



CALBAYOG CITY WATER DISTRICT

QUALITY MANUAL | 2017

ISO 9001:2015 QUALITY MANAGEMENT SYSTEM



CALBAYOG CITY WATER DISTRICT QUALITY MANUAL	Document No. : QM-00	Eff. Date : 09/01/17
	Revision No. : 00	Pages : 1 of 1
REVISION HISTORY		

Amendments:

- 1.1 Amendments shall be made as and when required or after any review.
- 1.2 MR shall approve amendments before issuance.
- 1.3 Once the whole quality manual reaches ten (10) revisions, the company shall re-issue a new version of the quality manual.
- 1.4 Amendments shall be recorded in the revision history.

#	Doc. No.	Doc. Title	Change Description	Rev. No.	Eff. Date
1					
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PROPRIETARY NOTICE

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INTRODUCTION		

I. ORGANIZATION’S VISION-MISSION STATEMENT

Our Vision

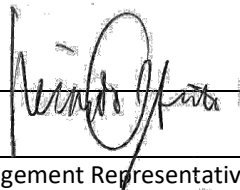
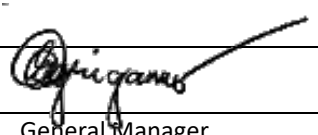
Calbayog City Water District (CCWD) envisions itself as: The Leading Water Utility in Samar by 2025.

Our Mission

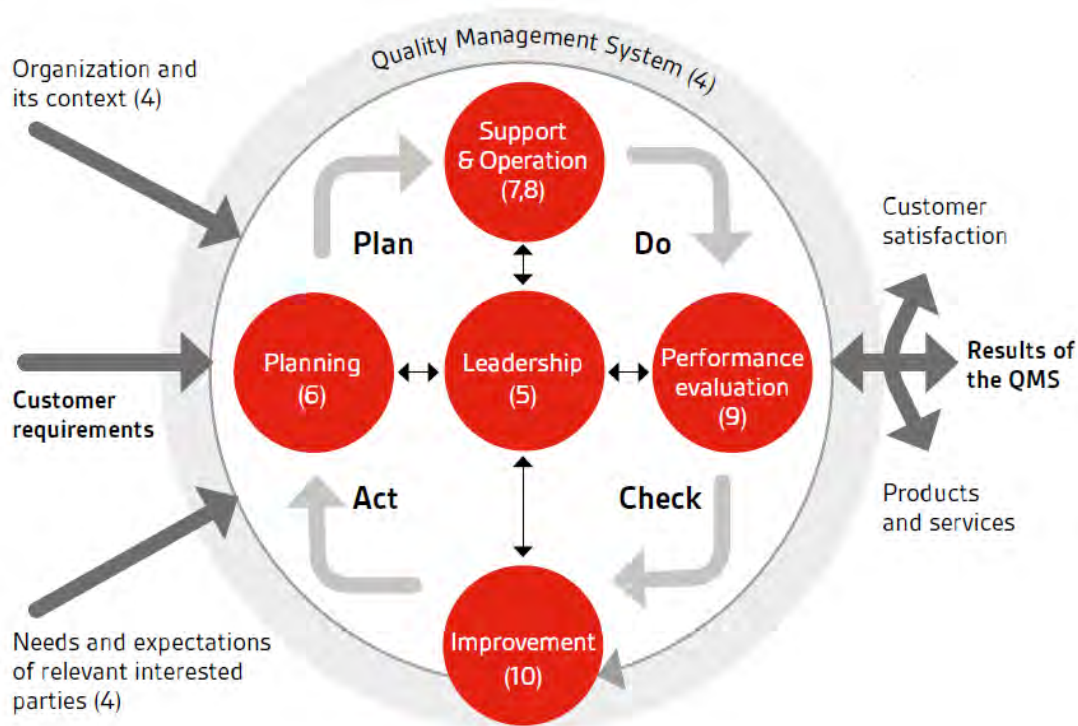
The Calbayog City Water District (CCWD) is committed to provide safe, potable and adequate, water, ensuring environmental protection, and providing technical as well as professional advancement to its employees, thus, promoting consumers' satisfaction even to the less privileged.

II. PRINCIPLE

With the Vision-Mission in place, **CALBAYOG CITY WATER DISTRICT’s** Quality Management System adopts the Plan-Do-Check-Act Cycle approach in developing, implementing and improving its effectiveness that will enhance the satisfaction of our partner-clients in our product and service. These PDCA cycle links to the different clauses of ISO 9001:2015 Standard. Key business processes and activities that affect the quality of our water distribution processes are identified, managed and monitored.

Prepared by:  _____ Management Representative	Approved by:  _____ General Manager
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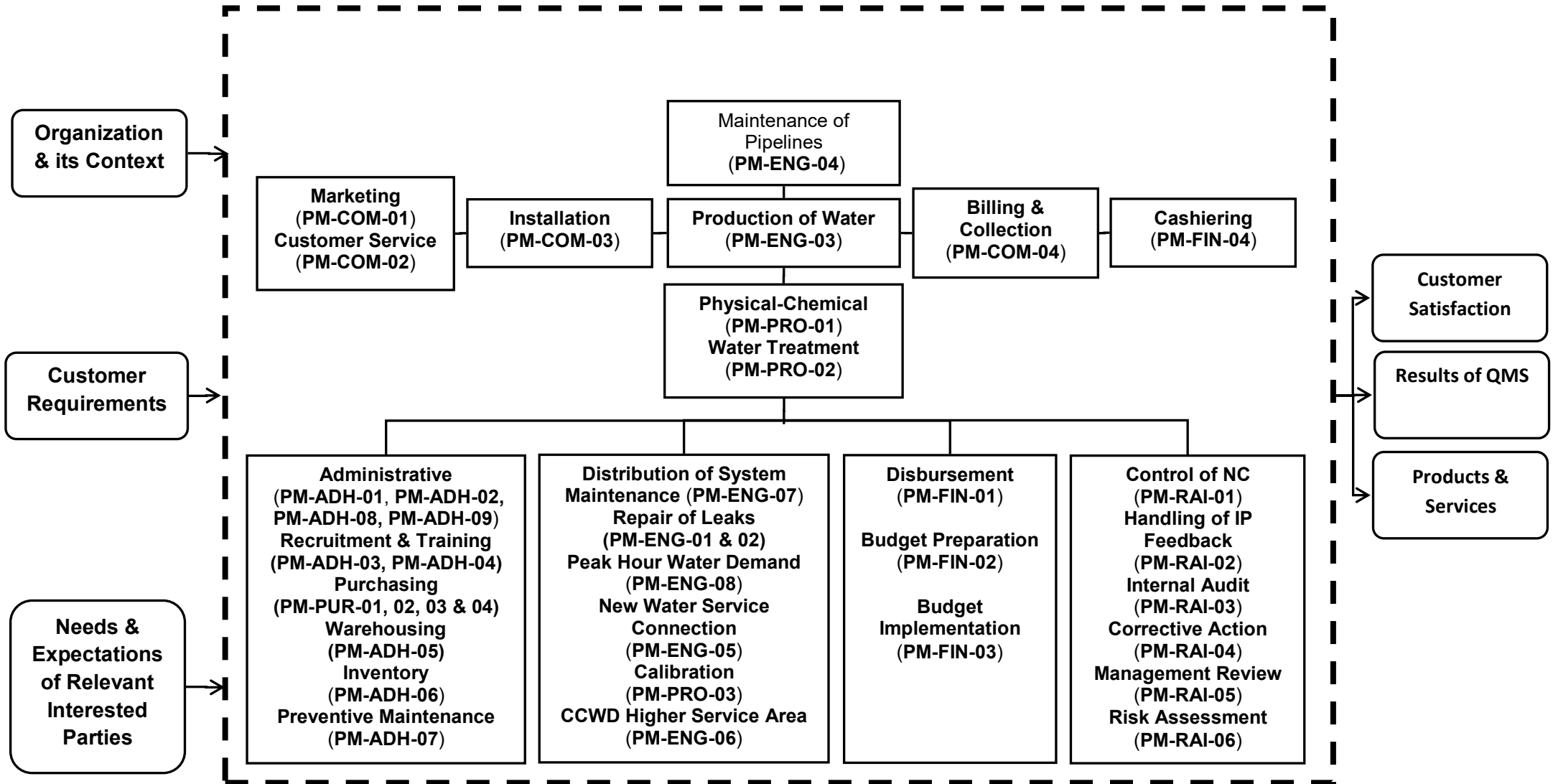
INTRODUCTION



This quality manual establishes compliance to International Standards ISO 9001:2015. The manual contains documented statements of our quality policy and quality objectives, documented quality procedures are referenced throughout the manual. Interfaces between processes are also defined (as shown in our QMS Business Process Map) to achieve our quality policy and objectives. This manual shall be reviewed annually as part of the continual improvement process. The Quality Management Representative is the authorized personnel to do revisions of this manual and is subject for review and approval of the General Manager.

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BUSINESS PROCESS MAP



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UNDERSTANDING THE CONTEXT OF THE ORGANIZATION

4.0 Context of the Organization

4.1 Understanding the Organization and its Context

The Top Management and Division Managers shall determine external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve intended result(s) of its quality management system. Once identified, they shall be monitored and reviewed.

Our Quality Management System identifies and understands the context of our organization through the use of a **SWOT (Strengths, Weaknesses, Opportunities, and Threats) Analysis**. The SWOT Analysis shall be reviewed and updated at least once a year as basis for the yearly planning.

Reference Documented Information:

- SWOT Analysis

4.2 Understanding the needs and expectations of interested parties

To anticipate the potential effect of the organization's ability to consistently provide quality products and services, the organization shall determine the interested parties that are relevant to the quality management system and the requirements of these interested parties that are relevant to the quality.

The organization shall also get the feedback from the interested parties as stated in the Handling of Interested Parties Feedback Procedure to ensure that their requirements are being monitored and reviewed.

Reference Documented Information:

- Handling of Interested Parties Feedback PM-RAI-02
Procedure

Prepared by:

Management Representative

Approved by:

General Manager

UNDERSTANDING THE CONTEXT OF THE ORGANIZATION

4.3 Determining the scope of the quality management system

When determining the scope, the organization shall consider the external and internal issues referred to in 4.1, the requirements of relevant interested parties referred to in 4.2 and the services of the organization.

Our Quality Management System adopts the process approach in developing, implementing and improving its effectiveness that will enhance satisfaction of our customer in our service. Key business processes and activities that affect the quality of the construction service are identified, managed and monitored.

CALBAYOG CITY WATER DISTRICT's Quality Management System aligns its approach to all clauses under the ISO 9001:2015 standard except clause 8.3 in supplying water services to concessionaires in the City of Calbayog and its neighboring towns.

4.4 Quality management system and its processes

CALBAYOG CITY WATER DISTRICT shall establish, implement, maintain and continually improve a QMS, including the processes needed and their interaction. These processes were documented to be used as guide for the implementation of the Quality Management System.

The processes that was documented:

- a) Determine the inputs required and the outputs expected from these processes;
- b) Determine the sequence and interaction of these processes (*QM-03 Business Process Map*).
- c) Determine and apply the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure effective operation and control of these processes;

PROPRIETARY NOTICE

UNDERSTANDING THE CONTEXT OF THE ORGANIZATION

- d) Determine the resources needed for these processes and ensure their availability.
- e) Assign the responsibilities and authorities for these processes.
- f) Address the risk and opportunities as determined with accordance with the requirements of 6.1.
- g) Evaluate these processes and implement any changes needed to ensure that these processes achieve their intended results.
- h) Improve the processes and the quality management system.

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SWOT ANALYSIS



SWOT ANALYSIS

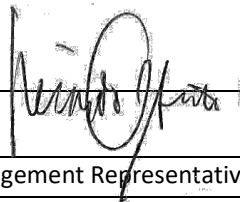
S - Strengths

1. Good service and financial viability
2. Sustained and strong customer focus
3. Available borrowing financial institution
4. Computerized system
5. Good working relations and industrial harmony
6. Existing and implemented programs for improvement of operation
7. Implemented National Greening Program within water shed areas
8. Water rights
9. Good relationship with LGU

W - Weakness

1. Inadequate to meet the 10,000 cubic meter/day water treatment plant capacity for water supply
2. Limited supply of water on existing 500 m. m. diameter main water supply pipe for current demand
3. Low pressure to no water pressure of supply in high areas and distant barangays
4. Limited effective communication equipment
5. Poor inventory system and property management
6. Delayed procurement process causing less inventory supply of requested Materials for operation and maintenance
7. Congested office and warehousing spaces
8. Limited transport facilities/frequent breakdown
9. Unstable power supply
10. Less prioritization of HR development plan for employees
11. Lack of necessary and appropriate tool/equipment
12. Inadequate supply of chemicals
13. Poor discipline among many employees
14. Inadequate coordination among water stakeholders.

Prepared by:


Management Representative

Approved by:


General Manager

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SWOT ANALYSIS		

O - Opportunities

1. Opening of new commercial establishments, subdivisions and increasing number of households
2. Existence of considerably wide area for expansion of service connection
3. NGA/LGU support for service expansion project
4. Private companies/entities expressing their interest for a joint venture for Water Supply Improvement projects
5. Existence of abundant and quality water sources
6. Potential business growth.

I - Threats

1. Climate Change
2. Deterioration of watersheds due to illegal logging
3. Contamination of water sources due to habitation and agricultural activities
4. Political interference
5. Water pilferage
6. Old and dilapidated pipe lines.



MRS. EDITHA C. YRIGAN, MPM
General Manager

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THIS DOCUMENT CONTAINS INFORMATION PROPRIETARY TO CALBAYOG CITY WATER DISTRICT ANY DISCLOSURE OR USE IS EXPRESSLY PROHIBITED EXCEPT UPON WRITTEN PERMISSION BY CALBAYOG CITY WATER DISTRICT.

LIST OF INTERESTED PARTIES



CALBAYOG CITY WATER DISTRICT
J.D Avelino St., Calbayog City

Interested Parties

Requirements

- | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none">1. Supplier2. Department of Budget & Management (DBM)3. Bureau of Internal Revenue (BIR)4. National Printing Office (NPO)5. Civil Service Commission (CSC)6. Local Government Unit (LGU)7. Department of Public Works & Highway (DPWH)8. National Telecommunication (NTC)9. Land Transportation Office (LTO)10. Government Service Insurance System (GSIS)11. City Health Office12. Local Water Utilities Administration (LWUA)13. PHILHEALTH14. PAG-IBIG15. Philippines Statistics Office16. National Water Resources Board (NWRB)17. Notary18. Employees | <ul style="list-style-type: none">- Request for Quotations, PO/Contracts to Supply Materials or Services.- Annual Budget, Organizational Structure and other DBM requirements- Compliance of Alpha list data (Ver. 5.1) and other electronic filing payment system.- Approved BIR Job Order to print official receipt.- Compliance to CSC appointment and documentary requirements related to HR actions.- Programs, permits, licenses and clearance.- Permits- Licenses- Registration/Renewal- Compliance to e-billing and collection system.- Periodic Physico-chemical and Bacteriological test results in compliance to PNSWD.- Periodic submission of Financial Statements, LWUA clearances and other LWU actions.- E-PRS- Payment and remittance of Pagibig loans and premiums.- Certificates and survey result- Permits and Licenses- Documents for notarial actions- Plans, programs, wages and benefits and HR development. |
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Prepared by:

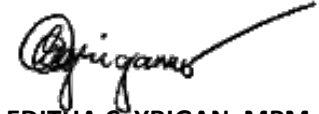
Management Representative

Approved by:

General Manager

LIST OF INTERESTED PARTIES

- | | |
|------------------------|--------------------------------------------------------------------------------|
| 19. DENR | - Forest protection and reforestation programs. |
| 20. Barangay Official | - Information dissemination, coordination on project implementation. |
| 21. DOH | - Compliance to PNSWD and Water Safety Plans. |
| 22. COA | - Financial Reports, MDS, Annual Inventory Report and all accounts of the LWU. |
| 23. Concessionaires | - Adequate water supply |
| 24. Board of Directors | - GM's Monthly Report |
| 25. Community | - Information dissemination |



MRS. EDITHA C. YRIGAN, MPM
General Manager

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LEADERSHIP		

5.0 Leadership

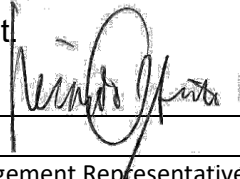

5.1 Leadership & Commitment

Top Management provides full support in the development, implementation and improvement of our QMS towards achieving its effectiveness. Evidence of leadership commitment to development & improvement of the quality management system is provided through the following manner:

- a) taking accountability for the effectiveness of the quality management system;
- b) ensuring that the quality policy and quality objectives are established for the quality management system
- c) ensuring the integration of the quality management system requirements into the organization’s business process;
- d) promoting the use of the process approach and risk-based thinking;
- e) ensuring that the resources needed for the quality management system are available
- f) Communicating the importance of effective quality management system and conforming to the QMS requirements
- g) ensuring that the quality management systems achieves its intended results;
- h) engaging, directing and supporting persons to contribute to the effectiveness of the quality management system;
- i) promoting improvement;
- j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility

5.1.2 Customer Focus

Top Management also assures that **CALBAYOG CITY WATER DISTRICT** is customer-focused particularly those that have direct relation to our customers. Customer and applicable statutory and regulatory requirements are determined, understood and consistently met.

Prepared by:  _____ Management Representative	Approved by:  _____ General Manager
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LEADERSHIP		

Risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed as well.

Customer complaints and feedback are monitored, handled and addressed accordingly. The General Manager and Division Managers are tasked to handle this responsibility. These data are used to identify opportunities for improvement.

Reference Documented Information:

- Handling of Interested Parties Feedback Procedures PM-RAI-02
- Risk Assessment Procedure PM-RAI-06

5.2 Quality Policy

To express intentions, directions and aims of **CALBAYOG CITY WATER DISTRICT**'s management regarding quality of its products and services, the Top Management, together with Division Managers, have established a Quality Policy that is appropriate to the purpose and context of the organization, and should support its strategic direction, provides a framework for establishing and setting quality objectives, includes a statement of commitment to satisfy applicable requirements and commitment to meeting requirements and to continual improvement.

This quality policy is communicated to all levels of organization to establish our own commitment and role towards attainment of this goal in any creative way. This is reviewed and evaluated annually or as necessary to monitor QMS performance and ensure its relevance.

Reference Documented Information:

- Quality Policy

PROPRIETARY NOTICE

LEADERSHIP

5.3 Organizational roles, responsibilities, and authorities

Detailed responsibilities and authorities for QMS implementation are contained in quality system procedures and job descriptions.

QMS FUNCTION	ROLES AND RESPONSIBILITIES
QMR	<ul style="list-style-type: none"> <input type="checkbox"/> Ensuring that processes needed for the quality management system are established, implemented and maintained. <input type="checkbox"/> ensuring that the quality management system conforms to the requirements of the International Standard <input type="checkbox"/> Reporting to top management on the performance of the quality management system and any need for improvement. <input type="checkbox"/> Ensuring the promotion customer focus throughout the organization. <input type="checkbox"/> Ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented
Lead Internal Auditor	<ul style="list-style-type: none"> <input type="checkbox"/> The lead auditor is responsible for ensuring the efficient and effective conduct and completion of the audit within the audit scope and plan approved by the top management.
Internal Auditor	<ul style="list-style-type: none"> <input type="checkbox"/> Following the directions of and supporting the lead auditor <input type="checkbox"/> Planning and carrying out the assigned task objectively, effectively and efficiently within the scope of the audit <input type="checkbox"/> Collecting and analyzing relevant and sufficient audit evidence to determine audit findings <input type="checkbox"/> Preparing working documents under the direction of the lead auditor <input type="checkbox"/> Documenting individual audit findings <input type="checkbox"/> Assisting in writing the audit report.

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LEADERSHIP

QMS FUNCTION	ROLES AND RESPONSIBILITIES
Document Controller	<ul style="list-style-type: none"> <input type="checkbox"/> Assists the QMR for the creation and revision of documents. <input type="checkbox"/> Responsible for the issuance, maintenance, retrieval and control of controlled documents. <input type="checkbox"/> Responsible for the assignment of document numbers and other coding controls for document <input type="checkbox"/> Responsible for the coordination and information on any changes on documents. <input type="checkbox"/> Ensures the implementation of control of records
All Employees	<ul style="list-style-type: none"> <input type="checkbox"/> Implements all programs and activities to ensure achievement of quality objectives and adherence to the organization's Quality Policy. <input type="checkbox"/> ensuring that the processes are delivering their intended outputs

Reference Documented Information:

- Recruitment, Selection & Placement Process PM-ADH-04
- Training & Development PM-ADH-03

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QUALITY POLICY



QUALITY POLICY

Calbayog City Water District, as public servant is fully committed to provide safe, potable water supply at all times and committed to comply all applicable requirements and continual improvement in the quality manual. We are committed to fulfill our obligation and goal for total customer satisfaction.

Thus, we are;

C- ommitted to provide good service to ensure;

C- ustomer satisfaction; maintaining adequately potable;

W- ater supply to its concessionaires and aims to;

D- iligently continue improving and developing our processes persistently.

Mrs. Editha C. Yrigan, MPM

General Manager

Prepared by:

Management Representative

Approved by:

General Manager

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PLANNING		

6.0 Planning

6.1 Actions to address Risk and Opportunities

CALBAYOG CITY WATER DISTRICT determines the risks and opportunities that needs to be addressed in the quality management system per process to ensure that risks are to be part of the organization’s culture. When these risks are addressed, this will give assurance that the quality management system can achieve its intended result(s), enhance desirable affects; prevents, or reduces undesired effects and achieve improvement.

These risks and opportunities were prioritized using the Severity-occurrence-Detection concept to ensure that these risks and opportunities are addressed based on the on how significant it is in the implementation of the QMS. The Quality Management Representative is assigned to follow-up on the action plans.

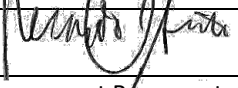
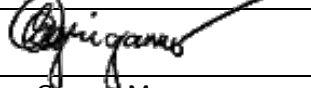
Reference Documented Information:

- Risk Assessment Procedure PM-RAI-06
- Risk Assessment Guideline GL-RAI-03

6.2 Quality objectives and planning to achieve them

The organization established a quality objectives at relevant functions, levels and processes needed for the quality management system. These Quality Objectives are:

- consistent with the quality policy
- measurable
- taking into account applicable requirements
- relevant to conformity of products and services and to enhancement of customer satisfaction
- monitored

Prepared by:  _____ Management Representative	Approved by:  _____ General Manager
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PLANNING

- communicated
- updated as appropriate

The organization has also determined action plans or programs to achieve the objectives set considering the resources needed, responsible person, planned dates and evaluation of results.

Reference Documented Information:

- Objectives, Targets & Programmes FM-DRC-01

6.3 Planning of Changes

CALBAYOG CITY WATER DISTRICT ensures that changes to the quality management system will be carried out in a planned manner. The organization shall consider:

- the purpose of the changes and their potential consequences
- the integrity of the quality management system
- the availability of resources
- the allocation or reallocation of responsibilities and authorities

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SUPPORT		

7.0 Support

7.1 Resources

Top Management, with inputs from all respective divisions, evaluate plans and ensure that appropriate resources will contribute to quality and conformance and to the effectiveness of QMS are provided including trained employees, facilities, support services, environment necessary for the operations, resources needed to ensure valid and reliable results when monitoring or measuring and organizational knowledge.

Reference Documented Information:

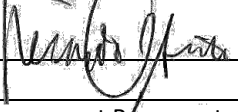
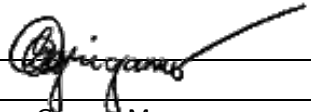
- Recruitment, Selection and Placement Process PM-ADH-04
- Maintenance of Pipelines PM-ENG-04
- Calibration PM-PRO-03

7.2 Competence

Top Management recognizes the value of its personnel to the achievement of the quality policy and quality objectives and human resource personnel are tasked to ensure that all personnel are competent to perform their specific task. All personnel are made aware of their role and responsibility towards achieving customer requirements and satisfaction and how they contribute to accomplishing quality policy and quality objectives.

The need for additional personnel and other competency requirements shall be identified prior to hiring process. These competency requirements are translated into job descriptions, which will be the basis of evaluating applicants or personnel recognition or awards.

The competency of the personnel defined responsibilities are identified based on the set criteria in the job description. Human Resource personnel, with inputs from immediate superiors, shall evaluate applicants or existing personnel based on the documented competency. Competency gap is analyzed and evaluated by respective Division Managers.

Prepared by:  _____ Management Representative	Approved by:  _____ General Manager
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SUPPORT		

Reference Documented Information:

- Communication Procedure PM-ADH-02

7.5 Documented Information

The organization ensures appropriateness in identification and description of the documented information, format in creating and updating documented information. These documented information are reviewed and approved by the Management Representative and General Manager for suitability and adequacy.

The documented information required by the Quality Management System and by this international standard shall be controlled to ensure:

- its availability for use, where and when it is needed
- it is adequately protected
- distribution, access, retrieval and use
- storage and preservation, including preservation of legibility
- control of changes
- retention and disposition

Reference Documented Information:

- Internal Document Information PM-DRC-01
- External Document Control PM-DRC-02
- Records Control PM-DRC-03

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OPERATION		

8.0 Operation

8.1 Operational Planning

In planning, **CALBAYOG CITY WATER DISTRICT** will determine the following:

- Quality objectives and requirements for the products and services
- Criteria for Processes and acceptance of services
- Determining the resources needed to achieve conformity to the service requirements
- Implementing control of the processes in accordance with the criteria
- Determining and keeping documented information to the extent necessary

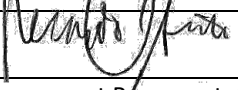
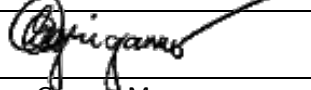
Planning is done during annual business planning/ budgeting workshop, reviewed monthly performance and updated weekly based on requirement set.

8.2 Requirements for Products and Services

It is the policy of **CALBAYOG CITY WATER DISTRICT** to determine all the requirements related to its service, which include those:

- Specified by the Commercial Services Division of the Service Provider, **CALBAYOG CITY WATER DISTRICT**, including requirements for delivery and post-delivery activities;
- Not stated by the Commercial Services Division of the Service Provider, **CALBAYOG CITY WATER DISTRICT** but necessary for specified or intended use;
- Statutory and regulatory requirements, and
- Any additional requirements.

Procedures are established for Internal and External Communications relative to our Quality Management System.

Prepared by:  _____ Management Representative	Approved by:  _____ General Manager
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OPERATION		

- Internal Communication – Internal two-way communication regarding quality matters is done through appropriate media to and between various levels within the organization, including interested parties.
- External Communication – Communication with external interested parties regarding quality matters is done by receiving complaints or information and responding as appropriate.

Reference Documented Information:

- Marketing PM-COM-01
- Customer Service PM-COM-02
- New Service Connection PM-COM-03

8.3 Design and Development

CALBAYOG CITY WATER DISTRICT does not design and develop their product and service. Thus, this clause is excluded.

8.4 Control of Externally provided processes, products and services

External Providers who provide critical products, services and processes are required to undergo accreditation prior to any transaction activity. It is considered critical if products or services or outsourced processes can directly affect product and service quality or customer satisfaction.

Purchasing Officer does initial assessment and asks concerned groups for approval based on the set criteria. Performances of these accredited external providers are evaluated, selected, monitored, and re-evaluated as necessary but at the least of once a year. Performance is based on the quality, cost, delivery, and after service. Evaluation results are communicated to suppliers through email or other mode of applicable communication processes such as fax. These evaluation will also form part of the agenda in the management review.

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- The implementation of monitoring and measurement, and
- The implementation of release, delivery and post-delivery activities.

CALBAYOG CITY WATER DISTRICT shall validate any processes for service provisions where the resulting output cannot be verified by subsequent monitoring or measurement. Validation shall demonstrate the ability of these processes to achieve planned results.

CALBAYOG CITY WATER DISTRICT shall establish arrangements for these processes, including:

- Defined criteria for review and approval processes.
- Approval of equipment and qualification of personnel.
- Use of specific methods of procedures.
- Requirements for records, and
- Revalidation

The company shall identify the product by suitable mean throughout service provision.

Reference Documented Information:

- | | |
|-----------------------------------|-------------------------|
| ▪ Major and Minor Leak Repair | PM-ENG-01 and PM-ENG-02 |
| ▪ Water Production | PM-ENG-03 |
| ▪ Maintenance of Pipelines | PM-ENG-04 |
| ▪ New Water Service Connections | PM-ENG-05 |
| ▪ CCWD Higher Service Area | PM-ENG-06 |
| ▪ Distribution System Maintenance | PM-ENG-07 |
| ▪ Peak Hour Water Demand | PM-ENG-08 |
| ▪ Water Quality Monitoring | PM-PRO-01 |
| ▪ Water Potability Monitoring | PM-PRO-02 |
| ▪ Calibration | PM-PRO-03 |

8.6 Release of Products and Services

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CALBAYOG CITY WATER DISTRICT shall implement planned arrangements, at appropriate stages, to verify that the product and service requirements have been met.

The release of products and services to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

CALBAYOG CITY WATER DISTRICT shall retain documented information on the release of products and services which shall include evidence of conformity with the acceptance criteria; and traceability to the person(s) authorizing the release.

Reference Documented Information:

- Billing and Collection PM-COM-04

8.7 Control of Nonconforming Outputs

QMS processes are identified, controlled and evaluated to ensure its effectiveness. When water distribution service requirements are not met, the General Manager, and the respective Group In-Charge reviews and identifies where improvements are needed and implement necessary correction and corrective actions.

The organization shall retain documented information that describes the nonconformity, describes the actions taken describes any concessions obtained, identifies the authority deciding the action in respect of the nonconformity

Regular checking and monitoring of the outputs of processes are conducted as necessary or as identified by the process owners.

Reference Procedures:

- Control of Nonconforming Service PM-RAI-01

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PERFORMANCE EVALUATION		

9.0 Performance Evaluation

9.1 Monitoring and Measurement

9.1.1 Customer Satisfaction

Information relating to customer perception of fulfillment of customer requirements is monitored as one of the measurements of the performance of the quality management system.

Customer satisfaction is being measured using various methods such as encouraging customers to give feedbacks regarding quality of the water distribution services rendered. All **CALBAYOG CITY WATER DISTRICT** personnel are required to be as courteous and friendly as possible while keeping an utmost level of professionalism with all our customers.

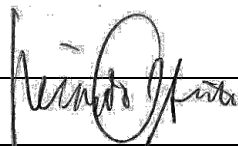
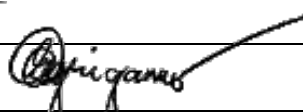
Customer feedbacks are forwarded to the General Manager and are logged, evaluated and monitored. Immediate resolution is implemented to contain the problem but a root-cause analysis will ensue thereafter. Necessary corrective actions is thereby implemented as required by the quality management system.

Department concern has the overall responsibility of analyzing and summarizing customer feedback results. QMR may introduce any related improvements.

QMR is tasked to review the effectiveness of implemented corrective actions or to initiate improvements. The results are part of the review input during management review.

Reference Procedures:

- Handling of IP Feedback Procedure PM-RAI-02

Prepared by:  _____ Management Representative	Approved by:  _____ General Manager
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9.2 Internal Audit

The Internal Audit's objective is to determine whether the QMS conforms to the planned arrangements, to the requirements of the International standard and to the quality management system requirements and has been effectively implemented and maintained.

Internal quality audit is being conducted annually or as needed by trained auditors. Auditors shall not be assigned to audit their own processes to prevent impartiality. The audit is based on the annual plan describing the scope, frequency and methods. The audit programme is updated accordingly based on the status and its results.

Internal audit results are used to determine the scope and frequency of future audits of processes, water distribution services and quality system components. The result is also a component of the review input during management review.

Internal Lead Auditor and Auditors is responsible for the area being audited takes corrective action without undue delay to eliminate detected nonconformities and their causes. Follow-up actions include the verification of the actions taken and the reporting of verification results.

CALBAYOG CITY WATER DISTRICT shall ensure continuing ability of the processes to meet customer requirements that is:

- Suitable methods are applied for monitoring and where applicable, measurement of the Quality Management System processes.
- These methods demonstrate the ability of the processes to achieve planned results.
- When planned results are not achieved, correction and corrective action are taken, as appropriate, to ensure conformity of the product.

The organization shall also ensure conformance of service characteristics as per customer requirement

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- The characteristics of the service are monitored and measured to verify that requirements for the service are met.
- This is carried out at appropriate stages of the service realization process in accordance with the planned arrangements.
- Evidence of conformity with accepted criteria is maintained. Records indicate the authority responsible for service provision.
- Service delivery does not proceed until all the planned arrangements are satisfactorily completed, unless otherwise approved by the relevant authority and where applicable by the customer.

Reference Procedures:

- Internal Quality Audit PM-RAI-03

9.3 Management Review

CALBAYOG CITY WATER DISTRICT's Top Management shall conduct a Management Review once a year to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization. The following agenda shall be carried out.

- Status of actions from previous management reviews
- Changes in external and internal issues that are relevant to the quality management system;
- Information on the performance and effectiveness of the quality management system, including trends in:
 - Customer satisfaction and feedback from relevant interested parties;
 - Extent to which quality objectives have been met;
 - Process performance and conformity of products and services;
 - Nonconformities and corrective actions;
 - Monitoring and measurement results
 - Audit results;
 - The performance of external providers;

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- The adequacy of resources;
- The effectiveness of actions taken to address risks and opportunities
- Opportunities for improvement.

Output of the Management Review shall include decisions and actions related to:

- Opportunities for improvement;
- Any need for changes to the quality management system;
- Resource needs

The Management Review is recorded through minutes of the meeting.

Reference Procedures:

- Management Review Procedure PM-RAI-05

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10.0 Measurement, Analysis and Improvement

10.1 General

The monitoring, measurement, analysis and improvement processes are planned and implemented. Division Managers identify and collect appropriate data to demonstrate stability and effectiveness of the quality management system. Data are presented and discussed to the top management. The Group In-Charge will verify if targets and objectives are achieved. If not, it will be evaluated where continual improvement can be made. These processes are needed to improve services to meet requirements as well as to address future needs and expectations, correcting, preventing or reducing undesired effects and improving the performance and effectiveness of the quality management system.

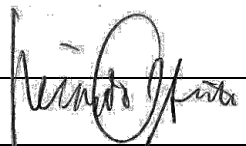
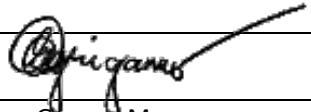
Reference Procedures:

- Management Review Procedure PM-RAI-05

10.2 Nonconformity and corrective action

The organization considers corrective actions as an important part of our continual improvement plan. The QMR has the overall responsibility of ensuring the effectiveness of implemented corrective actions.

Corrective Action Report is issued for any nonconformance reported or observed. Problems requiring immediate action are contained. Root cause analysis is conducted to eliminate the factors of nonconformance. Then we conceptualize and implement corrective actions to avoid recurrence of a problem or occurrence of possible problems. Auditors or the issuing personnel have the responsibility in verifying that implemented corrective action is appropriate and effective. If necessary, there is a need to update the risks and opportunities identified in the planning stage and make changes to the quality management system. The action is

Prepared by:  _____ Management Representative	Approved by:  _____ General Manager
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considered effective if the problem is corrected and no recurrence of similar problem has been reported or observed.

Corresponding report is submitted to QMR for evaluation. QMR consolidates the results of all issued corrective actions to assess the overall effectiveness of our continual improvement plan and if necessary be able to introduce and recommend improvements.

Reference Procedures:

- Corrective Action Procedure PM-RAI-04

10.3 Continual Improvement

Our continual improvement plan begins from quality policy and quality objective formulation. Processes related to water distribution product and services quality are identified, monitored and controlled. Support processes are likewise identified, documented and controlled to ensure that set quality policy and quality objectives are achieved. Any identified nonconformance are documented and contained. Nonconformance may trigger corrective actions to avoid recurrence of a problem. Customer complaints and feedbacks may also result to a corrective action.

Compliance to applicable legal and other requirement is highly considered in planning for improvement activities. Supplier performance are similarly monitored particularly those that have direct impact on the service quality of the organization. Internal processes are compared against target quality objectives.

Areas with poor performances are identified and regarded as opportunity for improvement. Appropriate improvements are introduced, implemented and monitored for achievement. Improvements may result to change in procedures and target quality objectives.

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