	58	-
Eljan Ventures Inc.	Manufacturing	Garments	-	-	7
Colorsteel Systems Corporation	Manufacturing	Metals	10	6	11
Philippine Steel Framing Corporation	Manufacturing	Metals			
Solid Cement Corporation	Manufacturing	Cement	14	27	-
Omnico Consortium, Inc.	Manufacturing	Construction Materials	-	-	22
Ultra Modular Concepts, Inc.	Manufacturing	Office Furniture	-	-	18
CJI Interior & Furniture	Manufacturing	Office Furniture	-	-	19
Centro Manufacturing Corporation	Manufacturing	Automotive Parts & Accessories	-	38	9
Tri-R Allied Industries	Manufacturing	Automotive Parts & Accessories	25	61	-
Ecolab Philippines, Inc.	Manufacturing	Chemical Products	-	-	27
Green Cross, Inc.	Manufacturing	Chemical Products	-	21	-
Ifeed Philippines, Inc.	Manufacturing	Chemical Products	15	-	-
Easy Bio Philippines, Inc.	Manufacturing	Chemical Products	12	-	-
Santeh Feeds Corporation	Manufacturing	Chemical Products	-	-	14
Sun Jin Philippines Corporation	Manufacturing	Chemical Products	-	30	-
Pacific Paint Boysen Philippines, Inc.	Manufacturing	Chemical Products	-	-	24
Tsukiden Global Solutions	Service	IT	-	4	5
Emerson Process Management	Service	IT	-	12	-
Enigma Technologies	Service	IT	1	-	-
Sensor Scientific Philippines, Inc.	Service	IT	-	28	-
San Roque Power Corporation	Service	Electricity, Gas & Power	-	3	6
Asiaphil Manufacturing	Service	Electricity, Gas & Power	27	7	-
First Philippine Power System	Service	Electricity, Gas & Power	18	-	-
CBK Power	Service	Electricity, Gas & Power	-	25	-
First AVPR Ventures	Service	Electricity, Gas & Power	-	15	-
Pilipinas Shell Foundation	Service	Electricity, Gas & Power	-	17	-
Air Liquide Philippines, Inc.	Service	Electricity, Gas & Power	13	-	-
Trans-Asia Oil & Energy Development Corp.	Service	Electricity, Gas & Power	-	-	25
Poly IDP Consult, Inc.	Service	Electricity, Gas & Power	30	-	-
OSM Ship Management Pte. Ltd.	Service	Placement Agency	89	40	-
RRJM International Manpower Services, Inc.	Service	Manpower Agency	-	5	-
Wiserecruit Corporation	Service	Manpower Agency	-	29	-
Aviation Concepts	Service	Air Transportation	86	-	16
Saviour Mededices, Inc.	Service	Sales & Distribution	28	10	3
DCFE Corporation	Service	Sales & Distribution	-	42	4
Claritas Option Marketing Corporation	Service	Sales & Distribution	-	54	8
Surgico Philipines	Service	Sales & Distribution	-	49	10
International Elevator & Equipment, Inc.	Service	Sales & Distribution	83	-	12
Health Solutions, Inc.	Service	Sales & Distribution	-	-	15
Biocare Health Resources	Service	Sales & Distribution	-	-	20
Enterprise Bank	Service	Financial Institution	-	2	-
R.A. Mojica & Partners	Service	Construction & Engineering	-	18	-
Professor Torsten Calvi Corporation	Service	Construction & Engineering	20	-	-
Building Dreams, Inc.	Service	Construction & Engineering	26	-	-
Good Thinking Research	Service	Consulting	-	27	-
Aegis People Support, Inc.	Service	BPO	24	-	-
Convergys	Service	BPO	32	-	-
ACDI Multi-Purpose Cooperative	Service	Financial Institution	-	-	1
Grand Monaco Estate	Service	Real Estate/Construction	11	-	-
Loreland Farm Resort	Service	Hotels & Restaurants	-	24	-
DMCI Homes	Service	Real Estate/Construction	29	-	-
Clean Haul Environmental Services, Inc.	Service	Trading	-	23	-
Social Action Center of Pampanga	Service	NGO	-	16	-

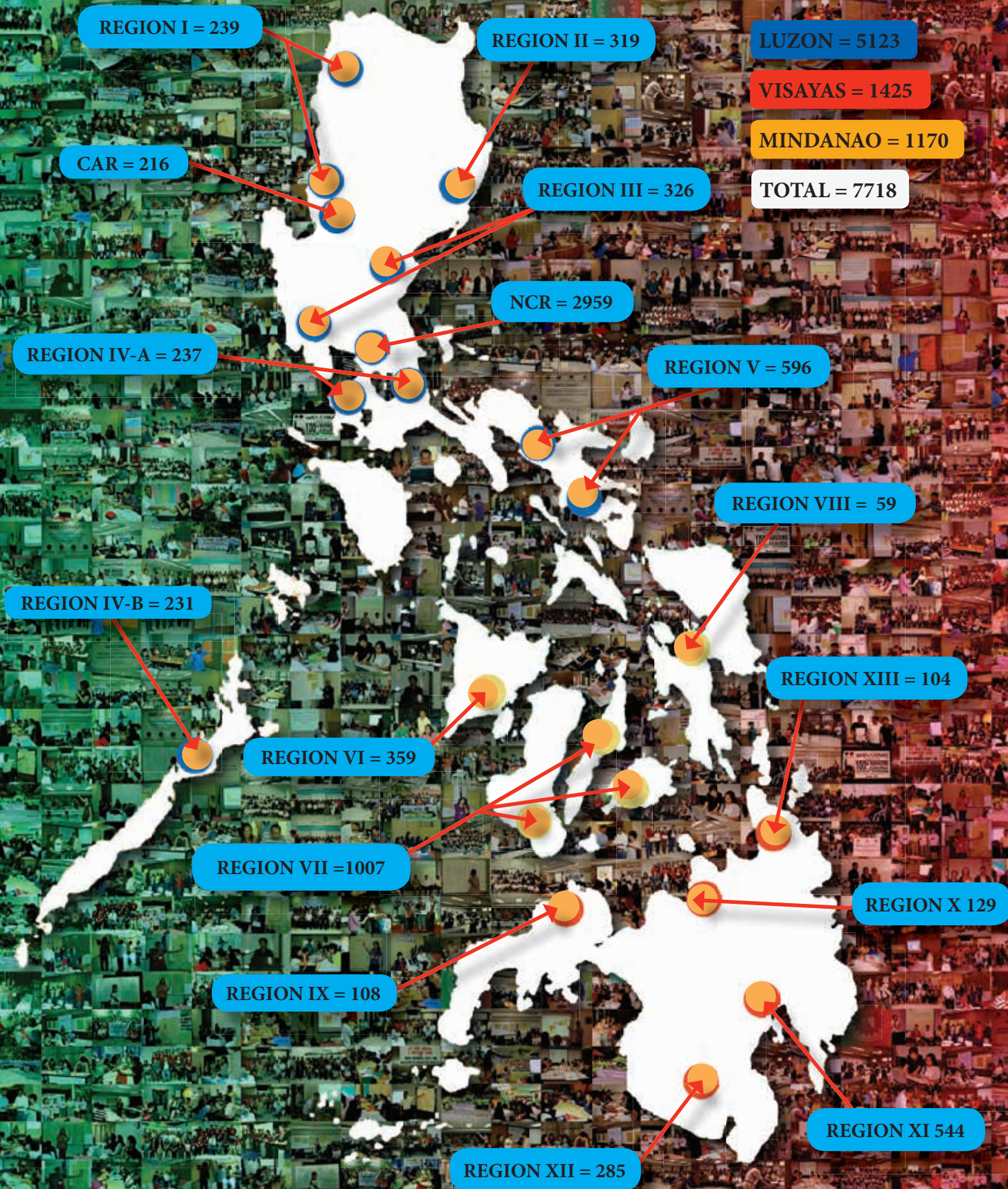
LOYAL CUSTOMERS

2010 Loyal Customers		
Name of Company	No. of Pax	
1 Enigma Technologies	12	
2 Dodram Farms Phils. Corp.	10	
3 Universal Robina Corporation	14	
4 Goldlocks Bakeshop, Inc.	10	
5 Leslie Corporation	8	
6 Khumbu Enterprises, Inc.	5	
7 Red Dragon Farm, Inc.	4	
8 Bounty Fresh Food, Inc.	4	
9 Wisehill Business Corporation	3	
10 Colorsteel Systems Corporation	3	
11 Grand Monaco Estate	8	
12 Easy Bio Phils., Inc.	3	
13 Air Liquide Phils., Inc.	7	
14 Solid Cement Corporation	4	
15 Ifeed Phils., Inc.	4	
16 Ecolab Philippines, Inc.	7	
17 Sunpower Phils. Mfg., Ltd.	3	
18 First Philippine Power Systems	2	
19 Winalite International, Inc.	2	
20 Professor Torsten Calvi Corporation	5	
21 DSWD-NCR	2	
22 Philippine Steel Framing Corporation	2	
23 Foster Foods, Inc.	3	
24 Aegis People Support, Inc.	3	
25 Tri-R Allied Industries	4	
26 Building Dreams, Inc.	4	
27 Asiaphil Mfg. Ind., Inc.	4	
28 Saviour MeDevices, Inc.	2	
29 DMCI Homes	2	
30 Poyry IDP Consult, Inc.	4	
31 Shoketsu-SMC Corporation	2	
32 Convergys Corporation	2	
33 Social Housing Finance Corporation	2	
34 Nutri-Asia, Inc.	4	
35 AB Communications, Inc.	3	
36 Sevilla Trading Corporation	3	
37 Greenlight Power, Inc.	3	
38 Collins International Trading Corp.	3	
39 Premier Creative Packaging	1	
40 SIYCHIA Transport Corporation	1	
41 Aaishan Learning Center	1	
42 Shell Shared Services	1	
43 Filinvest Alabang	1	
44 JVD Project Construction Services	1	
45 Green Harvest Food Products	1	
46 Ordent Trading	1	
47 Graystone Realty Dev't. Corporation	1	
48 Germano's Chilli	1	
49 Ronque Transport Services	1	
50 Velvet Trading	1	
51 Robinsons Land Corporation	1	
53 Jocker's Food Industries	1	
54 CT Builders, Inc.	1	
55 Jardy Marketing	1	
56 Legend Industrial Supply & Services	1	
57 My Birthday Your Birthday Club	1	
58 Philippine Wacoal Corporation	1	
59 New Marketlink Pharma	1	
60 Jopers Enterprises, Inc.	1	
61 Long Live Pharma	1	
62 Park Ads, Inc.	1	
63 LICA Automotive	1	
64 Baulita Food Kiosks	1	
65 Eli Lily Phils.	1	
66 Gulf Bank	1	
67 KEC Astron Phils. Corporation	1	
68 Wall City Media, Inc.	1	
69 Nissan Westgate Alabang	1	
70 Kalinisan Chemical Corp.	1	
71 Hyundai Shaw Center	1	
72 Z-Zone On Line Phils., Inc.	1	
73 Manoy Pancit Bato	1	
74 Comfort Ads	1	
75 Assn. of Construction & Informal Workers	1	
76 NKTi	1	
77 Unified Builders Corp	1	
78 Cabalen Management Co., Inc.	1	
79 Dr. Yanga's Colleges, Inc.	1	
80 Raptor Sports Corporation	1	
81 Foodscs General Merchandise	1	
82 Markgas Centrum	1	
83 International Elevator & Equipment Inc.	1	
84 CIGI	1	
85 Phoenix International School of Science	1	
86 Aviation Concepts	1	
87 World Vision Dev't. Foundation	1	
88 CHR	1	
89 OSM Maritime Services, Inc.	1	
90 KFC Philippines	1	
91 Nathar International Corporation	1	
92 Marbel E.L. Enterprises Corporation	1	
93 Kids Gallery Corporation	1	
94 Stream Global Services	1	
95 Global Metal Tech Corporation	1	
96 Silgan Whitecap South East Asia, Inc.	1	
97 SL Medical Supplies & Equipment	1	
98 Ugong Savings & Credit Cooperative	1	
99 Fortune Tobacco	1	
100 Golden Horizon Placement Agency	1	

2011 Loyal Customers		
Company	No. of Pax	
1 Goldlocks Bakeshop, Inc.	28	
2 Tsukiden Global Solutions, Inc.	10	
3 Enterprise Bank	5	
4 San Roque Power Corporation	13	
5 RRJM International Manpower Services, Inc.	5	
6 Colorsteel Systems Corporation	5	
7 Asiaphil Mfg. Ind., Inc.	11	
8 United Graphic Expression Corporation	12	
9 Pampanga's Best	10	
10 Khumbu Enterprises, Inc.	12	
11 Saviour MeDevices, Inc.	3	
12 Universal Robina Corporation	9	
13 Emerson Process Management	8	
14 Foster Foods, Inc.	4	
15 First - AVPR Venture, Inc.	7	
16 Social Action Center of Pampanga (SACOP)	9	
17 Pilipinas Shell Foundation	8	
18 R.A. Mojica & Partners	3	
19 Optis Philippines	7	
20 Eljan Ventures	4	
21 Green Cross, Inc.	8	
22 Philippine Wacoal Corporation	5	
23 Clean Haul Environmental Services, Inc.	3	
24 Loreland Farm Resort	5	
25 CBK Power Co. Ltd.	5	
26 Solid Cement Corporation	2	
27 Good Thinking Research, Inc.	2	
28 Sensor Scientific Phils., Inc.	2	
29 Wisecruit Corporation	2	
30 Sunjin Philippines Corp.	5	
31 PCAARD	5	
32 Tiresmart Car Accessories Service Center	1	
33 University of Southeastern Phils.	1	
34 Twincirca Marketing	1	
35 Jollibee Foods Corporation	3	
36 Mini Me Caricature Dolls	3	
37 Centro Manufacturing Corporation	3	
38 Hotel Carmelita	3	
39 OSM Ship Mgt. Pte. Ltd.	5	
40 That Thing-A-Majig, Inc.	3	
41 DCFE Corporation	4	
42 Activation Advertising, Inc.	4	
43 Megachip Semicon Electronics Corp.	4	
44 Dory's Distillery, Inc.	2	
45 Innovative Automation Solutions Inc.	2	
46 360 World Tours, Inc.	2	
47 Surgico Philippines, Inc.	2	
48 Artologic Enterprise	3	
49 Pelican Express Incorporated	4	
50 Pilipinas Shell Petroleum Corporation	3	
51 Claritas Option Marketing Corp.	3	
52 DOST-ASTI	3	
53 Mindoro State College of Agriculture & Technology	3	
54 Antares Industrial Suppliers	3	
55 Jardy Marketing	3	
56 Park Ads, Inc.	3	
57 Sigmatech Inc.	3	
58 Tri-R Allied Industries	4	
59 Headland Distribution	4	
60 E.C. Daughson, Inc.	3	
61 Leslie Corporation	1	
62 AB Communications, Inc.	1	
63 Wizard Manpower	1	
64 San Miguel Yamamura Packaging Corp.	1	
65 Topbest Pest Services, Inc.	2	
66 Flexo Manufacturing Corporation	1	
67 Aquino Loan Assistance	1	
68 Parola Maritime Agency Corporation	1	
69 Data Gateway	1	
70 Bio Femme, Inc.	1	
71 Almonz International Trading	1	
72 Paywell Manufacturing Corporation	1	
73 Milysis Distribution, Inc.	1	
74 Union Advertising	1	
75 4HG Multipurpose Cooperative	1	
76 DLS-CSB School of Design and Arts	1	
77 Big O's Tire Corporation	1	
78 BFAF	1	
79 Prime Sales, Inc.	1	
80 Phenomenal Solutions	1	
81 Indra Philippines, Inc.	1	
82 BE Scientific Glass Instruments	1	
83 BPS Psyche Services & Clinic	1	
84 G.L. Auto Supply & Hardware	1	
85 Abotiz Equity Ventures, Inc.	1	
86 Philippine School for Maritime & Medical Access	1	
87 Crepe Cones	1	
88 Advancetech Company	1	
89 Accupoint Systems, Inc.	1	
90 Veramar Rice Mill & Trading	1	
91 Primace Corporation	1	
92 Ecosystems Enterprise, Inc.	1	
93 Wowlu Catering Services, Inc.	1	
94 Department of Agriculture	1	
95 Juana Eat Barbecue	1	
96 Bio Organic Plus (Phils), Inc.	1	
97 California Bery	1	
98 Frank Line Dent Specialist	1	
99 Agarano Farms	1	
100 Jecsons Medical Center	1	

2012 (1H) Loyal Customers		
Name of Company	No. of Pax	
1 ACDI Multipurpose Cooperative	7	
2 Khumbu Enterprises, Inc.	9	
3 Saviour Medevices, Inc.	9	
4 DCFE Corporation	15	
5 Tsukiden Global Solutions Inc.	5	
6 San Roque Power Corporation	5	
7 Eljan Ventures	4	
8 Claritas Option Marketing Corporation	9	
9 Centro Manufacturing Corporation	3	
10 Surgico Phils Inc.	3	
11 Colorsteel Systems Corporation	6	
12 International Elevator & Equipment Inc.	2	
13 Goldlocks Bakeshop Inc.	2	
14 Santez Feeds Corp.	2	
15 Healthsolutions Enterprises Inc.	2	
16 Aviation Concepts Logistics Inc.	2	
17 Naic Emission Testing Center	2	
18 Ultra Modular Concepts	2	
19 C.JI Interior & Furniture	2	
20 Biocare Health Resources	2	
21 Maynilad Water Services, Inc.	2	
22 Omnico Consortium, Inc.	6	
23 National Livelihood Dev't. Corp.	4	
24 Pacific Paint Boysen Philippines, Inc.	4	
25 Trans-Asia Oil & Energy Development Corp.	3	
26 Philippine Steel Framing Corporation	4	
27 Ecolab Philippines, Inc.	3	
28 Magsaysay Learning Resources Inc.	1	
29 Deutsche Knowledge Services Pte. Ltd.	1	
30 Arcenal Machine Engravers & Tooling Services	1	
31 Product Development and Design Center of the Philippines	1	
32 Industrial Controls Corporation	1	
33 Hyplig Genetics Inc.	1	
34 Fireprotect Inc.	1	
35 Palawan Water Refilling Station, Pharmacy, Farm and Resort	1	
36 Pharma 518 Inc.	1	
37 Leslie Corporation	1	
38 Mega Lamps Center	1	
39 Walcom Bio-Chemicals Phils., Inc.	1	
40 Sensomoe Philippines	1	
41 Jlorenzana Mgt. & Consultancy Services	1	
42 Economiles, Inc.	1	
43 Sterling Carriage Transport Services	1	
44 Philippines Wacoal Corporation	1	
45 IXUS Fabrication	1	
46 Long Live Pharma	1	
47 CE Glass & Aluciad	1	
48 Majulah Asset Mgt. Consultancy	1	
49 Shoe Room	1	
50 Tupa Clothing	1	
51 Eurochemicals, Inc.	1	
52 Greengold Holdings Sdn Bhd	1	
53 Rances Dental Care Center	1	
54 JCD Metallfabrik Corporation	1	
55 HDMF	1	
56 The Salt and Light for Tomorrow Christian Academy, Inc.	1	
57 ZLB Mgt & Acctg Services	1	
58 J & J Properties & Trading Corporation	1	
59 Datacom Connect Phils.	1	
60 Diagnostika Pilipinas Inc.	1	
61 Japrikos Computer World	1	
62 Kid's Gallery Corporation	1	
63 PYXIS Astronomy Company	1	
64 DepEd	1	
65 Landstrong Inc.	1	
66 Infant Product Gallery Corporation	1	
67 Skudmhore Computer World	1	
68 Artologic Enterprises	1	
69 Asian Antibiotics, Inc.	1	
70 Computer World	1	
71 Aperture Trading Corporation	1	
72 JMCC Industries, Inc.	1	
73 Direct Electrix Equipment Corporation	3	
74 SMEC Philippines, Inc.	2	
75 Yutaka Manufacturing Philippines, Inc.	2	
76 KMBI	2	
77 Hildebrand Associated Business Corporation	2	
78 MESCO	2	
79 A.P. Renewables, Inc.	2	
80 St. Peter Life Plan	2	
81 Copy Paste Limited Company	2	
82 Data Center Design Corporation	3	
83 DMMSU-NLUC	1	
84 Universal Robina Corporation	1	
85 Luz Facial Care Corporation	1	
86 Arellano Apartment	1	
87 Couples for Christ Global Mission Foundation, Inc.	1	
88 Marriott School, Inc.	1	
89 TRT Global Limited	1	
90 REDL Industrial Corp.	1	
91 Colossal Security Investigation Agency	1	
92 Famous Secret Precision Machining, Inc.	1	
93 E. Chan Marketing	1	
94 Logohu Corporation	1	
95 Benson Apartelle	1	
96 Mission To All the World	1	
97 IQES Systems Services, Inc.	1	
98 German Machineries Corporation	1	
99 IREMIT, Inc.	1	
100 AF Integrated Reliable Manpower	1	

UP ISSI OUTREACH 2007-2012



TRAINING AND ENTREPRENEURSHIP EDUCATION DEVELOPMENT

Experience-based, output-oriented, a blend of theory and practical applications, capped with the unique UP flavor—these define the character of UP ISSI training programs. Participants engage in experiential and action learning, which allows the immediate application of theories and concepts. The training programs cover the entire business cycle—from startup to growth expansion and innovation.

UP ISSI training programs are essentially classified into the following four major categories:

1. Enterprise Development. More people are appreciating the value of putting up a business. Aside from the profit of a mere business, they also recognize the fulfillment in helping the local economy grow through creating jobs and offering a product to the community. The training programs are useful to those to appreciate entrepreneurship and want to transform a business idea into an enterprise.

2. Management Development. Programs in this training category impart skills for aspiring managers to move upward from being individual

players to well-respected managers capable steering of their team to success and improving bottom line performance. For incumbent managers, the programs are geared towards improving their leadership, supervisory, and managerial skills, and acquiring proficiencies in handling interpersonal relationships and communications as well as stress. These programs help existing entrepreneurs plan and manage their business operations to achieve their growth goals. For the managers and supervisors, these programs enhance their managerial and organizational competencies, giving them an evident advantage in their organizations.

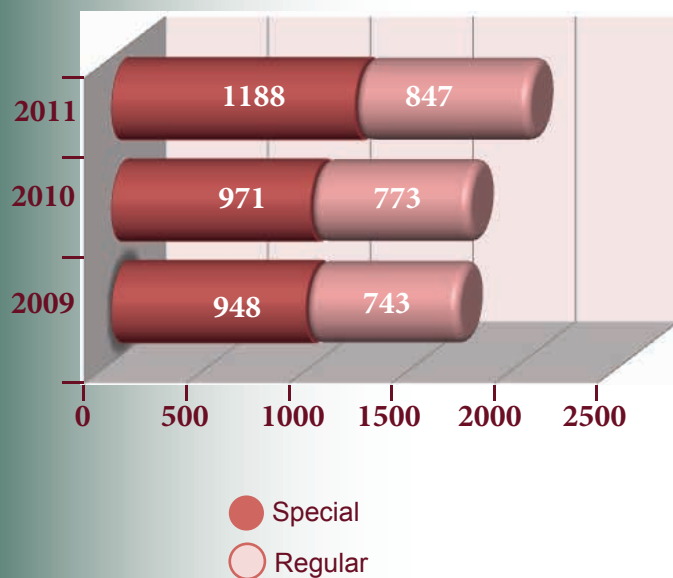
3. Total Quality and Productivity Improvement. Rapid technological innovativeness and pursuit of greater productivity and profitability are the leading drivers of participation in the programs on total quality management and productivity improvement. These programs help enterprises and organizations mine their creativity and innovativeness through the use of technology in their operations.

4. Project Development and Management. These programs to lay the groundwork for building knowledge in project management and for developing competencies, techniques, and tools that cover the project life cycle. These programs are intended for people who are responsible for designing, implementing, monitoring, and evaluating projects--oftentimes, until project closure or turnover to the beneficiary group.

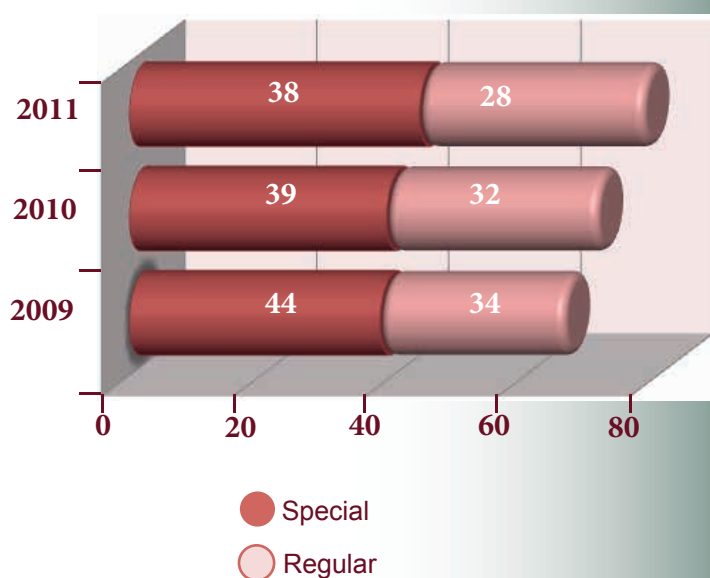


TRAINING PERFORMANCE INDICATORS

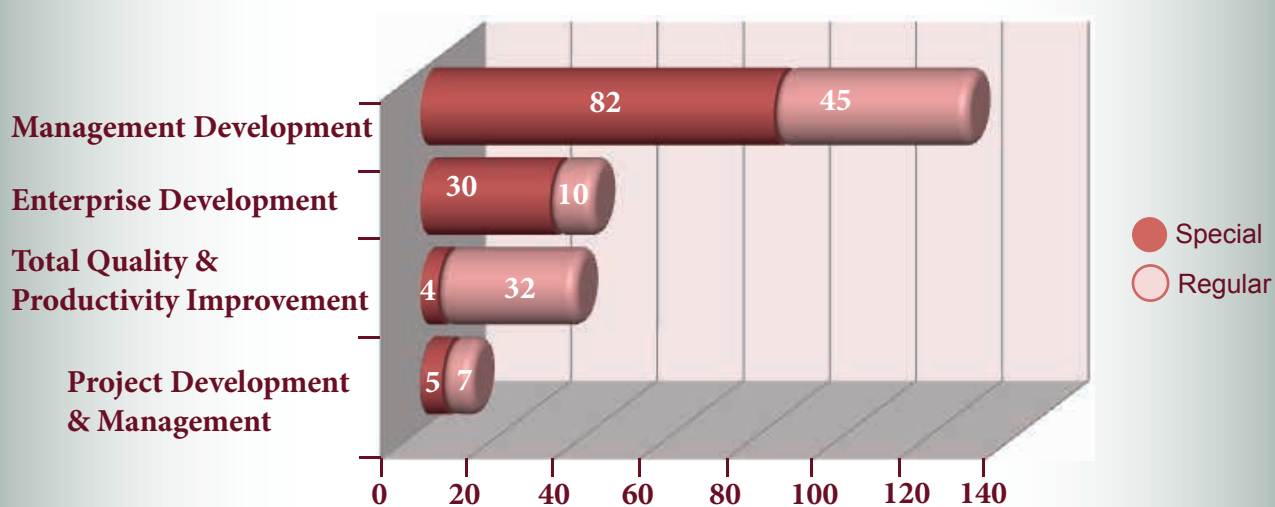
Number of Graduates (2009-2011)



Number of Training Programs (2009-2011)



Training Programs Per Category (2009-2011)



THE UP ISSI COURSES

MANAGERS COURSE

The Managers Course develops and upgrades managerial expertise among business entrepreneurs who are out to improve their productivity, quality, and competitiveness both in the local and global markets. The course covers fundamentals of management; marketing management; production/operations; supply chain & quantity management; human resource management and organizational development; financial management; information and communications technology and knowledge management; strategic planning; and the integrated organizational survey and assessment module. Specifically, participants are expected to:

- identify the various management tools and techniques required to improve and monitor company performance;
- apply management tools and techniques in problem solving and decision-making; and
- formulate appropriate business strategies in response to the forces in the company environment.



The 99th Batch of the UP ISSI Managers Course poses during the unveiling of their marker at the ground floor of the ISSI Building.

The Integrated Organizational Survey and Assessment (IOSA)

the Managers Course (MC), First offered in 1971, enhances the competence of participants in managing an enterprise. Attended by prospective as well as current managers, the course exposes participants to a broad range of principles analytical tools essential to managing and growing a business.

A culminating activity of the course is the Integrated Plant Survey (IPS) module in which participants working as a group and guided by their respective coaches apply lessons learned in operating an enterprise.

The Institute introduced yet another innovation in its flagship program. In the 99th run of the Managers Course, the IPS or the final course requirement was renamed the Integrated Organizational Survey and Assessment (IOSA) module.

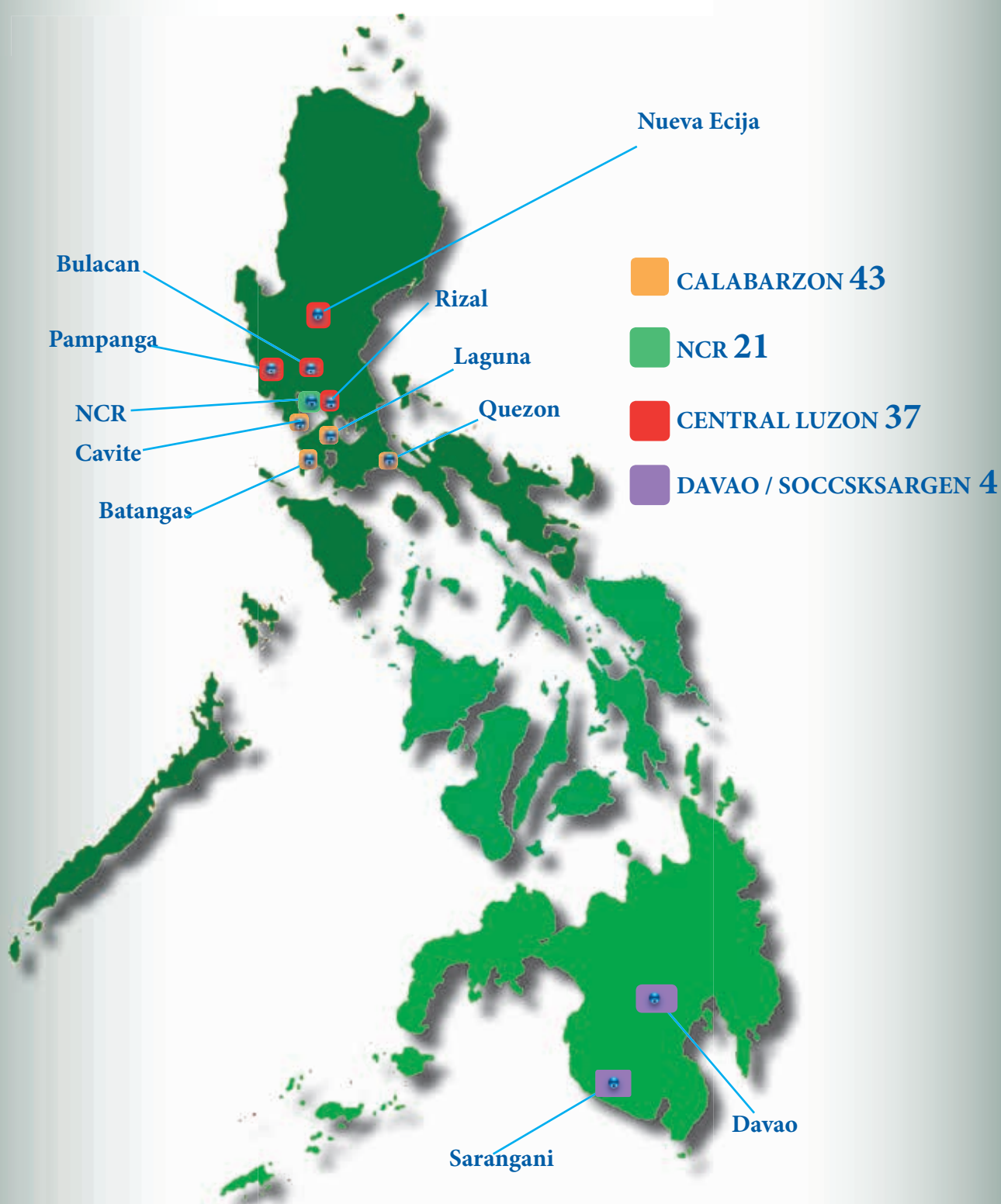
Instead of being held in the last part of the course, the initial visit to the plant site by the participants and their coaches has been moved earlier in the program. The participants are encouraged to visit the plant four times during the course, since the firm that will be the subject of the IOSA will be a running case that they will have to study as they proceed with the four modules of the course. After completing the plant visits, the participants prepare a final report that they will present a panel of evaluators.



Ian de Vera, (extreme left) one of the coaches of the Managers Course, accompanies a group of MC participants at the ceramics factory of CSM Enterprise International in Biñan, Laguna.

UP ISSI GEOGRAPHIC SPREAD 2006-2011

INTEGRATED ORGANIZATIONAL SURVEY ASSESSMENT



On-site solutions and advice on matters vital to the operations of SMEs boost the confidence of business owners and managers in improving their business management skills and fast-tracking their goals. This drives organizations to become more competent in delivering their services to their respective clients.

The Institute continues to provide business advisory and counselling services to SMEs and other groups. These services range from business diagnosis, business plan preparation, systems and personnel audits, job evaluation, workshop facilitation, financial statement analysis and evaluation, break-even point computation, and institutional capability building.

PRODUCTIVITY THROUGH EFFECTIVE SUPERVISION (PES) SEMINAR

The Productivity Through Effective Supervision Seminar aims to develop supervisory knowledge, skills, and attitudes needed for effective and efficient management of people on one hand, and the management of operations on the other hand. Specifically, participants of this course are expected to: identify the role and responsibilities of a supervisor; demonstrate skills in communicating, motivating, training/developing workers; explain concepts, elements, methods/procedures in operations planning and control, problem-solving, and decision-making; and explain the tools and techniques employed in productivity circles.

Open to both supervisors and would-be supervisors from the public and private sectors, the course uses a combination of lecture-discussions, simulation exercises, and case studies.



ACCOUNTING FOR NON-ACCOUNTANTS (AFNA)

This source offers a working understanding of the principles, basic tools and techniques of the accounting system. It is designed for small and medium business entrepreneurs and their staff, and for those who want to understand the accounting process.



STRATEGIC MARKETING COURSE

The business environment has become more complex, fast-changing, challenging and more competitive. The situation has put pressure on business owners and managers to address

their company's needs for long-term growth, leadership, and survival.

The Strategic Marketing Course (SMC) considers a strategic framework of knitting together profit goals and their impact on the overall marketing strategy, market segmentation, and positioning. It provides a perspective and emphasis that extends beyond the traditional focus on managing the company's marketing mix. This course covers marketing mix, market segmentation, industry and competition analysis, product planning, market audit, and development of marketing plan.



STRATEGIC HUMAN RESOURCE MANAGEMENT

The Strategic Human Resource Management Seminar aims to enhance the capability of participants in crafting a human resource management strategy and equip them with the knowledge and skills for implementing that strategy. This seminar is ideal for existing and potential HR managers and practitioners, personnel managers, trainers, extension officers, and consultants. The seminar covers topics on:

- *the strategic role of HRM*
- *obtaining suitable human resources*
- *the effective employment and development of human resources*
- *organizational development*
- *labor and employee benefits/welfare*



Participants of the First Strategic Human Resource Management Seminar share their experiences and expertise in a workshop that aims to elicit a strategy for an effective human resource management in their respective workplaces.

TOTAL COMMUNICATION TRAINING PROGRAM (POWERCOMM)

The Total Communication Training Program is designed to enhance oral and written communication skills, focusing on the effective use of language, voice, and body.

The program is open to managers, supervisors, decision makers, entrepreneurs, sales representatives as well as those seeking to enhance and refine their oral and written communications skills.



Photos taken during a workshop in the Total Communication Training Program.

OTHER POPULAR COURSE OFFERINGS

- 1. Start Your Own Business (SYOB)** - Provides tools in assessing one's entrepreneurial readiness; identifying, screening and selecting business ideas; planning, starting and managing a new business.
- 2. Monitoring & Evaluating Programs and Projects (MEPP)** - Provides the knowledge, skills, attitudes for the effective monitoring and evaluation of programs and projects.
- 3. Programmable Logic Controller Course (PLCC)** - Develops the ability to identify the areas for application of programmable logic controllers in industry operations, and to choose, design, and implement the necessary software and hardware components.
- 4. Advanced Instrumentation and Process Control Course (AIPCC)** - Develops the ability to design, implement, and maintain process control systems, understand and control process parameters, and configure control systems with the appropriate hardware and software.
- 5. Comprehensive Course on Instrumentation and Process Control (CCIPC)**- Provides knowledge and skills to design, implement, and maintain process control systems, and to understand control process parameters like flow rates, temperature, pressure, and liquid levels.
- 6. Spreadsheet Accounting Workshop** - Provides a working knowledge and understanding of the different functions and commands of a spreadsheet for the purpose of setting up, maintaining, and analyzing accounting records.
- 8. Production Management (ProdMan)** - Provides tools and skills for improving efficiency and productivity in production operations.
- 9. Creative Selling Techniques (CST)** - Develops the ability to unleash creative powers to make more sales by selling ideas for solutions instead of products.
- 10. Total Quality Management Course (TQM)**- Provides knowledge and skills in executing a total quality management program for an organization.



RESEARCH AND EXTENSION

The UP ISSI has, over the years, produced tools, guides, and manuals, as well as conducted studies to analyze the impact of the UP ISSI's training and educational efforts on the development of the micro-enterprise sector. The studies concentrate on measuring the impacts as the Institute shifts towards benchmarking the best practices of SMEs in the areas of marketing, production and

operations, finance, human resources, and innovation management. Along with these are studies that reinforce the aspirations of SMEs to go global, particularly with regard to green technologies, climate change adaptation and mitigation, technology assessment, technology-based entrepreneurship, and microfinance development services.

Among the notable and important outputs of the Institute's research undertakings from 2005 to present are:

2005

Your Guide to Starting a Small Enterprise. A guidebook on how to start an enterprise. It comes with a business plan workbook for the user to accomplish gradually, after reading chapters on marketing, production/operations, organization, and finance.

Small Business Counselor's Manual. A manual with a collection of tools for small business counselors or advisers in assisting SME clients to overcome their survival and growth problems.

Small and Medium Enterprise Manual. A primer on how to operate a small business advisory center for the purpose of providing business development services (BDS) to SMEs in the regions, with an eye to replication by other SME development organizations.

The Need and Availability of Micro-finance Services for Micro-enterprises: Bringing Multi-level Good Practices into the Local Content. A study on the good practices of selected micro-finance institutions (MFIs) in the Philippines and other ASEAN countries. It documents the past and present government policies in microfinance; the problems encountered by MFIs in assessing the needs of the microenterprises; and the expectations of micro-enterprises in connection with the MFIs' locations, delivery system, interest rate, mode of payment, and credit ceiling.

Evaluation Study of the Interventions Project of Consuelo Foundation. An evaluation study of the interventions provided by Consuelo Foundation in Quezon City, Nueva Ecija, and Legaspi City.

Translation Project of the Primer "Start an Enterprises into Bicolano, Hiligaynon, Ilocano and Maguidanao." A translation into various dialects of the primer "How to Start on Enterprsie."

2006

Case Studies of Successful Entrepreneurs Part III (Dreamers, Doers, and Risktakers: Micros That Roared. A documentation of 25 micro-entrepreneurs who have toiled to win on their own terms against all odds, arising mainly from poverty. It highlights the role of microfinance institutions in helping them build their micro-businesses.

2007

Improving the Competitiveness of Industry Clusters. A study on the situation of industry clustering in the Philippines. The study highlights five industry clusters, namely: vegetables in North Mindanao; bottled sardines in Dipolog City; furniture cluster in Cebu; agro-based cluster in Davao; and food processing cluster in the Caraga Region.

How to Approach Banks: A Guide for Filipino Entrepreneurs. A guide on how entrepreneurs should assess their financial requirements and present ways to approach both informal and formal financial institutions. It also provides a list of financing programs available to SMEs.

Training Manuals for Capacity Enhancement Seminars (CES) for Small and Medium Enterprises (SMEs) and Financial Institutions (FIs). These two training manuals were used as reference materials for SME and FI trainees during the conduct of the CES. The SME manual contains discussions on: entrepreneurship, economic and human capital; personal entrepreneurial competencies (PECs) assessment; business planning (the market plan, the production/operations plan, organizational plan and financial plan); and basic bookkeeping. The FI manual includes discussions on: overview of SME development and the role of lending institutions, the Philippine SME sector; IGLF policies and procedures; and credit scoring.

2008

Case Studies of Successful Entrepreneurs Part IV (Dreamers, Doers, and Risktakers: Iskolar ng Bayan Gives Back the Enterprising Way. A documentation of 25 alumni of the University of the Philippines who have successfully put up their businesses, highlighting start-up, growth and expansion, and problem-solving strategies, as well as their social development activity in the light of their past status as “iskolar ng bayan” who might feel obliged to give back.

Introduction to Entrepreneurship. The revised book updates the basic principles and concepts of starting and managing a business in contemporary times. The most significant changes in the revised book are the inclusion of chapters on the difference between a project feasibility study and a business plan; the business plan workbook; and the steps in registering a business and accessing business assistance programs.

Survey of Participants to the Seminar for Rural Banks, Thrift Banks, and Business Assistance Centers (BACs). An impact assessment study of participants who attended the Capability Enhancement Seminars (CES) funded by the Industrial Guarantee and Loan Fund (IGLF). The study assessed the extent to which the participants carried out their Back Home Action Plans and accessed the IGLF loan facility.

2009

The Impact of Water PODS (People Offering Deliverable Services) on increasing Self-Reliance of Vulnerable Populations Through Community-Led Provision of Water, Sanitation, and Hygiene (WASH) Services and Appropriate Technologies. An impact study of two-community organizational models: tariff-driven community water systems and household water treatment such as bio-sand filters. The study focuses on the effect of water systems and bio-sand filters in reducing water-related diseases and on the manner in which local associations (PODS) carried out the sustainability of these projects. The PODS is an integrated model of providing livelihood and at the same time treating water-borne diseases in the community. The results of this study was used by UP ISSI's partner, A Single Drop for Safe Water (ASDSW), in preparing a manual and in improving the services provided by the PODS.

Assessment Study on the Development of Micro Business Enterprises (with focus on the BMBE Act of 2002). The research study presents an assessment of the Philippine micro enterprise sector, with focus on the Barangay Micro Business Enterprise (BMBE) Act of 2002 and the extent to which the law is implemented by the local government units (LGU). The study reveals that richer municipalities and cities, more than the less-rich ones, tend to implement the BMBE Law. There is a need to intensify information dissemination among micro entrepreneurs and LGU personnel.

2011 - 2013

Impact Study on Capability Enhancement Seminars (CES) for Small and Medium Enterprises (SMEs) and Financial Institutions (FIs) from March 2007 – March 2012 (2011-2012). An impact study that assesses: the participants, ability to carry out their Back-Home Action Plans (BHAPs); the extent to which the CES training help the participants' professional capabilities and improve their business operations; the type of business development services that are needed; the effectiveness of the CES program; and the overall program management performance. The study likewise identifies gaps, issues, and other lessons learned in the conduct of a training program as a non-lending intervention. Two notable factors that contributed to the implementation of the BHAPs are the access of participants to business development service providers (BDS) and membership in relevant business organizations.

BUILDING AN ENTERPRISING COMMUNITY

The Institute organizes regular conferences and fora on concerns critical to SMEs. These occasions serve the purpose of disseminating results of studies and presenting opportunities for identifying and verifying future research objectives of the Institute. The period in review saw UP ISSI holding conferences and a series of symposia that tackled quality, productivity, competitiveness, and innovation; the MSMED Plan; entrepreneurship education, technopreneurship; microfinance; and climate change as it impacts on the sustainability of MSMEs.

First Distinguished Entrepreneurship Leadership Forum May 16, 2012

The spotlight turned to two of the country's top women entrepreneurs in the First Distinguished Entrepreneurship Leadership Forum. The forum, dubbed ***"Accelerating Enterprising Philippines"***, was sponsored by PLDT KaAsenso; *Entrepreneur Philippines* magazine of Summit Media; and East-West Seed Co. It was attended by more than 150 guests from the government, academe, and industry. On hand to share their experiences were Myrna C. Bituin, owner and founder of the Pampanga based Betis Crafts, Inc. and Hon. Cynthia A. Villar, and spouse of Sen. Manny Villar, former congressional representative of the lone district of Las Piñas City.

Other special guests of the forum included Dr. Elvira A. Zamora, the UP vice-president for development; Dr. Paterno V. Vitoria and Francisco R. Floro, president and chair, respectively of UP ISSI's major private-sector partner, Small Enterprises Research and Development Foundation (SERDEF), Inc.; and Nelia T. Gonzales, a SERDEF



Former Congresswoman Cynthia A. Villar recounts how she and her husband Sen. Manny Villar started as entrepreneurs in a gravel and sand business.

trustee and former member of the UP Board of Regents.

The guest speakers, Betis Crafts founder and owner Myrna C. Bituin and former Cong. Cynthia Villar related their individual success stories - from being start up entrepreneurs with borrowed capital to becoming successful entrepreneurs and their eventual transformation into active social entrepreneurs.

In the open forum that ensued, the two women entrepreneurs shared their wisdom in

entrepreneurism as they imparted the lessons they learned from years of taking the reins of their respective businesses. The Betis Crafts founder and owner stressed the need for continuous product innovation to make the product always new and relevant, and therefore competitive. Otherwise, it would be lost to pirates and copycats.

In instilling the entrepreneurial culture among the youth and the students, the former solon, for her part, emphasized the importance of being employed first in a small company to learn the ropes of the business.

Planning for Expanding Business Training (PlanET), 2012-2013

The planning for expanding business training (PlanET) is a five-day training program that aims to assist small and medium enterprises in preparing business plans so they can have increased chances of being granted loans from banks and other financial institutions (FIs).

The first PlanET training program was offered in June, with the next runs to be held in Dumaguete and Butuan. More are planned to be offered next year across the country. This 5-day training course covers the following topics:

1. Credit Loan Application Procedure & Financing Scheme of Credit Institutions
2. Overview of Business Planning
3. How to Prepare an Effective Marketing Plan
4. How to Prepare an Effective Production Plan
5. How to Prepare an Effective Organizational Plan

6. Preparing an Effective Financial Plan
7. Presentation and Evaluation of Business Plan



Atty. Benedicto Ernesto R. Bitonio, Chief Executive Officer of the Industrial Guarantee and Loan Fund, gives an inspirational talk to the participants of the First Planning for Expanding Business Training.

Leading Through Technology, Enabling Innovations, Advancing Quality Standards and Promoting Productivity Growth (LEAP 2012 Conference), February 1 and 2, 2012

The huge contribution of MSMEs to the national economy, (about 99 percent of the total labor force and about 61.2 percent of the number of employed persons) cannot be discounted. However, the slow growth of MSMEs is unable to hasten the growth of a robust economy. Taking positive action, UP ISSI led, in providing solutions to increase productivity and efficiency by conducting a technology innovation, quality, and productivity conference that focused on the role of MSMEs in propelling inclusive economic growth through the utilization of technology and innovation as well as identifying the strategic significance of increased productivity and efficiency.



Ang Kasangga party list representative Teodorico T. Haresco commits funds for UP ISSI's Small Business Innovation Center during the LEAP 2012 Conference.

First BUSISI Forum, January 20, 2012

The first Burning SME Issues and Solutions Interaction (BUSISI) Forum was held at the UP ISSI Building on January 20, 2012. It was also the first time that the Institute used information technology by video streaming a live event on its official website.

In this first offering of the BUSISI forum, the Institute presented the results of a six-month survey of 250 MSMEs and 250 FIs that sought to measure the impact of the two-and-a-half-day IGLF seminars for the participants.

The forum was attended by ISSI staff, educators, entrepreneurs, officers from FIs, and members of the program management team that organized the CES nationwide.



Francis Sune of ERDD presents the survey results of the impact study on the IGLF seminars during the first BUSISI forum.

Forum on Innovation for SMEs Towards Global Competitiveness, November 15, 2011

In the forum, DOST Undersecretary for Science and Technology Services Fortunato “Boy” T. dela Peña highlighted the importance of innovation for the radical growth of SMEs towards economic prosperity, inclusive growth, and global competitiveness.



DOST Usec. for Science and Technology Services Fortunato T. dela Peña is speaker at the Forum on Innovation for SMEs Towards Global Competitiveness.

The 2nd and 3rd Symposia on TRIZ (Theory of Inventive Problem Solving) March 17, 2011, May 28, 2012

These symposia were occasions for creating and enhancing networks with the Theory of Inventive Problem Solving or (TRIZ) experts and industry practitioners. TRIZ is an innovative methodology in discovering solutions to problems by overcoming physical and technical contradictions and eliminating compromises. These symposia featured speakers from both the academe and industry.



Prof. Nestor O. Rañeses speaks at the Second Symposium on TRIZ.

Multi-Stakeholders Convergence Forum on MSME Burning Issues and Concerns: Pole Vaulting with the Philippine MSME Sectoral Development Plan 2011-2016, August 4, 2011

As the Institute celebrated its 42nd anniversary it convened a Multi-Stakeholders Convergence Forum on MSME Burning Issues and Concerns: Pole Vaulting with the Philippine MSME Sectoral Development Plan 2011-2016 on August 4, 2011. The forum covered topics that discussed strategies on how the Plan would be implemented in the next five years.



Ramon M. Lopez, executive director of the Philippine Center for Entrepreneurship-Go Negosyo program, talks about creating and exploiting robust markets for SMEs.

Conference Workshop on Entrepreneurship Education and Training, January 11, 2011

Held at UP ISSI, the conference workshop was attended by 130 people from Luzon, Visayas, and Mindanao. Attendees were of faculty members, school officials, industry and subject specialists, students, business coaches or mentors, trainors, business owners, and prospective entrepreneurs.

One significant recommendation proposed by the attendees was the strengthening of the partnership among the academe, industry, and government, with the aim of developing a unified national standard for entrepreneurship education and training. This initiative included:

1. Benchmarking and formulating a standard of entrepreneurship education and training,
2. Revisiting and revising the current Memorandum Order by the Commission

on Higher Education (CHED) on Entrepreneurship Education and Training, and

3. Aligning the curriculum with the Medium Term Philippine Development Plan 2010 to 2016, which supports job creation for Filipinos.



Newly installed UP president Alfredo E. Pascual, with Rachel T. Abordo of Sweetven Enterprises (center), graces the Conference Workshop on Entrepreneurship Education and Training.

Focus Group Discussion: Are UP Diliman Students Entrepreneurial. November 22, 2010

To ascertain the current state of entrepreneurship education in UP Diliman and accelerate the creation of an entrepreneurial mind-set among UP Diliman students, a focus group discussion among entrepreneurship educators on the campus was held at UP ISSI. The group recommended the use of real-life cases, experiential learning, group studies, consultative sessions, and industry immersion as effective techniques for teaching entrepreneurship.



Prof. Nestor O. Rañeses facilitates the focus group discussion on entrepreneurship education in UP Diliman.

Symposium on Technopreneurship and Entrepreneurship Education, August 6, 2010

Technology business incubation; government programs that promote technopreneurship ventures; gearing up SMEs for the global market; technology and innovation as prime engines for SME growth: these were the important issues shared and discussed by speakers from the academe, industry, and government during the Symposium on Technopreneurship and Entrepreneurship Education.



Dr. Eduardo Gutierrez-Ong, chair of the education committee of the Philippine Chamber of Commerce and Industry, responds during the open forum of the Symposium on Technopreneurship and Entrepreneurship Education.



CHED Commissioner Dr. Nona S. Ricafort discusses entrepreneurship education in the Philippines during the Symposium on Technopreneurship and Entrepreneurship Education.



Dir. Clifford Paragua of the Technical Education and Skills Development Authority enlightens participants on the functions of his agency.

Symposium on Climate Change August 4, 2010

Various speakers from the academe, government, and a foreign aid agency with development projects in the Philippines graced the Symposium on Climate Change, where they presented government and private-sector initiatives and their experiences in bringing about a concerted effort to mitigate environmental degradation in the country. The gathering also identified some opportunities from adaptation and mitigation initiatives that SMEs can exploit.



From left to right: Senior Environmental Specialist Gigi Merilo of the Department of Environment and Natural Resources-Environmental Management Bureau; Panel Member Dr. Anna Bella S. Manalang of the UN Environment Program; Usec. Merly Cruz of the Department of Trade and Industry; and former UP Vice-President for Administration Prof. Armin B. Sarthou, Jr.



Prof. Nestor O. Rañeses gives a summary of the status of the MSME sector in the country.



Usec. Merly Cruz of the DTI Regional Operations and Development Group informs the audience that climate change adaptation and mitigation have been identified as priorities in the Updated Medium-Term Philippine Development Plan (MTDP) for 2004 to 2010.

Symposium on Microfinance, August 3, 2010

Discussions included topics on creating an enabling microfinance environment; the dilemma of the missing middle or small enterprises whose financial requirements were either too large for microfinance institutions or too small for bigger lending institutions; the status of business development services for the microfinance sector; and the state of microfinance in the Philippines, among others.



Mr. Andres B. Ruba, Jr. of PinoyME delivers a presentation on the status of microfinance in the country.



From left to right: Small Business Corporation president Benel P. Laguna, SERDEF president Dr. Paterno V. Viloria, Bangko Sentral ng Pilipinas Monetary Board member Juanita D. Amatong, and DOST Usec. Fortunato T. dela Peña during the Symposium on Microfinance.



SERDEF trustee Yolanda T. dela Cruz (center) and SERDEF treasurer Edith A. Reyes share a candid moment with Mr. Ignacito U. Alvizo, chair of the board of directors of the Enterprise Bank, during the Symposium on Microfinance.

KNOWLEDGE MANAGEMENT, INFORMATION, AND COMMUNICATION TECHNOLOGY

The year 2010 saw the dawn of a new service stream. —the knowledge management, information and communication technology-enabled services for the SME sector and to the Institute as well. Through ICT, SMEs are empowered to go beyond borders in serving and reaching their clients, while the Institute is able to upgrade its internal processes. New services include the publication of the online newsletter, a weekly radio program, an improved website, digitization of resource materials in the documentation center, web package development, online registration of training participants, preparation of the UP ISSI documentary, and a document management system.

Small Business Web Design for SMEs, 2011

A total of five clients have since availed of this service since its launch in the second half of 2011. SMEs can choose from three packages: Start Up, Enterprise, and CEO.



e-Learning Project, 2011

The year 2012 marked another milestone in the history of the Institute. Its very first e-learning course, the e-Start Your Own Business or the UP ISSI e-SYOB, was run in beta test. For the very first time, the Institute conducted a course for aspiring entrepreneurs from remote locations.

A total of 15 distance learners, including two who are based abroad, attended the first face-to-face session on March 31, 2012.

The course is designed for aspiring entrepreneurs who are unable to attend formal residential classes on starting a business. These include overseas Filipino workers, non-Manila based Filipinos, and professionals who are tied to their eight-to-five jobs.

The schedule for main streaming the e-SYOB into ISSI's regular programs will depend on the outcome of the beta test with the invited e-learners.



Ian de Vera, chair of the Knowledge Management, Information and Communication Technology Department, delivers the welcome remarks to the participants of the beta test of the UP ISSI e-Start Your Own Business course.

That's Entreprtainment! on DZUP 1602 AM, March 2011

This UP ISSI's business program, which goes on air on the campus radio station DZUP 1602 AM from 5 to 6 PM every Friday, won as Best Business News or Best Business Feature in the 2011 33rd Catholic Mass Media Awards during its first season of six months. That's *Entreprtainment!* has aired 54 episodes since its pilot. Aside from providing the Institute an alternative venue for promoting its training programs and other activities, the radio show also paves the way for substantive discussions, thus giving the listeners adequate knowledge and helpful insights on how to grow their own businesses. This is made possible by resource persons from UP ISSI as well as guest entrepreneurs, faculty, and technical staff from other schools offering entrepreneurship subjects and training programs.

That's *Entreprtainment* is a collaborative project between the Institute and the UP Diliman College of Mass Communication. The project provides another venue for drawing the interest of the UP Diliman community and the general public in the areas within the reach of DZUP. deal with the activities and projects of the Institute, encourage listeners to set up their own business, provide tips to existing entrepreneurs on how to grow a business, strengthen collaborative undertakings of ISSI with the rest of the UP Diliman community, and promote schools that offer entrepreneurship subjects for high schools students in the process of choosing their course in college.

That's *Entreprtainment!* was also nominated in the best radio magazine category in the 20th Golden Dove Awards of the Kapisanan ng mga Brodkaster ng Pilipinas.



The UP ISSI Website:

www.entrepreneurship.org.ph

The UP ISSI website is the mirror of the Institute's activities. It is another medium for disseminating news, trends, and features of interest to entrepreneurs.

The dissemination of news bits is amplified by the use of social media via UP ISSI's official Facebook page, [facebook.com/upissi](https://www.facebook.com/upissi).

UP ISSI e-Books Store

UP ISSI delivers another first in its more than 40 years of history: it has opened its online store for some of its most sought-after publications, which were funded by its main private-sector partner, the Small Enterprises Research and Development Foundation (SERDEF).

The Institute recently launched its e-Books Store, an electronic commerce site where SERDEF—published books of ISSI can be bought online at discounted prices.



Daisy Cayos (third from left), host of the first and second seasons of "That's Entreprtainment!" holds the Catholic Mass Media Award given to the show. Photo courtesy of the DZUP Facebook page.



UP ISSI Wall News, 2010

This online newsletter is the official medium for communicating events and activities of UP ISSI to the general public.



Media Networking

The Institute partners with media to raise public awareness of UP ISSI programs and activities as well as stimulate public interest on entrepreneurship.

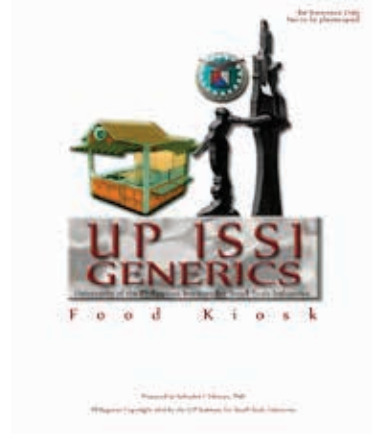
The Institute, represented by Director Nestor O. Rañeses, was featured in the TV magazine show *She Ka* on NBN Channel 4. Several articles about UP ISSI activities have also come out in popular online news sites and in print media.

Meanwhile, internationally known fashion and design expert Brian Tenorio was recently at the UP ISSI to sign a memorandum of agreement with UP ISSI director Prof. Rañeses to forging a partnership with the Institute in develop a segment in an upcoming television show that will highlight top design destinations in the country, as well as showcase entrepreneurial and tourism features of these destinations. With a working title "*Design Para sa Lahat*," the TV show will have a segment tentatively titled "*Ask the Experts*," where ISSI resource persons will answer commonly asked questions about entrepreneurship in relation to tourism and Philippine design. Aside from UP ISSI, Tenorio will also have DTI as a partner and will tie the show with the agency's "*One Town, One Product*" program.

Development of Entrepreneurship Instructional Materials

Time and again, entrepreneurship educators have lamented the lack of learning materials for teaching entrepreneurship. The UP ISSI deems it fit to support its training programs by developing its own learning materials.

Three case materials have been completed: business plan templates with financial projections for a food kiosk; water filling station; and a puto pao business. These basic templates walk prospective entrepreneurs through the activities and requirements needed to set up the above mentioned businesses.



Resource Materials Documentation Center

Researchers, the UP academic community, small entrepreneurs, and the Institute's participants, alumni, and staff are assured of ready access to the UP ISSI library. It hosts a special collection of books, monographs, and other printed materials, videotapes, and discs on UP ISSI's priority subject areas.

In May 2011, UP ISSI began digitizing its resource materials in the library. When converted into portable document format, said material will be available for download. All 40 titles of the Institute's most popular publications have been digitized.

Other materials that will be available in digital format include the seven original serials that UP ISSI managed in the past, including ISSI newsletters, news briefs, conference reports, and outputs submitted by the graduates of the training programs in what is collectively called vertical files.

UP ISSI IN THE MEDIA

1. Gov't may be corrupt, so why pay tax?
Philippine Daily Inquirer, April 16, 2012
2. Young technopreneur shares his secrets of success at innovation conference
GMA News Online, February 10, 2012
3. DZUP wins in 33rd CMMA
UP Newsletter, November 2011
4. DepEd, CMMA laud DZUP programs
UPDate Online, October 17, 2011
5. PLDT KaAsenso, UP ISSI reaffirm support for micro-entrepreneur education
Gold Star Daily, October 5, 2011
6. Small enterprises as engines of growth
UP Newsletter, September 2011
7. UP ISSI's Tara Na, Negosyo Na!
themis.com, August 29, 2011
8. Dev't plans and leaders' values
mb.com.ph, August 7, 2011
9. Small firms' constraints cited
Business World Online, August 7, 2011
10. PLDT partners with UP ISSI to help micro-entrepreneurs grow bigger
Manila Bulletin via Yahoo! News, March 1, 2011
11. PLDT, UP in tie-up
BusinessWorld, March 1, 2011
12. PLDT ties up with UP ISSI for entrepreneurship seminar
Business World Online, February 28, 2011
13. PLDT KaAsenso empowers micro entrepreneurs with free business seminars
PLDT.com, February 28, 2011
14. Adapt to climate change to reduce business risks, MSMEs told
Business World Online, August 27, 2010



POSITION PAPERS

The Institute was consulted by lawmakers regarding proposed legislations that concern and affect the MSME sector. In response, the Institute prepared the following position papers: on the House Bills (HBs) filed by four Representatives of the House Committee; on Small Business and Entrepreneurship; and on Senate Bill (SB) 2643 or the Proposed Jobs Act of 2011, which seeks to propose amendments to RA 9178 or the BMBE Act of 2002:



Prof. Nestor O. Rañeses attends the Senate committee hearing on the proposed bill to grant special privileges to established micro development institutions in the Philippines.

Bill No.	Filed	Author	Title
HB06085	4/18/2012	Lorenzo R.Tanada III	An act ordaining the promotion and development of social enterprises in order to ensure poverty reduction, providing the mechanisms.
SBN-2971	9/21/2011	Jinggoy P. Estrada	An act governing the creation and accreditation of microenterprise development institutions
SBN-2961	9/8/2011	Manny B. Villar	An act governing the creation and accreditation of microenterprise development institutions and for other purposes
HB04970	7/28/2011	E.B. Aumentado	An act to institutionalize the credit surety fund to enhance the accessibility of micro, small and medium entrepreneurs to the credit facility of banks
HB04688	5/18/2011	Neptali M.Gonzalez II	An act governing the creation and accreditation of micro-enterprise development institutions, and for other purposes
SBN-2643	1/20/2011	Ralph Recto	The jobs act of 2011 - An act promoting job generation by providing additional incentives to micro, small and medium enterprises
HB 2643	8/3/2010	Emmeline Aglipay	An act limiting the number of years of exemption from the coverage of the minimum wage law given to Barangay Micro Business Enterprises (BMBEs) to two (2) years renewable for another two (2) years, amending for the purpose Republic Act No. 9178, otherwise known as the Barangay Micro Business Enterprises (BMBEs) Act of 2002
HB01742	7/27/2010	Romulo T. Roman	An act to amend Section 7 of Republic Act No. 9178 otherwise known as the Barangay Micro Business Enterprises (BMBEs) Act of 2002 to exempt BMBEs from local taxes on business
HB01708	7/22/2010	Tomas Apacible	An act to promote the establishment of Micro Business Enterprises (MBEs), providing incentives and benefits therefor, and for other purposes, amending for the purpose Republic Act No. 9178, otherwise known as the Barangay Micro Business Enterprises Act of 2002
HB01113	7/8/2010	Ferdinand Martin Romualdez	An act to promote the establishment of Micro Business Enterprises (MBEs), providing incentives and benefits for other purposes amending Republic Act No. 9178, otherwise known as the Barangay Micro Business Enterprises Act of 2002

NEW PROGRAMS

Our new programs consist of strengthened academic linkages towards streamlining the former in view of a diploma and continuing professional education credits. The Institute will vigorously develop, prepare, and update training materials which include:

1. Certification and Accreditation

The Institute will work towards the certification of training hours in UP ISSI programs as credits to a course in continuing education and towards the accreditation of these units by other training institutions.

2. Ladderized Program of the Commission on a Higher Education

Some of our courses shall be offered as ladderized course options leading to a diploma or a college degree from selected higher education institutions. Through the Ladderized Education Program, graduates will earn equivalent credits for academic units leading to the particular college degree program of their choice.

3. Training Program Marketing System

Technology and innovative marketing provide the key towards improving the quality and number of participations in our capability building programs. This project seeks to heighten the Institute's understanding of the market demand for desired competencies and to design more applicable and meaningful training programs.

4. Fusion of Demonstration Hubs and Business Programs

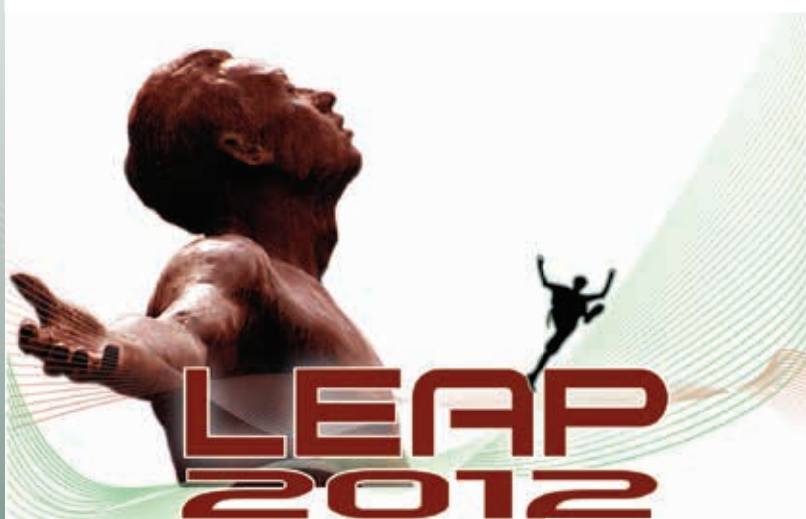
This project aims to spur new business creation by providing business incubation facilities to qualified students of the University and the neighboring universities and colleges. The support will consist of a startup capital, access to physical facilities, mentoring-cum-coaching, entrepreneurship, and other capability enhancement programs.

5. Extension Services for Practicum Hosts

The Integrated Organizational Survey and Assessment (IOSA) module of the Institutes's flagship program, the Managers Course, provides the existing and aspiring manager participants the perfect opportunity for experiential learning. They are made to assess the business processes of real firms and prepare a diagnostic report at the end of the course. Starting 2012, the IOSA company hosts will be adopted as beneficiaries of ISSI services and demonstration projects for SMEs. The services will take off from the diagnostic reports prepared by the manager graduates.

6. Mechatronics Acquisition Knowledge and Innovation Action Center (MAKInA)

This project will optimize the use of the laboratory facilities of UP ISSI. Activities lined up include (1) offering short courses on how SMEs can use information and communication technology for improving their business operations, and (2) conducting joint mechatronics programs with UP ISSI's partner Mechatronics Technologies Corporation.



**Leading Trough Technology Enabling Innovations
Advancing Quality Standards Promoting Productivity Growth**



PROJECTS WITH THE INDUSTRIAL GUARANTEE AND LOAN FUND (IGLF)



The IGLF program was started in 1952 to service the credit needs of SMEs. In September 2006, the IGLF Review Committee directed the UP-ISSI to develop the **Capability Enhancement Seminar (CES)** Series a suite of projects which are geared towards building the capabilities of SMEs and participating financial institutions.

Specifically, the CES enhances evaluation and risk management competencies of loan officers of financial institutions so that they can serve SME clients better; guide entrepreneurs and loan officers in preparing strategic plans; and increase the number of SMEs and FIs availing of the IGLF loan facility. At the end of each seminar, the participants are instructed to prepare their integrative outputs, which are back-home action plans (BHAPs) that were expected to be implemented in their respective businesses or organizations.

From March 2007 to March 2011, the UP ISSI conducted back-to-back runs of the Capability Enhancement Seminars (CES) sponsored by the IGLF for both SMEs and financial institutions in 16 regions nationwide, with the goal of creating a favorable lending environment among small and medium enterprises and financial institutions.

Phase I, Capability Enhancement Seminar - 2007 - 2010

A total of 54 Capability Enhancement Seminars were conducted during this period. During this period the CES series was continuously fine-tuned to become a more responsive SME management training program.

Phase II, Capability Enhancement Seminar - 2010 to present

Due to the evident success of the CES series, UP ISSI and IGLF, through its partner SERDEF, of the series, entered the second phase which eventually led to Php 20 million funding level.

Both SME and FI participants completed the training program with "very satisfactory" ratings from their evaluators. Participants were rated on the basis of the back home action plans presented. The average rating of the CES-SME participants was 83.91 percent, while that of the CES-FI participants was 86.75 percent.

Below are data about the CES SME and FI series:

Sectors represented in the CES SMEs

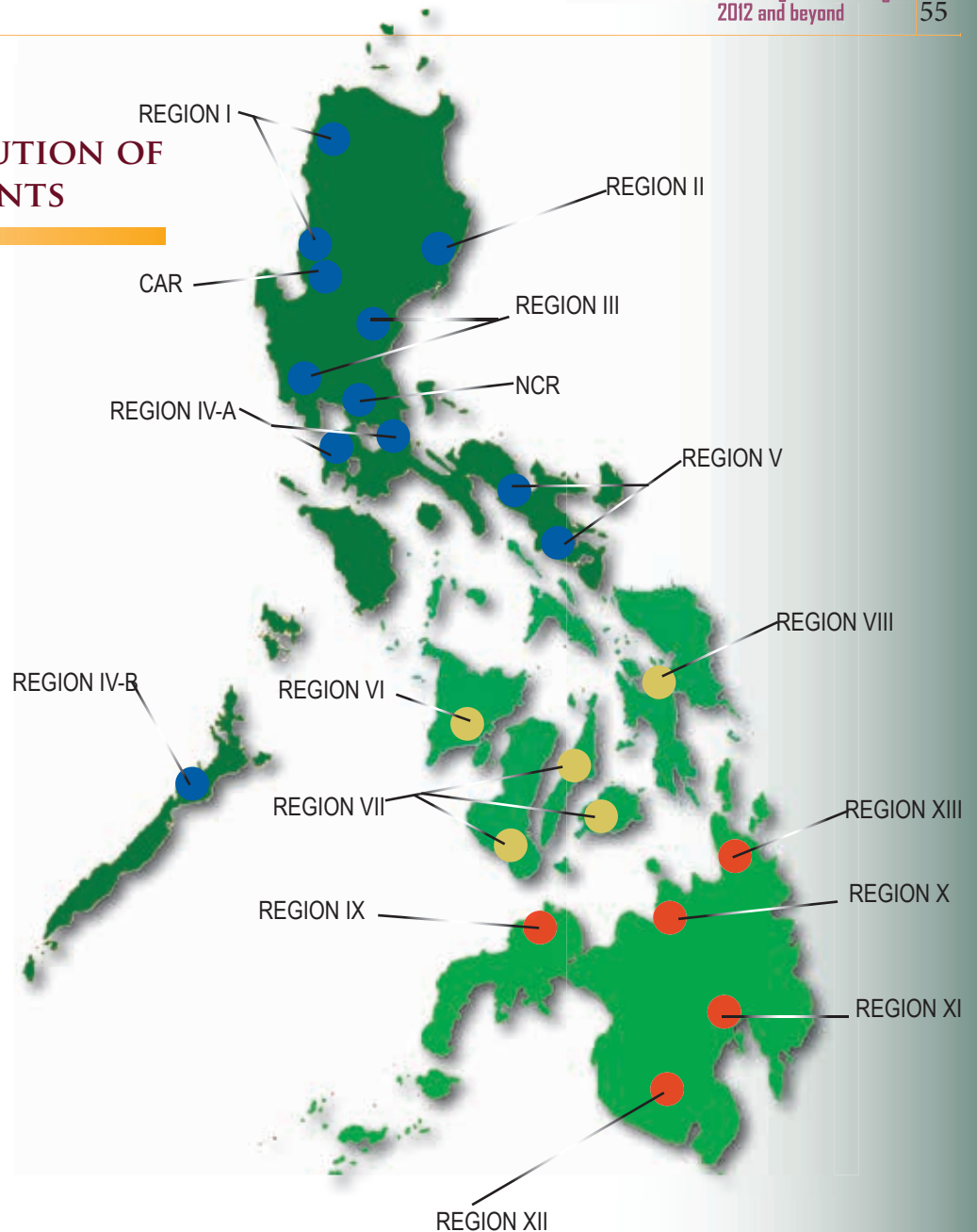
- » Manufacturing Firms - 241
- » Community services, NGOs, coops - 224
- » Academic institutions - 16
- » Service Firms - 28
- » Regions CES conducted - 16

Sectors represented in the CES FIs

- » Rural banks - 219 (64%)
- » Cooperatives - 24 (7%)
- » Cooperative banks - 26 (8%)
- » Microfinance institutions - 14 (4%)
- » Commercial banks & FIs - 21 (6%)
- » Universal/development banks - 17 (5%)
- » Thrift Banks - 4 (1%)
- » Academic institutions - 11 (3%)
- » Non-banks & other institutions - 8 (2%)

- » Combined number of participants in the CES-SMEs and CES-FIs (March 2007 to March 2011) - 1173

GEOGRAPHIC DISTRIBUTION OF SME AND FI PARTICIPANTS



Geographic Distribution of SME Participants 2007-2011

REGIONAL GROUPINGS			NO. OF PARTICIPANTS		
			Per Region	percent	
LUZON	CAR	Cordillera Administrative Region	56	8.8	268 (46.4%)
	NCR	National Capital Region	14	2	
	REGION I	Ilocos region	17	2.8	
	REGION II	Cagayan Valley	27	2.8	
	REGION III	Central Luzon	26	2.4	
	REGION IV-A	Southern Luzon (CALABARZON)	44	10.4	
	REGION IV-B	Southern Luzon (MIMAROPA)	33	6.4	
	REGION V	Bicol Region	51	10.8	
VISAYAS	REGION VI	Western Visayas	85	14.4	166 (26.8%)
	REGION VII	Central Visayas	70	10	
	REGION VIII	Eastern Visayas	11	2.4	
MINDANAO	REGION IX	Zamboanga Peninsula	11	3.2	138 (26.8%)
	REGION X	Northern Mindanao	30	2.8	
	REGION XI	Davao Region	26	2.8	
	REGION XII	SOCCSKSARGEN	43	12	
	REGION XIII	Caraga Region	28	6	
TOTAL			572	100	

Geographic Distribution of FI Participants 2007-2011

REGIONAL GROUPINGS			NO. OF PARTICIPANTS		
			Per Region	percent	
LUZON	CAR	Cordillera Administrative Region	14	2.33	276 (45.86%)
	NCR	National Capital Region	52	8.64	
	REGION I	Ilocos region	35	5.81	
	REGION II	Cagayan Valley	23	3.82	
	REGION III	Central Luzon	55	9.14	
	REGION IV-A	Southern Luzon (CALABARZON)	52	8.64	
	REGION IV-B	Southern Luzon (MIMAROPA)	11	1.83	
	REGION V	Bicol Region	34	5.65	
VISAYAS	REGION VI	Western Visayas	73	12.13	157 (26.08%)
	REGION VII	Central Visayas	66	10.96	
	REGION VIII	Eastern Visayas	18	2.99	
MINDANAO	REGION IX	Zamboanga Peninsula	34	5.65	169 (28.07%)
	REGION X	Northern Mindanao	38	6.31	
	REGION XI	Davao Region	38	6.31	
	REGION XII	SOCCSKSARGEN	36	5.98	
	REGION XIII	Caraga Region	23	3.82	
TOTAL			602	100	



PROJECTS WITH THE INDUSTRIAL GUARANTEE AND LOAN FUND (IGLF)



Impact Study on the IGLF Capability Enhancement Seminars (IGLF - CES) 2007-2011

The Industrial Guarantee and Loan Fund Capability Enhancement Seminar (IGLF-CES) Impact Assessment Survey was conducted to determine the effectiveness of the CES in building the capabilities of SME borrowers and lenders. The end goal was improve their credit worthiness and enable them to access the IGLF credit facility and increase loan applications.

The assessment was guided primarily by the Kirkpatrick four-level training evaluation model. A total of 500 respondents (250 SMEs and 250 financial institutions or FIs) were randomly selected among the 909 participants (496 SMEs and 413 FIs) who graduated from the CES programs and completed their back-home action plans. Data were gathered through a face-to-face survey and a focus group discussion, supplemented by phone interviews and emailed questionnaires.

Last April, UP ISSI started the six-month impact study that traced CES participants in order to evaluate the results of the training program in their respective businesses or places of work. At the first Burning Issues and Solutions Interaction Forum held at ISSI on January 20, 2012, the results of that impact study were presented and discussed with experts in the academe and stakeholders from the government and the private sector. The impact study concluded with the following recommendations:

For SMEs

Encourage them to:

- (1) observe good management practices, especially in finance and production or operations;
- (2) be involved with relevant business organizations, a robust source of timely information, best practices, and areas for cooperation;
- (3) take advantage of business development services offered by the government; and
- (4) continuing education.

For FIs

- (1) support or finance SME projects that promote innovation and efficient processes, such as acquisition of new production technologies, technical assistance for standard compliance, among others; and
- (2) adopt risk-based lending and other new or liberalized systems.

For the administrators of the IGLF credit facility

- (1) streamline procedures and documentary requirements;
- (2) resolve the gap between the central office and regional or provincial offices; and
- (3) intensify a promotion campaign.

For the program management

- (1) redesign the program focusing on helping SMEs comply with what the banks and other FIs actually require-i.e., the business plan preparation
- (2) improve the recruitment process, by adopting a more targeted approach. Thus, the benefits will redound to those who actually need the said training program.



Francis M. Sune of UP ISSI's Entrepreneurship Research and Development Department interviews Ms. Yolanda Perez of Uncle Nul's Lechon Manok in Zamboanga City. She is one of the respondents who attended the CES-Seminar for SMEs.



PROJECTS WITH THE INDUSTRIAL GUARANTEE AND LOAN FUND (IGLF)



As an offshoot of the success of its projects and programs with the IGLF, new programs and projects have been lined up by UP ISSI this year. These have been carefully planned and designed to further strengthen the SME sector's capabilities. The following projects are set to be offered:

First Risk-Based Lending Forum 2012

Since collateral culture has been restricting the growth of MSME finance in the country and in other parts of the globe, the UP ISSI, SERDEF, DBP, and the IGLF will be conducting a one-day Forum on Risk-Based Lending for SMEs. The first of the series was held on June 7, 2012 at the UP ISSI and then on August 23 in Cebu City for the Visayas run, and on October 18 in Davao City for the Mindanao forum.

This forum enhances appreciation of financial institutions on the benefits of risk-based lending. Risk-based lending is a form of financing that uses credit assessment models that are focused on the borrower enterprise itself and is less dependent on capacity to put up collateral. One of the



From left to right: UP ISSI ERDD Chair Luisa Lee, UP ISSI Director Prof. Nestor O. Rañeses, IGLF Senior Project Manager Rita Dagal, Small Business Corporation President Benel Lagua, DBP SAVP Ma. Jocelyn Q. Pobre, finance expert and consultant Alegria Obien, UP ISSI senior trainer Inday Almonte and BSP MSME Finance Specialist Group Acting Manager Rino Zerna.

primary reasons for holding this series is the need to go beyond the collateral mentality and build a more reliable and responsive credit system to help the MSME sector secure access to finance, especially from formal sources. Targeted participants for this forum are:

- Board Directors
- Company Presidents and CEOs
- Top management
- Branch/account managers of rural, thrift, universal, commercial, and cooperative banks, microfinance institutions, and business assistance and lending centers.

Mr. Paulino Rolando E. Valenzuela of GSIS Family Bank, was given the floor to discuss Corporate Good Governance in SME Lending.



Alegria J. Obien, finance expert and consultant, discusses credit risk management and trends in SME lending. She also presents the risks, lessons learned, challenges in SME lending, as well as some key and principles of sound credit risk management.





PROGRAMS WITH THE IGLF – BANGKO SENTRAL NG PILIPINAS (BSP)



CSF-IGLF Credit Appraisal and Monitoring (CAM) Training 2008 - present

The project, initiated by the Bangko Sentral ng Pilipinas (BSP) in collaboration with the local government units, the Development Bank of the Philippines, the Land Bank of the Philippines, and the Industrial Guarantee and Loan Fund, sustains economic growth through an increase in access to credit by MSMEs.

BSP realized the need to enable cooperatives to evaluate loan proposals from MSME efficiently. Through the Credit Surety Fund (CSF) program, the micro-entrepreneur members of cooperatives can avail of collateral-free business loans.

Approved on July 2, 2008, CSF is a credit enhancement program that enables MSMEs to gain credit from banks without for traditional collaterals to secure loans. Instead, a surety cover is issued by the CSF in favor of the creditor bank.

The Credit Appraisal and Monitoring (CAM) course started in 2010. It graduated 473 participants from 239 cooperatives. The training programs were held in Benguet, Cavite,

Albay, Occidental and Oriental Mindoro, Cebu, Iloilo, Negros Oriental, Bacolod, Dipolog, and various parts in Davao del Norte, Compostela Valley, and Davao del Sur.

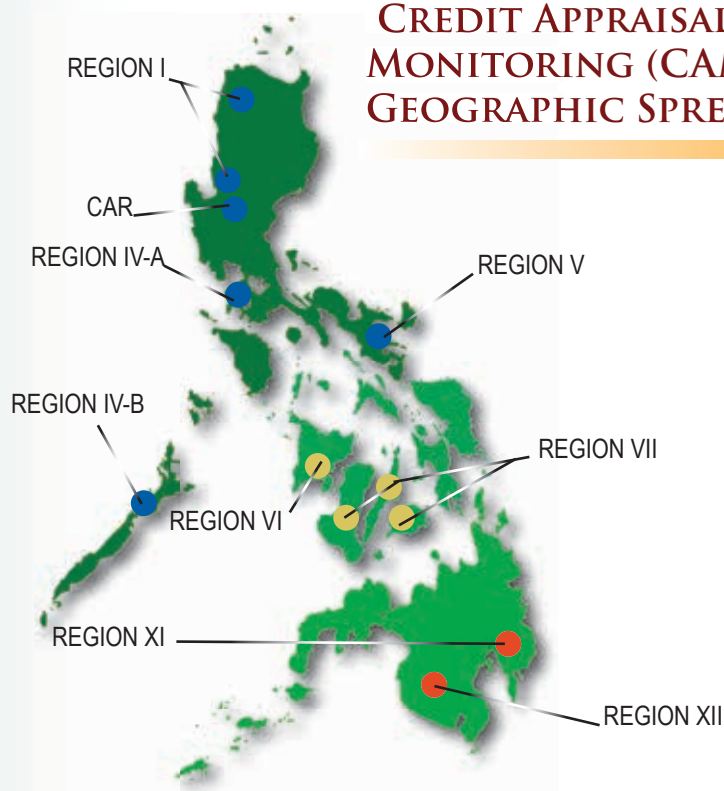
In 2011, eight batches of participants completed the course. The third series of CAM program took off in March 2012, with 32 participants from 12 cooperatives supported by the CSF in Sarangani.

For 2012, seven more CAM courses will be implemented in Puerto Princesa, Capiz, General Santos, Palawan, Tacloban, Laguna, and Davao City.

Bless Clerigo, program manager of the BSP-IGLF CAM training program, levels expectations of the participants.



CREDIT APPRAISAL AND MONITORING (CAM) TRAINING GEOGRAPHIC SPREAD 2010-2012



2012	Regional Groupings			Provinces	No. Of Pax	No. Of Coops	No. Of Car/Loans
	LUZON	REGION IV-B	MIMAROPA	Palawan	27	13	6
	VISAYAS	REGION VI	Western Visayas	Capiz	30	15	7
	MINDANAO	REGION XII	SOCCKSARGEN	Sarangani	30	15	7
	TOTAL				87	43	20

2011	Regional Groupings			Provinces	No. Of Pax	No. Of Coops	No. Of Car/Loans
	LUZON	CAR	Baguio City	Benguet	22	11	5
		REGION I	Ilocos Region	Pangasinan	26	13	5
		REGION IV-B	MIMAROPA	Occidental Mindoro	53	26	12
				Oriental Mindoro	26	13	5
		REGION V	Bicol Region	Albay	29	15	6
	MINDANAO	REGION XI	Davao Region	Zamboanga del Norte	32	15	6
		REGION XII	SOCCKSARGEN	South Cotabato	33	17	7
	TOTAL				221	110	46

2010	Regional Groupings			Provinces	No. Of Pax	No. Of Coops	No. Of Car/oans
	LUZON	REGION IV-A	Southern Luzon (CALABARZON)	Cavite	23	13	5
		REGION VI	Western Visayas	Iloilo	22	11	4
	VISAYAS	REGION VII	Central Visayas	Cebu (Metro Cebu)	25	13	5
				Negros Oriental (Bacolod)	25	13	5
				Negros (Dumaguete)	30	15	5
	MINDANAO	REGION XI	Davao Region	Compostela Valley	50	25	10
				Davao del Norte	25	13	5
				Davao Oriental	22	11	4
		REGION XII	SOCCKSARGEN	North Cotabato	30	15	6
	TOTAL				252	129	49



PROJECTS WITH THE DEPARTMENT OF TRADE & INDUSTRY (DTI)

Bureau of Micro, Small and Medium Enterprise Development (DTI-BMSMED)

Development of Sector-specific Entrepreneurship Modules

The modules, in the form of comic books, are about street food vending, market vending, franchising, and *tinapa* or smoked fish making. They are intended for aspiring street food vendors, as well as returning overseas Filipino workers and dependents of military personnel who want to engage in business.



DTI - Comprehensive Agrarian Reform Program (DTI-CARP)

Effective Business Consulting

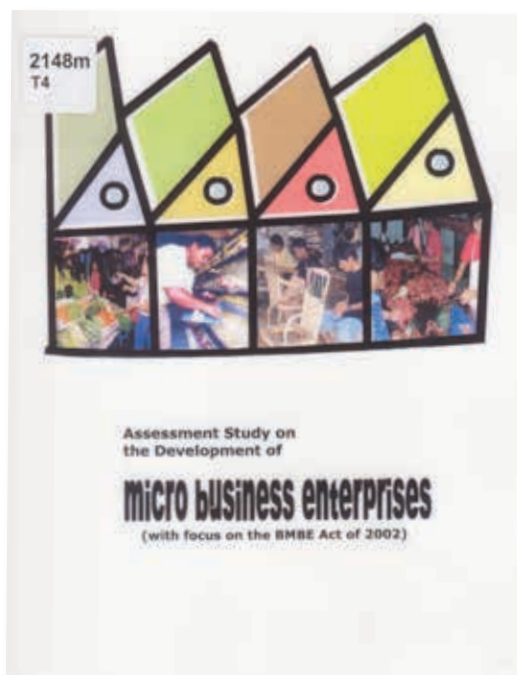
The course, under the auspices of the DTI-Comprehensive Agrarian Reform Program (DTI-CARP), provided 32 new trade and industry development specialists with skills, tools, and techniques to effectively assist small entrepreneurs in the countryside. The 32 specialists represented the Cordillera Administrative Region and Regions 1, 2, 4A, 4B, 5, 6, 10, 11, 12, and 13.



UP ISSI TCEED head Dong Cubillas (first photo) and Human Resource and Organizational Development Officer Claire Esteban (standing left in second photo) facilitate the training of some 32 staff of the Department of Trade and Industry under the Comprehensive Agrarian Reform Program.



ASSESSMENT STUDY ON THE DEVELOPMENT OF MICRO BUSINESS ENTERPRISES (WITH FOCUS ON THE BMBE ACT OF 2002)



The research study on the Philippine micro enterprise sector, with special focus on Republic Act No. 9178, otherwise known as the Barangay Micro Business Enterprises (BMBE) Act of 2002, was completed in mid 2009. A survey of all 1,620 cities and municipalities in the country was conducted to assess the impact of the said piece of legislation.

DEVELOPMENT OF INSTRUCTIONAL MATERIALS FOR THE BARANGAY MICRO BUSINESS ENTERPRISE (BMBE) LAW

A video material was prepared to show a simplified procedure on how MSMEs can access the incentives and related assistance services covered by the Barangay Micro Business Enterprises (BMBE) Law.





PROGRAMS WITH THE DA-BUREAU OF FISHERIES AND AQUATIC RESOURCES (DA-BFAR)

Bureau of Fisheries and Aquatic Resources (BFAR) Programs 2010-2011

- **Training of Trainors on Enterprise Development for Enterprise Development Units (ToT-EDUs)**
- **Training on Enterprise Development for Self Reliant Groups (ToED-SRGs)**

The Institute designed and implemented capability-building programs for the personnel of enterprise development units (EDUs) and members of self-reliant groups (SRGs) in the six radiation areas of Zambales, Cagayan Valley, Cebu, Siquijor, Masbate, and Davao.

The two programs were (1) the Training of Trainors on Enterprise Development for Enterprise Development Units (ToT-EDUs) and (2) the Training on Enterprise Development for Self-Reliant Groups (ToED-SRGs).

The first programs equipped EDU personnel with skills, tools, and techniques in the

design and handling of enterprise training programs for self-reliant groups (SRGs), in the generation of business ideas, in preparing effective presentations, and in mentoring SRGs in coastal and fishing communities.

The second program provided folk fisher and farmers belonging to associations, cooperatives, and other self-reliant groups with essential tools to assess their readiness to engage in entrepreneurial activities, identify critical areas, understand enterprise management, and apply the knowledge to their personal business.

DA-BFAR Training Program Statistics

21	Number of programs conducted under the project, 2010 - 2011
714	Number of programs conducted under the project, 2010 - 2011
6	Number of (ToT) programs conducted for the EDU personnel
214	Number of ToT graduates
15	Number of Enterprise Development (EDP) programs for SRGs
503	Number of EDP graduates
123	Number of SRGs represented in the Enterprise Development Program



The participants prepare their training outputs during the workshop.



Kid Gula, one of UP ISSI's seasoned resource persons, assists in the workshop of the BFAR-sponsored program.

**TOTED-
O-2011**

Cagayan

Pangasinan

Pampanga

Zambales

Masbate

Central Visayas

Davao City

2011 ToED-SRGs	Regional Groupings			Venue	Batch	Date	Pax
	LUZON	REGION II	Cagayan Valley	Cagayan	1	March 28-30	40
		REGION II	Cagayan Valley	Cagayan (Sanchez Mira,	2	March 31-April	39
		REGION III	Central Luzon	Cagayan)	2	2	42
		REGION III	Central Luzon	Iba, Zambales	3	April 13-15	22
		REGION V	Bicol Region	Zambales (Olongapo City)	1	May 10-12	44
		REGION V	Bicol Region	Masbate (Mobo, Masbate)	2	March 9-12	47
				Masbate (Mobo, Masbate)		June 7-9	
	VISAYAS	REGION VII	Central Visayas	Cebu (Dauis, Bohol)	3	March 21-23	35
				Cebu (Dauis, Bohol)	4	March 24-26	39
				Siquijor (Siquijor, Siquijor)	1	May 9-11	34
				Siquijor (Siquijor, Siquijor)	2	May 12-14	30
Cebu (Boljoon, Cebu)				3	August 1-3	31	
Cebu (Boljoon, Cebu)				4	August 4-6	28	
MINDANAO	REGION XI	Davao Region	Davao (Lanang, Davao City)	1	April 10-13	40	
			Davao (Lanang, Davao City)	2	April 13-16	36	
TOTAL						507	



PROGRAMS WITH THE PHILIPPINE LONG DISTANCE TELEPHONE COMPANY

PLDT KaAsenso Edukasyon Project 2011 to present

A joint undertaking of the Philippine Long Distance Telephone Company (PLDT) and UP ISSI, the PLDT KaAsenso Edukasyon Project focuses on equipping the country's micro entrepreneurs, called *mini-negosyantes*, with the right management skills, knowledge, attitude, and technology to help them achieve growth and development, thereby significantly contributing to the economy.

Last year, KaAsenso Edukasyon produced 53 micro entrepreneur graduates under the "How To Improve and Manage Your Business" module. The five-day course, held in UP ISSI, gave participants an overview of business management: entrepreneurship, marketing, finance, and human resources. Participants also formulated and presented a business improvement plan at the end of the course, to show how they would apply to their respective businesses the key points learned from the module.

This year, as an off-shoot of the "How to Improve and Manage Your Business" course, a new module was developed: "Strategic Marketing and Website Designing." This module armed *mini-negosyantes* with up-to-date technological know-how and fundamental marketing tools and concepts to keep them pace with the changing and competitive market landscape.

The highlight of the module was the demonstration by the PLDT technical team in using PLDT@Home Internet connection to design websites for the participants' respective businesses.

The initial run was held in Cebu. More runs were planned for PLDT Internet subscribers in Davao, Baguio, Cavite, and Metro Manila.



The graduating class of the first Strategic Marketing and Technopreneurship course held in Cebu City together with Prof. Nestor O. Rañeses and the program management team.



Prof. Nestor O. Rañeses facilitates in the "How to Improve and Manage Your Business" seminar for PLDT KaAsenso micro entrepreneur subscribers.

PLDT KAASENSO EDUKASYON SUMMARY OF PARTICIPANTS' PROFILE

2011	
How to Improve and Manage Your Business	# OF PAX
Manila:	
Batch 1	15
Batch 2	14
Batch 3	24
Strategic Marketing & Technopreneurship	
Cebu	15
Davao	21
Grand Total:	89



PROGRAMS WITH THE DENR- PROTECTED AREAS AND WILDLIFE BUREAU (DENR-PAWB)

Bridging Ecotourism with Enterprise Development Workshop (BET-Ed) 2011

A Capacity-building Seminar and Workshop for Ecotourism Management and Development Focusing on Full-site Diagnosis and Business Planning

The program consisted of a series of three-day workshops on ecotourism development and management for 120 ecotourism staff (from the protected areas, wildlife, and coastal zone management sector) and for selected superintendents of protected areas.

BET-Ed provided knowledge and understanding of concepts and principles of ecotourism its development, and management a all essential to the preparation of an ecotourism management plan for a protected area. The



program covered the following topics:

- Concepts, principles, elements, laws, rules, and regulations on ecotourism
- Different phases of ecotourism management
- Development planning process and its implications on the overall economic development of identified areas.
- A report in ecotourism sites, using full-site diagnostic questionnaires.
- Identification of ecotourism-based livelihood projects based on full-site diagnosis
- Fundamentals of entrepreneurship
- Techniques in project identification
- The operational functions of an enterprise
- Formulation of business plans for the identified ecotourism products or services

Building up ValueLinks Expertise for a Sustainable Enterprise Development

The Institute is building up the expertise of its technical staff on the value chain methodology developed by the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH under its ValueLinks brand.

In 2011, a team of GIZ-trained UP ISSI personnel conducted a seminar to adopt the value chain approach in ecotourism for the Nature Recreation and Extension Division staff of the Protected Areas and Wildlife Bureau of the Department of Environment and Natural Resources. UP ISSI, along with other stakeholders such as the Department of Trade and Industry, Department of Tourism, and industry players was tapped by GIZ to



form a network of development practitioners working on value chain development, after a series of training programs were conducted by the German agency for its potential members.

According to its official website, ValueLinks is an action-oriented approach for promoting economic development with a value chain perspective. It provides essential know-how on ways to enhance employment and the income of micro, small- and medium-sized enterprises and farmers by promoting the value chains they are operating in.



PROGRAMS WITH MECHATRONICS TECHNOLOGIES CORPORATION UNDER THE MECHATRONICS ACQUISITION KNOWLEDGE AND INNOVATION ACTION CENTER (MAKINA)

The Mechatronics Acquisition Knowledge and Innovation Action Center (MAKInA) operated by UP ISSI and the Mechatronics Technologies Corporation optimizes the use of the laboratory facilities of the Institute while taking advantage of the partnership's pool of human resources.

Activities lined up include offering (1) short courses on how SMEs can use information and communication technology for improving their

business operations, and (2) conducting joint mechatronics programs.

Since the partnership was started in 2011, a total of three courses have been offered: 56th Programmable Logic Controller Course (PLCC) (March 10 to April 14, 2012); 51st Comprehensive Course on Instrumentation and Process Control (April 19 to May 19, 2012); and 57th PLCC (started on June 2, 2012 and continuing).



Bernie Villaluna (third in second photo), program manager of UP ISSI's factory automation courses under the MAKInA program with the Mechatronics Technologies Corporation, oversees the training of its participants.



PROGRAMS WITH METRO SOUTH COOPERATIVE BANK FOUNDATION

Bank Management Seminar

Cooperative banks play a major role in the development of the society. Like other business entities, they are beset with challenges that need to be addressed properly and immediately. The Metro South Cooperative Bank Foundation expressed the need to equip their staff with professional management skills necessary to strengthen and improve their operation. Thus, a **Bank Management Seminar for Cooperatives** was designed and conducted by UP ISSI for key Metro South Cooperative Bank Foundation management personnel and staff.



Mr. Eduardo D. Castro, freelance consultant and C3-certified facilitator.

PROGRAMS WITH LOCAL GOVERNMENT UNITS

Tools and Analysis: Good Governance, Gender, and Entrepreneurship Development for Local Government Units (TAGGED-LGUs)

Three runs of this program were conducted in Pateros and Taguig City in Metro Manila, as well as in Iriga City in Camarines Sur. This program aims to instill among local executives the significance of enterprise and entrepreneurship, with an appreciation of (1) the objectives of gender and development, and (2) good governance as a tool for economic growth in the community.

The TAGGED-LGU training was an advocacy project of the ACE Dept. of University of the Philippines Institute for Small Scale Industries through the initiative of Ms. Crispina B. Almonte, program manager of the event, with the support of Ms. Joi P. Mamaril, project assistant. Prof. Edna Estefania A. Co, dean of the UP National College of Public Administration and Governance, was the program's main resource person. Seminar topics included lectures on entrepreneurship and business opportunities; the entrepreneurial process and project; development cycle; gender issues and development perspectives mainstreaming in LGUs; and the LGU mandate, with focus on the nature, scope, and roles of LGUs, & on the

concepts of good governance with the LGUs as initiators of sustainable development. In the Pateros and Taguig run, the UP ISSI partnered with the UP-NCPAG, the City Government of Taguig represented by Mayor Laarni Lopez-Cayetano and the Zonta Club of Pateros and Taguig (ZCPT), to conduct the TAGGED-LGU seminar at the Taguig City Hall Auditorium. Eighty-seven (87) barangay officials, students, and government employees from Taguig and Pateros participated.

For the Iriga edition, the TAGGED-LGU seminar was conducted on January 28-29, 2012 with UP ISSI partnering with the University of Northeastern Philippines (UNEP) headed by UNEP President Atty. Remelisa Alfelor-Moraleda. Comprising the pool of resource speakers were Ms. C. Almonte, University Extension Specialist from the UP ISSI, Professor N. Rañeses, UP ISSI Director and Small Enterprises Research and Development (SERDEF) executive director; and Ms. Edna Tejada, provincial director of the Department of Trade and Industry (DTI) in Camarines Sur.



PROGRAMS WITH THE PEOPLE'S CREDIT AND FINANCE CORPORATION (PCFC)

Sales and Marketing Seminar and Training of Trainors Course

A sales and marketing seminar and a trainors course was designed and implemented for PCFC. The first program equipped the participants from Central Luzon with tools and techniques for developing and formulating marketing strategies. Sixteen

(16) participants from PCFC-accredited microfinance institutions were provided with skills in designing, facilitating, and delivering effective entrepreneurship training programs to business development service providers and their clients.

BRIDGING FARMERS TO THE JOLLIBEE SUPPLY CHAIN: THE FARMER CLUSTERS IN SAN JOSE, NUEVA ECIJA PARTNERS: JOLLIBEE FOUNDATION AND PINOY ME



This study documented the value chain arrangements between Jollibee Foods Corporation and the onion farmers in Nueva Ecija. It described the interventions and business development services provided to the farmers by the Catholic Relief Services, the Jollibee Foundation, and the National Livelihood Development Corporation.



Photo courtesy of Hearty Roots Community Farm
website: <http://www.heartyroots.com/2008/04/onion-planting-party-2008.html>



IMPACT ASSESSMENT OF PODS (PEOPLE OFFERING DELIVERABLE SERVICES) PARTNER: A SINGLE DROP FOR SAFE WATER 2009

UP ISSI assisted the nonprofit organization A Single Drop for Safe Water in its field interviews in Caloocan City, Rizal province, Zambales, Pangasinan, Palawan, Camarines Sur, Masbate, Iloilo, and Maguindanao.

The study identified key performance indicators that measure the ability of a people offering deliverable services (PODS) organization to plan, manage, and maintain a water distribution project.



PROGRAMS WITH RADIOWEALTH FINANCE COMPANY (RFC)

Management and Leadership Enhancement, Marketing Workshop, Monitoring, and Evaluation 2011

These series, designed for the regional and district managers of RFC, enhanced the leadership (1) and supervisory skills of the participants to enable them to lead their people effectively, (2) provide them with marketing tools to understand their markets, and (3) equip them with planning and execution tools to exceed their business goals.

The first batch of managers in the leadership and management training were from the Ilocos Region, Central Luzon, CALABARZON, MIMAROPA, National Capital (NCR), Bicol Region, Western and Central Visayas, Zamboanga Peninsula, Northern and Southern Mindanao, and SOCCSKSARGEN.

Attendees of the marketing workshop were from NCR, Cainta, Mandaluyong, Marikina, Las Piñas, Fairview, Caloocan, CALABARZON, Bicol, MIMAROPA, and the head office.

PUBLIC AND PRIVATE COLLABORATIONS



Promoting Food Industry Competitiveness Training Program (PRO-FIT) June 2012 to July 2013

PRO-FIT is a component of a Public-Private Partnership project entitled **“Introducing Technical Training on Food Safety Regulations and Standards in the Philippines.”** The project introduces five qualification courses on food safety regulations and standards in order to (1) enhance the capacity of local MSMEs in the food and beverage (F&B) industry and make them competitive in the local and foreign markets; (2) generate awareness and address the benefits of food safety regulations and standards; and (3) coordinating stakeholders in developing curricula for qualification courses on food safety sanitation regulations and standards.

PRO-FIT will be conducted by ISSI under the auspices of TÜV Rheinland (TUVR), starting with the **Train-the-Trainer Workshop (TOT)**. In the TOT, a battery of thirty (30) trainers from the food industry, the academe, non-government organizations, and related government agencies will be trained and tapped for the succeeding five courses: (1) Diploma in Food Safety Management (including internship and field visit opportunities); (2) Certification Programme on Good Manufacturing Practices;

(3) Certified Food Safety Professional; (4) Certified Quality Associate; and Basics of Food Safety, Hygiene, and (5) Food Handling / Basic Course for SMEs. The curricula of all the qualification courses will then be designed into a self-paced e-Learning Toolkit and offered through the UP ISSI website.

Other organizations working together to make PRO-FIT a success are: TÜV Rheinland - a leading provider of technical services worldwide; ASSIST - a non-stock, non-profit international capacity-building organization; AFOS Foundation for Entrepreneurial Development - a non-profit organization founded by the members of the Federation of Catholic Entrepreneurs; and SEQUA gGmbH - a development organization operating worldwide promoting the development of the private sector and its business membership organizations as well as qualification of skilled employees and managers.

All the stakeholders envision PRO-FIT as paving the way for F&B SMEs to have better chances at penetrating domestic and foreign markets, and ultimately contributing to a growing economy in the Philippines.



INTERNATIONAL PROGRAMS-GOING BEYOND BORDERS

Since its establishment in 1966, when the first batch of Dutch experts introduced management consultancy, low-cost automation, and regional and industrial development courses for local and foreign participants, UP ISSI has shared its expertise in designing and implementing training programs with the international community.

During the period in review, UP ISSI conducted a series of programs for the Royal Government of Bhutan, and one program each for the Bangladesh Central Bank and Approtech Asia.



PROGRAMS WITH THE ROYAL GOVERNMENT OF BHUTAN

Project Identification, Planning, Preparation and Monitoring; Feasibility Study Preparation; Project Appraisal and Monitoring 2010



Prof. Nestor O. Rañeses, and Ma. Luisa S. Lee of UP ISSI, with Ms. Rasmi Hanvajanavang of the Office of SME Promotion (OSMEP), Ministry of Trade Thailand, pose with the graduates, Ms. Sherab Zangmo and Karma Isering, during the closing ceremonies in Bangladesh, Thailand.

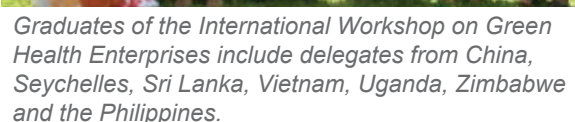
The Institute designed and conducted the three programs in the title above for the Bhutanese technical staff. The training delivery used a combination of lectures, discussions, and study visits to SME promotion agencies and small enterprises in Metro Manila and the countryside.

Training Program-cum-Study Tour on MSME Development



Mr. Jaime Guanzon awards the certificate of appreciation to Binuatan Creation of Palawan owner Eva T. Valledos for hosting Jandin Wangdi and Penjor.

Two batches of this program were run by UP ISSI in 2010, each with two industry officers from the Bhutan Department of Cottage and Small Industry of the Bhutan Ministry of Economic Affairs in attendance. The course equipped them with skills, tools, and techniques for rendering effective and efficient advisory services to their SME clients.



THE INTEGRATED MANAGEMENT SYSTEM CERTIFICATION PROJECT

To actualize UP ISSI's commitment to quality and service excellence, the Institute launched the Integrated Management System (IMS) Certification Project in June 2010. Consistent product and service performance, increased customer satisfaction levels, greater productivity efficiency, employee satisfaction, reduced costs, and an environmentally and occupationally safe work environment: these are the end results that the Project is working on, which should place UP ISSI at a competitive advantage in the market.

The IMS certification process covers three international standards: ISO 9001:2008 (Quality Management System or QMS); ISO 14001:2004 (Environmental Management System or EMS); and BS 18001:2007 (British Standards Organization's Occupational Health and Safety Management System or OHSAS).

In addition to the benefits to UP ISSI, the IMS certification will put the Institute in the best position to assist SMEs (1) in standardizing processes, products, or services, and (2) in conducting business in an environmentally and occupationally healthy and safe work environment. A consultant was hired to assist the Institute, and a steering team headed by the Director was formed to spearhead this certification project.

By the end of 2011, a series of learning sessions for the executive team on quality concepts and processes were held. Key committees to spearhead each activity were created. The different departments also held their own sessions to formulate their respective charters to align with the Institute's vision, mission and core values as well as identify their

key performance indices. Procedure manuals for key processes had been also drafted.

ISO 9001:2008 Quality Management System

This system will enable the Institute to demonstrate its commitment to quality and customer satisfaction as well as ensure its continued improvement of its operations. All requirements for quality management are also covered including quality planning requirement along with policies, objectives and quantifiable targets. This version also continues to emphasize compatibility with ISO 14001:2004 Environmental Management System.

ISO 14001:2004 Environmental Management Systems

The EMS will provide guidance to the Institute in defining its environmental objectives and targets as well as the management system necessary to attain them. The EMS is envisioned to integrate with the Institute's management requirements to achieve its environmental and business-specific goals.

OHSAS 18001:2007 Occupational Health and Safety Management System

OHSAS is UP ISSI's commitment to a safe working environment and to protecting its employees against injury at work. OHSAS is a management specification designed to enable the Institute to control occupational health and safety risks and improve its performance.



Mr. Rey Napay, Management Systems and Integrated Management System Associate, as Lead Assessor and Auditor at ABS Quality Evaluations, Inc. and SGS Thailand Ltd., trains the staff on internal quality audit.



Mr. Mohidin P. Abdul, UP ISSI Administrative Officer, explains ongoing work in the Institute for facilities upgrading and work improvement.

UP ISSI INTEGRATED MANAGEMENT SYSTEM EMS & OHSAS MILESTONES

Biodiverse Ecosystem Management (UP ISSI E. Virata Hall environs)

- ▶ Planting of 128 trees around the UP ISSI building
- ▶ Conservation/maintenance of 70 species of plants within a radius of 800 m.
- ▶ Implementation of sustainable landscaping plan

Solid Waste Management

- ▶ Electronic filing - implementation of UP ISSI Document Management System (DMS)
- ▶ Waste segregation

Green Operations

- ▶ Water conservation
- ▶ Paper reuse/conservation
- ▶ Observance of lighting energy conservation
- ▶ Timed elevator operation

Energy Efficiency & Green Building Management & Maintenance

- ▶ Conversion of 33 lamps to energy efficient LED lighting
- ▶ Shift to inverter technology airconditioning
- ▶ Use of natural lighting. (UP ISSI consumes a monthly average of only 15,849 kw of electricity.)

Water Resource Management

- ▶ Re-piping of water lines
- ▶ Rain water harvesting
- ▶ Recycling of rainwater. (UP ISSI consumes a monthly average of only 455 cu. meters of water.)

Indoor Air Quality

- ▶ Implementation of No Smoking rules within the Institute
- ▶ Placement of indoor air plants
- ▶ Maximized use of natural air cooling

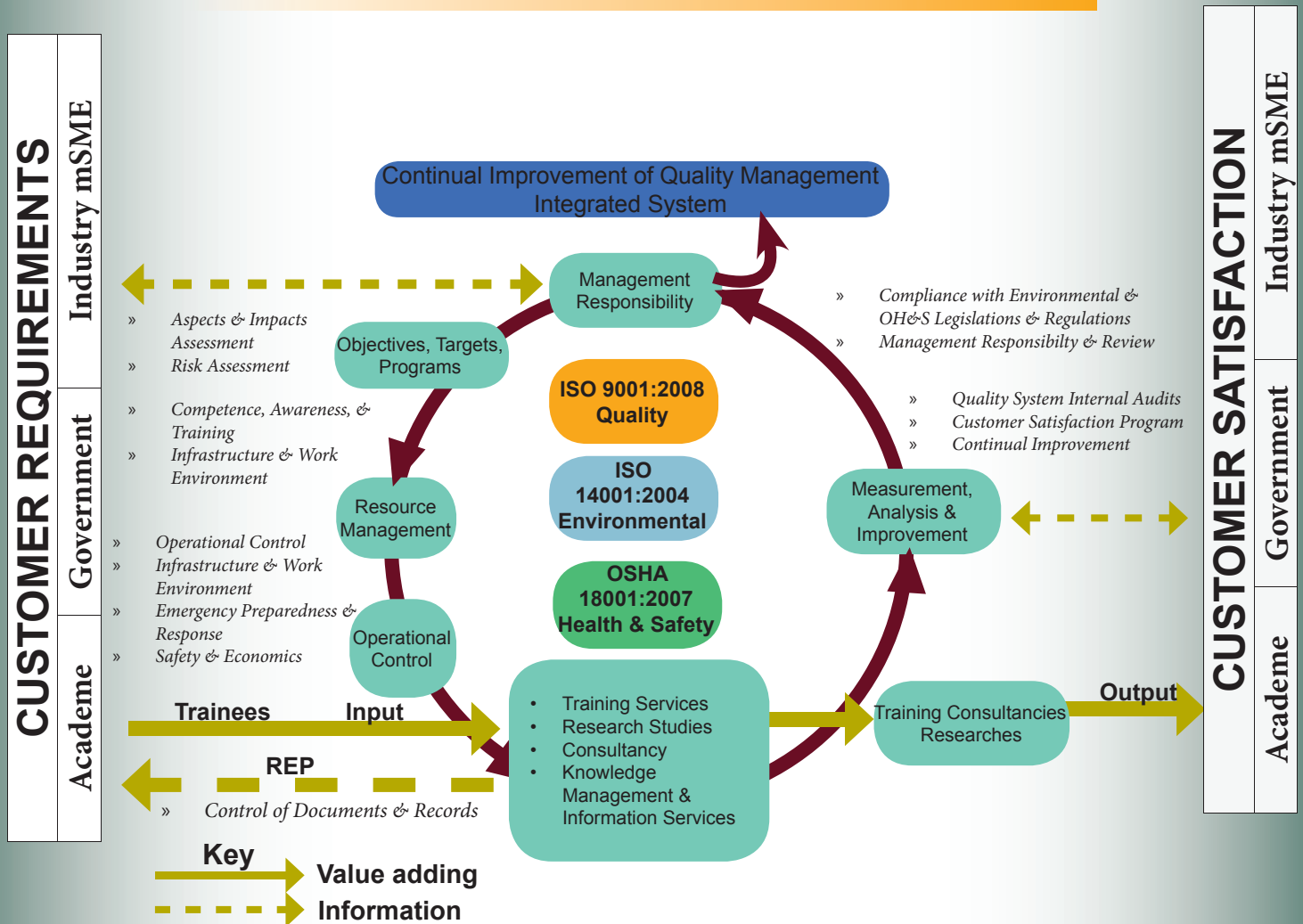
Fire and Safety Seminar and Drill

- ▶ The Bureau of Fire Protection conducted a Fire and Safety Seminar attended by 55 UP ISSI and SERDEF staff as well as representatives from each of the tenants of the Institute.

Earthquake Preparedness Training

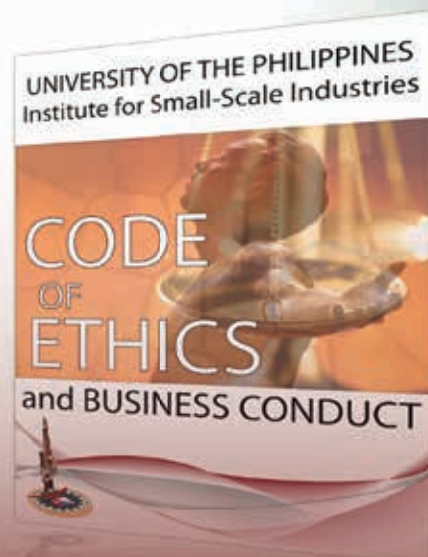
- ▶ The Philippine Institute of Volcanology and Seismology (PHIVOLCS)- DOST conducted a seminar on earthquake preparedness attended by 40 employees from UP ISSI and representatives of E. Virata Hall tenants.

UP ISSI IMS PROCESS MODEL & STRUCTURE



THE UP ISSI CODE OF ETHICS & BUSINESS CONDUCT

This Code was established to guide employees in their work behavior and performance. This is necessary to ensure orderly conduct of business and to afford protection to both the Institute and its staff. This document also defines the norms of conduct of each UP ISSI employee/staff in the discharge of official duties. Among the standards defined are: professionalism, integrity and objectivity, solidarity & teamwork, transparency, confidentiality, competence and due care, justness and sincerity, responsiveness, and ethical behavior. This Code also incorporates the Institute's employees' guidelines for conduct on office etiquette, and decorum, and customer relations.



SULONG GALING UP ISSI

Aligning with the University of the Philippines as a “National University of Global Eminence” the UP ISSI put into motion an initiative for organization change. The battle cry “*Sulong Galing UP ISSI*” was coined to guide the UP ISSI Human Resource Program and represent its components:

1. **Kagalingan** - Staff Development and Competency Upgrading (training penetration and saturation rates)
2. **Karangalan** - Code of Ethics and Value Enhancement (compliance and attitude improvement, UP ISSI values)
3. **Kahusayan** - Performance Management (productivity, customer sensitivity, and quality)
4. **Katapatan** - Discipline and Work System
5. **Kahandaan** - Succession Planning & Organizational Readiness
6. **Kapurihan** - Rewards and Recognition System
7. **Walang Humpay na Pagsulong tungo sa Pagbabago** - Continuous Improvement



To realize its goal of attaining a global standard status, the Institute launched a landscape redesign and building rehabilitation plan. A master plan was drawn to create a setting where ISSI building occupants and visitors moved enjoy the best that nature and innovation can offer.

The landscape design minimizing energy consumption while maximizes the natural resources of the site. The revolutionary concepts are aimed at reducing UP ISSI's carbon footprint and the need for inefficient appliances, while taking advantage of the

This UP ISSI Entrepreneurial and Sustainable Site Development Plan expresses the Institute's objective of being an entrepreneurial, sustainable, healthy, and "green" Institute.

UNIVERSITY OF THE PHILIPPINES

EXHIBIT HALL

1

PHASE ONE DEVELOPMENT
PARKING LOT AND LANDSCAPE REDEVELOPMENT

2

PHASE TWO DEVELOPMENT
DEVELOPMENT OF PANGASINAN FARM, ENTREPRENEURS HUBS AND HECTOS

3

SITE SECTION-ELEVATION

SITE DETAILS

PRODUCT INCUBATORS
NEGOTIATION CENTERS

FLOOR PLAN

ELEVATION

SUSTAINABLE FUTURE

THE CROSS-FUNCTIONAL TEAMS



Occupational Health & Safety Team This team is tasked to provide occupational health and safety services to employees of the Institute. Their functions and services include providing safety training and educational materials, and developing accident investigation, prevention and response (first aid) programs.



Procurement Management Team This team is assigned to implement an effective and succinct procurement management plan when it comes to the various components of procurement throughout the Institute.



Personnel Team This team reviews matters involving personnel policies of UP ISSI and of UP as applied to UP ISSI, and provides inputs and recommendations to the Executive Committee.



Wall News Team This team is assigned to produce and update the monthly UP ISSI Wall News, the Institute's web-based news magazine dedicated to disseminating news on entrepreneurship, UP ISSI activities, and training schedules.



5S Working Committee This committee spearheads the audit of 5S to ensure compliance with the 5S program of the Institute. It work with the 5S Steering Committee in the development and promotion of the 5S program.



Environmental Management System Committee This committee is the planning and policy-making group on matters pertaining to environment management. With the Executive Committee, it implements policies, rules, and regulations on environment management.



Grievance Committee This team settles disputes within the Institute, as well as receives and addresses complaints and grievances by ISSI employees.



Integrated Management System and Change Committee This committee ensures that needed processes are established, implemented, and maintained.



Special Events and Public Service Team This team leads special programs and events from planning to execution of activities including the submission of a completion report. Such programs and events aim at improving the productivity and efficiency of the Institute as well as bolstering camaraderie among its staff.



Strategic Planning Team This team reviews ISSI policies, existing and proposed, to assess their impact on strategic planning efforts.

Research and Academic Personnel (ReAP) Team This team evaluates research proposals and other relevant activities of the ReAP and faculty affiliates. The team likewise proposes policies and programs for the growth and development of the ReAP and faculty affiliates.



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LISTING OF IOSA VENUES FOR THE LAST FIVE YEARS (2006 TO 2011)				
COMPANY NAME	CITY / PROVINCE	BUSINESS TYPE	INDUSTRY CLASSIFICATION	PRODUCT & SERVICES
AEROS FOOTWEAR	Laguna	Sole Proprietorship	Manufacturing	Manufacture of Dressing of Leather, Manufacture of Luggage, Handbags, and Footwear
COLOR MY WORLD, Inc.	Bulacan	Corporation	Manufacturing	Manufacture of Other Non-Metallic Mineral Products
FARMTEC FOOD Inc.	Cavite	Corporation	Manufacturing	Manufacture of Food Products and Beverages
JENNIE'S PORK CHICHARON	Bulacan	Corporation	Manufacturing	Manufacture of Food Products and Beverages
MALLARI DISTILLERY	Quezon Province	Corporation	Manufacturing	Manufacture of Food Products and Beverages
NOZA'S FOOTWEAR	Laguna	Sole Proprietorship	Manufacturing	Manufacture of Dressing of Leather, Manufacture of Luggage, Handbags, and Footwear
C & K HANDICRAFTS (PLDT COMPANY AND RELIANCE RESOURCES CORPORATION)	Bulacan	Sole Proprietorship	Manufacturing	Manufacture of Paper and Paper Products
PREMIERE CENTER FOR FASHION & DESIGN, Inc.	Mandaluyong City	Corporation	Manufacturing	Manufacture of Wearing Apparels
SOCIALITE INGRID'S FOOTWEAR AND BAGS	Laguna	Sole Proprietorship	Manufacturing	Manufacture of Dressing of Leather, Manufacture of Luggage, Handbags, and Footwear
AGRO – TRADE INTEGRATED VENTURES CORPORATION	Bulacan	Corporation	Manufacturing	Manufacture of Food Products and Beverages
ARTFINDS ENTERPRISES	Rizal	Partnership	Manufacturing	Manufacture and Repair of Furniture
CB CREATIVITY MFG. PHILIPPINES	Tarlac	Sole Proprietorship	Manufacturing	Manufacture of Textiles
ERA CARE ENTERPRISES	Tarlac	Cooperative	Manufacturing	Manufacture of Food Products and Beverages
KRISZA FOOD PRODUCTS	Quezon City	Sole Proprietorship	Manufacturing	Manufacture of Food Products and Beverages
LCJ GARMENTS	Bulacan	Corporation	Manufacturing	Manufacture of Textiles
ACERR ENTERPRISE	Laguna	Corporation	Manufacturing	Manufacture of Wearing Apparels
CLEAN SCENE LAUNDRY	Quezon City	Partnership	Service	Other Community, Social, and Personal Service Activities
CSM ENTERPRISE INTERNATIONAL	Laguna	Corporation	Manufacturing	Manufacture of Other Non-Metallic Mineral Products
IXUS FABRICATION	Batangas	Corporation	Manufacturing	Manufacture of Electrical Machinery and Apparatus
JC GEMS	Rizal	Corporation	Manufacturing	Manufacture of Wood, Wood Products and Cork, Except Furniture; Manufacture of Articles Bamboo, Cane, Rattan, and the like; Manufacture of Plaiting Materials
KINGWANLY ELECTRICAL AND EQUIPMENT SERVICES	Marikina City	Corporation	Trading	Wholesale and Retail Trade; Repair of Motor Vehicles, Motorcycles, and Personal and Household Goods
KATIPUNAN NG KOOPERATIBANG MAGGAGATAS, Ink.	Laguna	Corporation	Manufacturing	Manufacture of Food Products and Beverages
KLIC HAUS PRINTERS	Rizal	Sole Proprietorship	Manufacturing	Manufacture of Paper and Paper Products
LYNX – NIA MEDICA, Inc.	Valenzuela City	Corporation	Manufacturing	Manufacture of Chemicals and Chemical Products
MALFER ENTERPRISE, Inc.	Laguna	Corporation	Manufacturing	Recycling
MILLISYS DISTRIBUTION, Inc.	Quezon City	Corporation	Trading	Wholesale and Retail Trade; Repair of Motor Vehicles, Motorcycles, and Personal and Household Goods

PELINA SHOES	Marikina City	Sole Proprietorship	Manufacturing	Manufacture of Dressing of Leather, Manufacture of Luggage, Handbags, and Footwear
PHILBLESS, Inc.	Valenzuela City	Corporation	Manufacturing	Manufacture of Rubber and Plastic Products
STEM EXPORTS PHILIPPINES, Inc.	Rizal	Corporation	Manufacturing	Manufacture of Other Non – Metallic Mineral Products
TALLERES DE NAZARET	Cavite	Cooperative	Manufacturing	Manufacture of Food Products and Beverages
TEES POINT ENTERPRISES	Rizal	Sole Proprietorship	Manufacturing	Manufacture of Textiles
TESS MURILLO IN – HOUSE FASHION	Rizal	Sole Proprietorship	Manufacturing	Manufacture of Textiles
ADD RESEARCH PAINTS AND CHEMICALS, Inc.	Marikina City	Corporation	Manufacturing	Manufacture of Chemicals and Chemical Products
AI – SHE FOOTWEAR	Laguna	Sole Proprietorship	Manufacturing	Manufacture of Dressing of Leather, Manufacture of Luggage, Handbags, and Footwear
B & V LAYER FARM	Batangas	Sole Proprietorship	Trading	Agriculture, Hunting, and Forestry
BLUESTEEL INDUSTRIES	Quezon City	Corporation	Manufacturing	Manufacture and Repair of Furniture
CAFÉ AMADEO	Cavite	Cooperative	Manufacturing	Manufacture of Food Products and Beverages
CAMILLUS MEDHAVEN	Marikina City	Corporation		Other Community, Social, and Personal Service Activities
CAPISTRANO DISTILLERY	Quezon Province	Sole Proprietorship	Manufacturing	Manufacture of Food Products and Beverages
CARROZA INDUSTRIES	Quezon City	Corporation	Manufacturing	Manufacture of Textiles
DAIRY CARABAO COOPERATIVE	Nueva Ecija	Corporation	Manufacturing	Manufacture of Food Products and Beverages
DANILYN'S ENTERPRISES, Inc.	Las Pinas City	Corporation	Manufacturing	Manufacture of Textiles
DORY'S LAMBANO (DORY'S DISTILLERY)	Quezon Province	Corporation	Manufacturing	Manufacture of Food Products and Beverages
EKER & ELY LUCBAN LONGGANISA	Quezon Province	Sole Proprietorship	Manufacturing	Manufacture of Food Products and Beverages
F2020 INTERNATIONAL CORPORATION	Pasig City	Corporation	Manufacturing	Manufacture of Chemicals and Chemical Products
FLORICH FOOTWEAR CORPORATION	Laguna	Corporation	Manufacturing	Manufacture of Dressing of Leather, Manufacture of Luggage, Handbags, and Footwear
GEN. TRIAS DAIRY RAISERS COOPERATIVE	Cavite	Cooperative	Manufacturing	Manufacture of Food Products and Beverages
INNO – COMTECH, Inc.	Paranaque City	Corporation	Service	Transport, Storage, and Communication
J – CELL PASALUBONG	Laguna	Sole Proprietorship	Manufacturing	Manufacture of Food Products and Beverages
JODY'S FOOTWEAR	Laguna	Sole Proprietorship	Manufacturing	Manufacture of Dressing of Leather, Manufacture of Luggage, Handbags, and Footwear
DVF DAIRY FARMS	Nueva Ecija	Cooperative	Manufacturing	Manufacture of Food Products and Beverages
KING JAMES PROCESSED MEAT PRODUCTS	Pasig City	Sole Proprietorship	Manufacturing	Manufacture of Food Products and Beverages
LINDA'S POTTERY	Pampanga	Sole Proprietorship	Manufacturing	Manufacture of Other Non-Metallic Mineral Products
NUEVA CABANATUAN MEAT PRODUCTS	Nueva Ecija	Corporation	Manufacturing	Manufacture of Food Products and Beverages
PAVINO'S BAKERY	Quezon	Sole Proprietorship	Manufacturing	Manufacture of Food Products and Beverages
PETER PAN BAKESHOP	Quezon City	Sole Proprietorship	Manufacturing	Manufacture of Food Products and Beverages
PHILNERY PANCIT CANTON	Nueva Ecija	Corporation	Manufacturing	Manufacture of Food Products and Beverages

Listing of IQSA venues for the last five years (2006 to 2011)

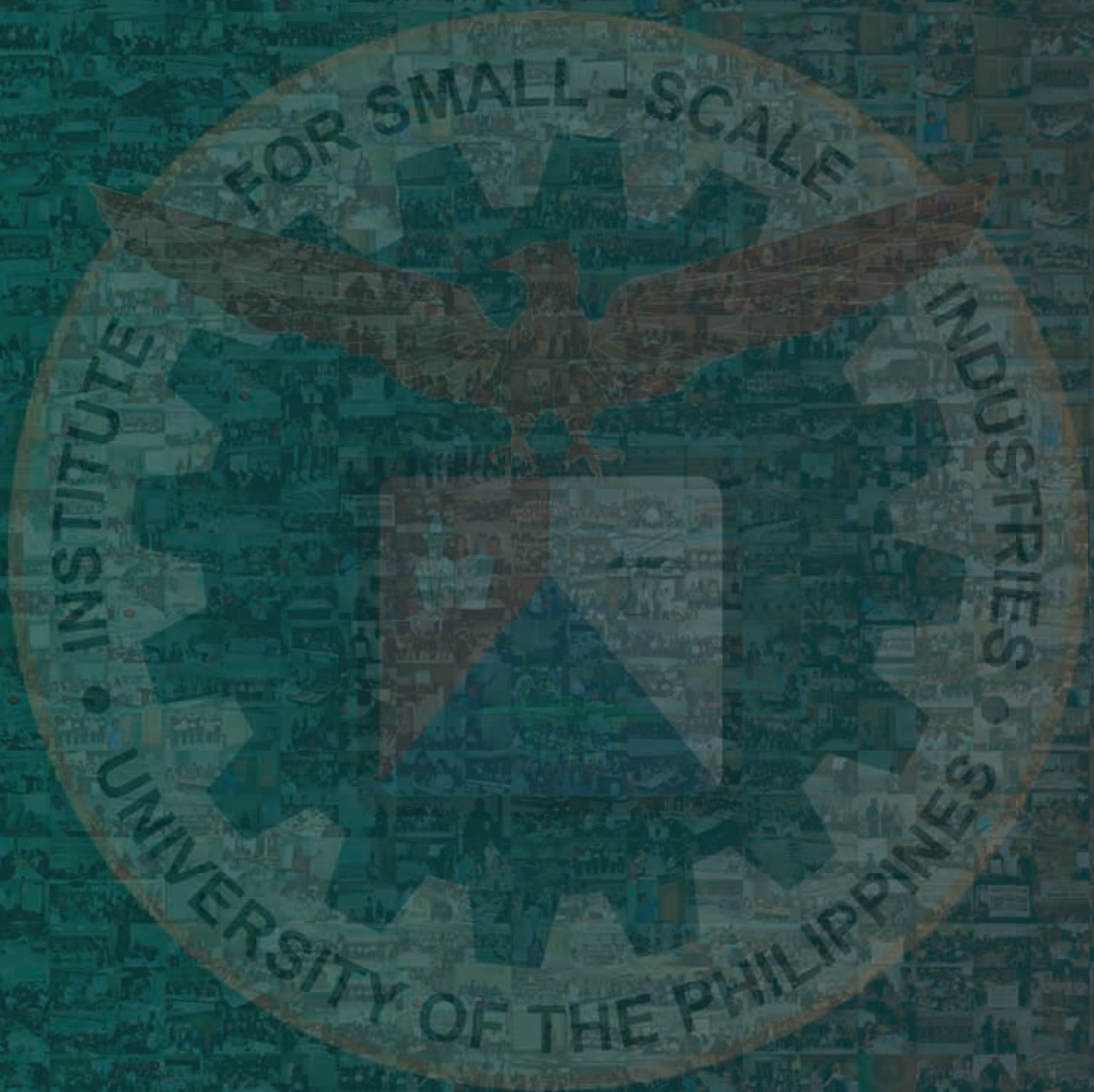
SA'TIN CRAFT	Quezon Province	Sole Proprietorship	Manufacturing	Manufacture of Wood, Wood Products and Cork, Except Furniture; Manufacture of Articles Bamboo, Cane, Rattan, and the like; Manufacture of Plaiting Materials
SUPERB VALUE FEEDS, Inc.	Batangas	Corporation	Manufacturing	Manufacture of Food Products and Beverages
TRIPLE 9 BETIS FURNITURE AND SCULPTURE	Pampanga	Sole Proprietorship	Manufacturing	Manufacture and Repair of Furniture
V & M SHOES AND HAND-BAGS	Marikina City	Sole Proprietorship	Manufacturing	Manufacture of Dressing of Leather, Manufacture of Luggage, Handbags, and Footwear
APPLE CRAFT MANUFACTURING	Bulacan	Sole Proprietorship	Manufacturing	Manufacture and Repair of Furniture
AQUINO BASKET SHOP	Pampanga	Sole Proprietorship	Manufacturing	Manufacture of Dressing of Leather, Manufacture of Luggage, Handbags, and Footwear
ASTRON METAL WORKS CORPORATION	Caloocan City	Corporation	Manufacturing	Manufacture of Basic Metals
COLORIPHICS, Inc.	Makati City	Corporation	Manufacturing	Manufacture of Paper and Paper Products
CSM ENTERPRISE INTERNATIONAL	Laguna	Sole Proprietorship	Manufacturing	Manufacture of Wood, Wood Products and Cork, Except Furniture; Manufacture of Articles Bamboo, Cane, Rattan, and the like; Manufacture of Plaiting Materials
DELFA'S FOOD PRODUCTS	Cavite	Sole Proprietorship	Manufacturing	Manufacture of Food Products and Beverages
DMC BULL BARS & CAR ACCESSORIES CORP.	Cavite	Corporation	Manufacturing	Manufacture of Basic Metals
DN BANGUS HANDICRAFT	Laguna	Sole Proprietorship	Manufacturing	Manufacture of Wood, Wood Products and Cork, Except Furniture; Manufacture of Articles Bamboo, Cane, Rattan, and the like; Manufacture of Plaiting Materials
ENIGMA TECHNOLOGIES, Inc.	Cavite	Corporation	Trading	Others: Computers and Computer Accessories
GOLDEN ARROW FOOD ENTERPRISES	Laguna	Sole Proprietorship	Manufacturing	Manufacture of Food Products and Beverages
GOLDEN HORIZON PLACEMENT AGENCY, Inc.	Quezon City	Corporation	Service	Other Community, Social and Personal Service Activities
JAC JR. WOODCARVINGS	Laguna	Sole Proprietorship	Manufacturing	Manufacture of Wood, Wood Products and Cork, Except Furniture; Manufacture of Articles Bamboo, Cane, Rattan, and the like; Manufacture of Plaiting Materials
JOPER'S ENTERPRISE, Inc.	Malabon	Corporation	Trading	Other Community, Social and Personal Service Activities
KABABAIHAN MASIGLA NG NUEVA ECIJA	Nueva Ecija	Cooperative	Manufacturing	Manufacture of Food Products and Beverages
KYNESS BAG PRODUCT	Bulacan	Sole Proprietorship	Manufacturing	Manufacture of Dressing of Leather, Manufacture of Luggage, Handbags, and Footwear
MALFOR HOME OF HEALTHY FOODS	Rizal	Sole Proprietorship	Manufacturing	Manufacture of Food Products and Beverages
MAHOGANY WINGS CORPORATION	Manila	Corporation	Manufacturing	Manufacture of Wood, Wood Products and Cork, Except Furniture; Manufacture of Articles Bamboo, Cane, Rattan, and the like; Manufacture of Plaiting Materials
MS FOOD PRODUCTS	Nueva Ecija	Sole Proprietorship	Manufacturing	Manufacture of Food Products and Beverages
NAGAÑO FARMS CORPORATION	Nueva Ecija	Corporation	Manufacturing	Manufacture of Food Products and Beverages
N. S. ALBA HANDICRAFT	Cavite	Sole Proprietorship	Manufacturing	Manufacture and Repair of Furniture

OSM MARITIME SERVICES, Inc.	Manila	Corporation	Service	Other Community, Social and Personal Service Activities
PHILNOR AQUA, INCORPORATED	Nueva Ecija	Corporation	Manufacturing	Manufacture of Food Products and Beverages
RIC – MAR SWEETS	Bulacan	Sole Proprietorship	Manufacturing	Manufacture of Food Products and Beverages
RICEL'S JEWELRY	Bulacan	Sole Proprietorship	Manufacturing	Manufacture of Basic Metals
SOCHIE'S BEST FOODS	Quezon City	Sole Proprietorship	Manufacturing	Manufacture of Food Products and Beverages
FARMACIA SAN JOSE	Bulacan	Sole Proprietorship	Trading	Others: Medicines
BENZ – CY ENTERPRISES	Quezon City	Sole Proprietorship	Trading	Others: Remanufacture of Ink and Toner
R – MAN FOOTWEAR	Nueva Ecija	Sole Proprietorship	Manufacturing	Manufacture of Dressing of Leather, Manufacture of Luggage, Handbags, and Footwear
JLYN'S BAG INDUSTRY	Bulacan	Sole Proprietorship	Manufacturing	Manufacture of Dressing of Leather, Manufacture of Luggage, Handbags, and Footwear
PROACE BAGS	Bulacan	Sole Proprietorship	Manufacturing	Manufacture of Dressing of Leather, Manufacture of Luggage, Handbags, and Footwear
VERAMAR RICE MILL AND TRADING	Bulacan	Sole Proprietorship	Manufacturing	Manufacture of Food Products and Beverages
BEAUTIQUE @ THE WHARF SALON AND SPA FOR MEN AND WOMEN	Muntinlupa City	Sole Proprietorship	Service	Other Community, Social and Personal Service Activities
CHORYO TOOLINGS SYSTEMS, Inc.	Cavite	Corporation	Manufacturing	Manufacture of Basic Metals
DIRECT ELECTRIX EQUIPMENT CORPORATION	Marikina City	Corporation	Manufacturing	Manufacture of Machinery and Equipment, N. E. C.
GEMENI'S STAINLESS STEEL FABRICATION	Pasig City	Sole Proprietorship	Manufacturing	Manufacture of Machinery and Equipment, N. E. C.
GRACE'S CASSAVA CHIPS	Laguna	Sole Proprietorship	Manufacturing	Manufacture of Food Products and Beverages
HERMINIO AUTO SUPPLY, Inc.	Makati City	Corporation	Trading	Wholesale and Retail Trade; Repair of Motor Vehicles, Motorcycles and Personal and Household Goods
MELENE SURFACE TECHNOLOGY, Inc.	Cavite	Corporation	Trading	Wholesale and Retail Trade; Repair of Motor Vehicles, Motorcycles and Personal and Household Goods
TML HOLY CRAFTS, Inc.	Rizal	Corporation	Manufacturing	Manufacture of Wood, Wood Products and Cork, Except Furniture; Manufacture of Articles Bamboo, Cane, Rattan, and the like; Manufacture of Plaiting Materials
TOPTECH PARTS MFG. Inc.	Laguna	Corporation	Manufacturing	Manufacture of Machinery and Equipment, N. E. C.
EARTH GRAIN Inc.	Davao	Corporation	Manufacturing	Manufacture of Food Products and Beverages
SAVIOUR MEDEVICES, Inc.	Davao	Corporation	Trading	Manufacture of Machinery and Equipment, N. E. C.
UNIVERSITY OF SOUTHEASTERN PHILIPPINES	Davao	Others: School	Service	Others: School
TWIN CIRCA MARKETING	SARANGANI	Sole Proprietorship	Trading	Manufacture of Machinery and Equipment, N. E. C.

UP Institute for Small-Scale Industries

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