

REPUBLIC OF THE PHILIPPINES

CARCAR WATER DISTRICT

CARCAR CITY, CEBU

QUALITY MANAGEMENT SYSTEM MANUAL

ISO 9001-2015

AUGUST 20, 2016

Copy for: Div. Chief, QMR & DRC

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<p align="center">CARCAR WATER DISTRICT QMS 9001-2015</p>	<p>Document No. : GL-CWD-02 Eff. Date : 08-20-16 Revision No. : 00 Pages : 1 of 7</p>
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Prepared by: **JOSEFA SN. MANUGAS, CPA, MPA**
Management Representative

Approved by: **ENGR. EDWARD L. REMO**
General Manager

<p>CARCAR WATER DISTRICT</p> <p>QMS 9001-2015</p>	<p>Document No. : GL-CWD- 02 Eff. Date : 08-20-16</p> <p>Revision No. : 00 Pages : 2 of 7</p>
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2. QUALITY MANUAL

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QM-03	BUSINESS PROCESS MAP
QM-04	UNDERSTANDING THE CONTEXT OF ORGANIZATION
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QM-08	OPERATION
QM-09	PERFORMANCE EVALUATION
QM-10	IMPROVEMENT

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3. QMS MANDATORY PROCEDURE

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PM-RAI-04	CORRECTIVE ACTION
PM-RAI-05	MANAGEMENT REVIEW
PM-RAI-06	RISK ASSESSMENT

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4. PROCEDURE MANUAL (ADMIN)

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PM-ADM-03	MAINTENANCE OF UPIS
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PM-WHS-04	RELEASING OF MATERIALS & SUPPLIES DURING NON WORKING DAYS

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	Management Representative		General Manager

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*PNS ISO 9001:2015
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5. PROCEDURE MANUAL (COMMERCIAL)

PM-COM-01	MARKETING
PM-COM-02	CUSTOMER SERVICE
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6.

PROCEDURE MANUAL (FINANCE)

PM-FIN-01

DISBURSEMENTS

PM-FIN-02

BUDGET PREPARTION

PM-FIN-03

BUDGET IMPLEMENTATION

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7. PROCEDURE MANUAL (O & M)

PM-OM-01	DESIGN AND DEVELOPMENT
PM-OM-02	INSTALLATION OF PIPELINES
PM-OM-03	MAINTENANCE OF PIPELINE
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CARCAR WATER DISTRICT GUIDELINE	Document No.: GL-CWD- 03 Revision No. : 00	Eff. Date : 8/20/16
AUTHORIZATION FOR IMPLEMENTATION		

This is to authorize the implementation of this Quality Manual and other related documentation effective on the date specified herein.

The management of Carcar Water District Quality Management System of the division shall be represented by the Quality Manager.

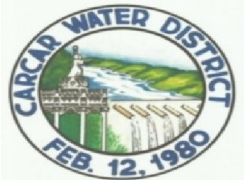
Updating of this Quality Manual is the responsibility of the Quality Management Representative (QMR), Documents and Records Controller (DRC) , Division Chief and Process Holder as describe in Internal Document Control (PM-DRC-01) Internal Document Control.

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	Distribution of the Quality Manual (QMS)		

The Quality Manual is distributed as controlled copies to the following:

Copy No.

1 . Original (MASTER COPY) = GUIDELINES (GL), QUALITY MANUAL (QM), AND PROCEDURE MANUAL (PM)

= Quality Management Representative (QMR) and Document Records Controller (DRC)

2. Controlled Copy from the Master Copy = Quality Management Representative (QMR), Division Chief & Process Holder .

3. Uncontrolled copies may be distributed upon the approval of the Quality Manager.

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General Manager

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CARCAR WATER DISTRICT QUALITY POLICY

Fully committed to fulfill the task of providing the highest quality of potable WATER and best value of SERVICES to Carcar City, CARCAR WATER DISTRICT commits to relentlessly improve our Quality Management System and comply with all regulatory and statutory requirements through:

Skilled and professional employees

Efficient and safe water production

Reliable transmission and distribution lines

Viable financial resources

Integrity in performance of duties

Clean work facilities

Environment conscientiousness

Service with a SMILE

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CWD PROFILE		

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HISTORY

Carcar Water District was previously managed by the Local Government Unit of then Municipality of Carcar under the name Carcar Waterworks System.

On February 12, 1980, Carcar Waterworks System was turned over to CWD through SB Resolution No. 15, Series of 1980.

On May 30, 1980, CWD was conferred with CCC No. 117 by the Local Water Utilities Administration (LWUA). At that time, the total number of service connections was in the few hundreds only. By the end of 2000, there were 5,175 active water service connections already.

With the able leadership of its present General Manager, Engr. Edward L. Remo, who assumed the position in 2002, CWD provides quality service to more than fourteen thousand concessionaires and is continually expanding its service coverage. It has a total manpower of 69 employees as of November 1, 2016.

GOCC

Carcar Water District is a Government Owned and Controlled Corporation (GOCC) formed under and by virtue of PD 198, as amended, and is subject to the rules and regulations of the Civil Service Commission, the Commission on Audit, GCG and DBM among others.

CWD is headed and managed by its general manager while policy making of the water district is vested with the five-member Board of Directors, each representing the sectors on business, education, civic, professional and women.

Unlike Local Government Units, CWD does not enjoy government subsidy or allocation. It operates on internally generated funds. Its loan with the LWUA was recently re-financed by the Development Bank of the Philippines for reasons which were financially favorable to the water district.

It is currently seeking global certification for ISO 9001:2015 Quality Management System in its desire to improve the quality of its customer service satisfaction.

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Approved by: **ENGR. EDWARD L. REMO**
GENERAL MANAGER



**CARCAR WATER
DISTRICT**

GUIDELINE

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REGULATORY REQUIREMENTS COMPLIANCE

REGULATION	COMPLIANCE	REMARKS
PD 198 - Provincial Water Utilities Act of 1973	/	
LWUA Memorandum Circulars	/	Reportorial Requirements Performance Evaluation Water Tariffs BOD Appointment
NWRB Water Permits	/	With Permit: 3 Springs 6 Pumping Stations With Pending Application: 2 Pumping Stations For filing of application: 1 Pumping Station
National Internal Revenue Code of 1997	/	Withholding Taxes: On compensation On suppliers Real Estate Taxes
R.A. 9184 - Government Procurement Reform Act	/	Selective compliance due to exigency in the service
Civil Service Commission Regulations	/	Qualification Standards Strategic Performance Management System (SPMS)
Department of Budget and Management	/	General Provisions of the GAA
Governance Commission for GOCCs (GCG) Regulations	/	Results-based Performance Management System (RBPMS)
Commission on Audit	/	Government Accounting Manual Government Accounting and Financial Management Information System (GAFMIS)
Philippine National Standard on Drinking Water (PNSDW) 2007	/	Chlorination Bacteriological Testing Physical-Chemical Testing
DENR	/	ECC where applicable
National Telecommunications Commission	/	Radio Communication Equipment License
Land Transportation Office	/	Vehicle Registration

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Approved by: **ENGR. EDWARD L. REMO**
GENERAL MANAGER



SWOT ANALYSIS

STRENGTHS

- ❖ Monopoly of Service
- ❖ Abundant Water Sources
- ❖ Availability of Equipment
- ❖ Competent Manpower
- ❖ Reliable Disinfection System
- ❖ Accessible and Presentable Office Location
- ❖ Targets and Accomplishments are communicated to the employees
- ❖ Supportive Management

WEAKNESS

- ☐ Lack of Treatment Plant
- ☐ Poor Records Management
- ☐ Insufficient Technical Skills Training
- ☐ Lack of IT Division
- ☐ Process Approach - There is inconsistent monitoring of practices

OPPORTUNITIES

- ISO 9001:2015 Certification
- Expansion of coverage area
- Additional Payment Channels for Customers
- Skills and knowledge enhancement through Trainings and Seminars

THREATS

- Legislation (Privatization of WDs)
- Competition from Other Water Providers
- Water Contamination
- Political Interference

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GENERAL MANAGER




CARCAR WATER DISTRICT GUIDELINE	Document No.: GL-CWD-09	Eff. Date: 8-20-16
INTERESTED PARTY MATRIX	Revision No.: 00	Page: 1 of 1

INTERESTED PARTY	NEEDS/REQUIREMENTS
EMPLOYEES	Generation of Policies, Plans, Programs, Regulations Good Working Conditions Welfare & Benefits Wages & Other Benefits Career Development
SECURITY AGENCY	Contracts & Payments
COMMUNITY & NEIGHBORINGS	Compliance to Building Regulations
LGU	Programs, Permits, Licenses, Clearances & Agreements
NGO	Programs & Agreements
DENR	Compliance to Regulation
SSS	Remittances & Clearance
HDMF	Remittances & Clearance
PHIC	Remittances & Clearance
BIR	Taxes, Remittances, Statements, & Inventories
DOLE	Reportorial & Programs
SEC	Financial Statements
Marina	Reports
Suppliers	Transactions
Customers/ Client	Potable Water Distribution Services

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Management Representative

Approved by: **ENGR. EDWARD L. REMO**
General Manager

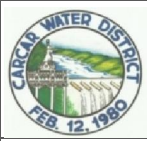
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	INTERESTED PARTY MATRIX (STAKEHOLDERS)	Revision No.: 00	Page: 1 of 1

INTERESTED PARTY	NEEDS/REQUIREMENTS
Water concessionaires / Transacting Public	<ul style="list-style-type: none"> Reliable and potable water supply Reasonable rates Prompt and professional service Courteous employees Timely information dissemination
GOVERNMENT AGENCIES: <ul style="list-style-type: none"> Regulatory LWUA, NWRB, DENR, COA, CSC, BIR, DBM, HDMF LGU City Council and Departments Barangay Councils Other WDs Others DPWH 	<ul style="list-style-type: none"> Compliant with applicable rules and regulations Cooperative Coordination efforts Technical assistance/logistics
Employees	<ul style="list-style-type: none"> Good working conditions Benefits administration Work-life balance Transparency
Suppliers <ul style="list-style-type: none"> Materials and Supplies Services 	<ul style="list-style-type: none"> Prompt payment Accurate description/qty
Board of Directors	<ul style="list-style-type: none"> Excellent performance
Academe Media Groups	<ul style="list-style-type: none"> Continuing OJT support program Transparency Readiness to provide information
Banks	<ul style="list-style-type: none"> Sound financial management
NGOs	<ul style="list-style-type: none"> Bidding concerns
People's Organization (Other Water Providers)	<ul style="list-style-type: none"> Technical Assistance

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Approved by: **ENGR. EDWARD L. REMO**
General Manager



**CARCAR WATER DISTRICT
QMS 9001-2015**

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Terms and Definitions

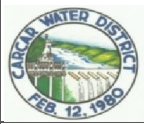
1. The terms used in this Quality Management System documentation are based from PNS ISO 9001:2015 Guide (ISO published 2015) ICS: 03.120.10
2. The following abbreviations are also used in this CWD Quality Manual and related documentation:

GL	GUIDELINE
QM	QUALITY MANUAL
PM	PROCEDURE MANUAL
RAI	REVIEW, ANALYSIS & IMPROVEMENT
QMR	QUALITY MANAGEMENT REPRESENTATIVE
DRC	DOCUMENT AND RECORDS CONTROLLER
DRP	DOCUMENT REGISTRATION PROCESS
FM	FORMS
DP	DEPARTMENTAL POLICIES
WI	WORK INSTRUCTION
ADM	ADMIN. DIVISION
CSH	CASHIER

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Prepared by: **JOSEFA SN. MANUGAS, CPA, MPA**
Q.M.R.

Approved by: **ENGR. EDWARD L. REMO**
GENERAL MANAGER



Terms and Definitions

HRM	HUMAN RESOURCE MANAGEMENT
MPL	MOTORPOOL
PUR	PROCUREMENT
WHS	WAREHOUSE
COM	COMMERCIAL DIVISION
BIL	BILLING
COL	COLLECTION
ITL	INSTALLATION
FIN	FINANCE DIVISION
OM	OPERATIONS AND MAINTENANCE DIVISION
MNT	MAINTENANCE
CON	CONSTRUCTION
PDN	PRODUCTION

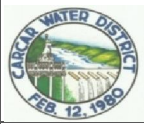
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3. The following terms are defined and being used in QMS documents:

3.1 Quality Manual (QM) - the top level document of the Carcar Water District Quality Management System. It includes Operational Policies which provide answers and directions to recurring questions in the CWD quality management system.

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Approved by: **ENGR. EDWARD L. REMO**
GENERAL MANAGER



Terms and Definitions

3.2 Procedure Manual (PM) - documents which are used to deploy policies through specified way of doing things.

3.3 Records - accomplished documents which provide objective evidence of activities performed or results or achieved. These records are generated using the various forms of CWD QMS documents.

3.3.1 Quality Records (QR) - records which include reports from internal audits and management reviews as well as records of corrective and preventive actions.

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CARCAR WATER DISTRICT GUIDELINE	Document No. : GL-DRC-01 Eff. Date : 08-20-16 Revision No. : 00 Pages : 1 of 1
DOCUMENT APPROVAL MATRIX	

I. OBJECTIVE

This document defines the system for identification of authorized personnel who will prepare, conduct review and approve the new documents and document revision.

II. GUIDELINE

DOCUMENT	PREPARED BY	REVIEWER	APPROVED BY
QMS Manual	Management Representative	Department Head	General Manager/ President
QMS Procedure	Process Owner	Department Head	General Manager / President
QMS Standard	Process Owner	Department Head	General Manager/ President
Internal and External Documents / References	Document Controller	Department Head	General Manager/ President
QMS Guideline	Document Controller	Department Head	General Manager/ President
QMS Forms	Process Owner	Department Head	General Manager/ President

In the absence of the original reviewing body, Quality Management Representative and President is herein Designated and allowed to review and approve the new and revised document.

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Prepared by: **MARIBETH S. TANQUE**
Document Controller

Approved by: **ENGR. EDWARD L. REMO**
GENERAL MANAGER

CARCAR WATER DISTRICT GUIDELINE	Document No. : GL-RAI-01 Revision No. : 00	Eff. Date : 08-20-16 Pages : 1 of 2
RISK ASSESSMENT GUIDELINE		

Rank	Criteria: SEVERITY OF CONSEQUENCE	
1	No quality issues	No Customer Complaint
2	Minor quality issues	Minor Customer Complaint/ Claim
3	Major quality issues	Major Customer Complaint
Rank	Criteria: OCCURENCE (PROBABILITY)	
1	None	
	Never; unlikely to happen	
2	Low occurrence	
	Possible to occur once a year	
3	Moderate occurrence	
	Possible to occur once a month	
4	High occurrence	
	Possible to occur daily/weekly	
Rank	Criteria: DETECTION	
1	Very High	
	Regular Inspection	
	Regular Monitoring	
	Means of communication	
2	High	
	Consistent Monthly Monitoring	
	Inspection Procedure	
	Means of communication	
3	Moderate	
	Quarterly Audit & Monitoring /Quarterly Inspection	
	Inconsistent means of communication	
4	Low	
	Inconsistent recording/escalation	
	Annual Audit & Monitoring /Annual Inspection	
	Poor or unreliable means of communication	
5	Very Low/ Almost Impossible	
	No monitoring/ inspection;	
	No detection & recording	
	No means of communication	

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Process Owner

Approved by: ENGR. EDWARD L. REMO
Management Representative

CARCAR WATER DISTRICT GUIDELINE	Document No. : GL-RAI-01 Eff. Date : 08-20-16 Revision No. : 00 Pages : 2 of 2
RISK ASSESSMENT GUIDELINE	

Establish the Level of Significance

Level of significance can be determined using the Risk Priority Number (RPN).

RPN = (Severity x Occurrence x Detection)

- High Risk ~ if RPN is greater than the set limit based on the aspects rated.
- Medium Risk ~ if RPN is within the range of the set limit based on the aspects rated.
- Low Risk ~ if RPN is below the range of the set limit based on the aspects rated

Impacts/Risk Assessment and Control Measures

Risk Scores		Control Measures
12 and below (Low Risk)	Not Significant	May require monitoring, training of personnel, periodic inspection
13-35 (Medium Risk)	Not Significant	May require inclusion in the company / departmental objectives, setting Integrated Management Programs, Production Control, Audit/Inspection
36 and above (High Risk)	Significant	Requires inclusion in the company / departmental objectives, setting of QMS Programs

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