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CERTIFICATE

CN 01 100 1634742

Audit Report as per

STANDARD

ISO 9001:2015

For

Carcar Water District

Poblacion 1, Carcar City, Cebu, Philippines

Client	Standard(s)	Certification Number(s)	Audit Type
Carcar Water District	ISO 9001:2015	CN 01 100 1634742	First Follow Up Audit

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Audit Leader : Rhene Rose Zara

Audit Team : Elisa Cruz

Client's representative : Ms. Josefa Salvacion N. Manugas - QMR

Audit Date : 03 December 2020

1 Audit result

Management system effectiveness was verified on site by means of random sampling by an appropriately selected audit team. This applies in particular to the compliance of workflows with standard requirements and the descriptions in management system documentation. The special features of the organization's business activities, the applicable statutory and regulatory requirements and the requirements set forth in other generally applicable documents were also taken into account. This was done by means of a sampling approach, by conducting interviews and reviewing the appropriate documentation. Audit findings and recommendations regarding opportunities for improvement have been set forth in Sections 4 of this report.

<input type="checkbox"/>	The last audit revealed nonconformities which have been demonstrably corrected. The corrections and corrective actions taken in this respect have been verified.						
<input type="checkbox"/>	A stage 1 audit was performed and the organization found ready for certification. Identified weaknesses, if any, have been eliminated and the respective corrective action verified.						
<input checked="" type="checkbox"/>	The current audit revealed the following nonconformities: <table border="0" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Standard(s):</th> <th style="text-align: center;">No. of major nonconformity</th> <th style="text-align: center;">No. of minor nonconformity</th> </tr> </thead> <tbody> <tr> <td>ISO 9001:2015</td> <td style="text-align: center;">(0)</td> <td style="text-align: center;">(1)</td> </tr> </tbody> </table>	Standard(s):	No. of major nonconformity	No. of minor nonconformity	ISO 9001:2015	(0)	(1)
Standard(s):	No. of major nonconformity	No. of minor nonconformity					
ISO 9001:2015	(0)	(1)					
<input type="checkbox"/>	The major nonconformities (No. x) with individual standard elements require a re-audit to verify the effectiveness of the corrections and corrective actions (probable date: ddmmyyyy)						
<input checked="" type="checkbox"/>	The organization has established and maintains an effective system to ensure compliance with its policy and objectives. The audit team confirms in line with the audit targets that the organization's management system complies with, adequately maintains and implements the requirements of the standard(s).						

The auditor therefore recommends provided nonconformity response has been approved:

<input type="checkbox"/>	Award of the new certificates.
<input checked="" type="checkbox"/>	Maintenance of the existing certification.
<input type="checkbox"/>	Inclusion of the changes (see Section 3) in the scope of application of existing certifications
<input type="checkbox"/>	Maintenance or issue of the certificates only after successful completion of a re-audit.

2 Scope

2.1 Description of the organization

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 Carcar Water District through SB Resolution No. 15, Series of 1980.

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On May 30, 1980 Carcar Water District was created pursuant to the provisions of PD 198, as amended, and was conferred with Conditional Certificate of Conformance No. 117 by the Local Water Utilities Administration (**LWUA**).

Carcar Water District is identified at Category B

CWD is a GOVERNMENT-OWNED CONTROLLED CORPORATION (**GOCC**) created under PD 198 commonly known as the Provincial Water Utilities Act of 1973. Its purpose is to acquire, install, improve, maintain and operate water supply and distribution system for domestic, commercial, industrial, and municipal uses for residents within the boundaries of the City of Carcar, Cebu wherein it expands its services to the Municipality of Sibunga, Cebu.

CWD is headed and managed by its general manager, a department manager and four division managers. The policy making authority of the water district is vested with the five-member Board of Directors, each representing the sectors on Business, Education, Civic, Professional and Women.

As of October 2019, CWD has a total of 19,190 concessionaires and still counting.

2.2 Scope of certification

Scope of certification: (per standard):	Supply of Water Services to Concessionaires in the City of Carcar and its Neighboring Towns
ISO 9001 standard requirements which are not applicable:	N/A
Reasons for non-applicability:	N/A

The Organization's shift schedule were as follows:

- Administration: Monday – Friday, 0800H – 1700H
- Operations: Monday – Saturday, 0800H – 1700H / 2100H – 0600H; Sunday 0800H – 1700H (Chlorine Residual Checking)

The following sites and their scopes are included in the scope of certification:

Site No. (CN ext.)	Sites included in cert. Name/address of site	No. of emp.	Scope and processes	Standard(s)	Audited
01 100 1634742	Carcar Water District Poblacion 1, Carcar City, Cebu, Philippines	89 (86 – Regular, 3 – Contractual)	Supply of Water Services to Concessionaires in the City of Carcar and its Neighboring Towns	ISO 9001:2015	<input checked="" type="checkbox"/>

3 Changes in the management system / Contract review

The following changes have been implemented in the management system and the management system documentation since the last audit. Major changes are:

1. Inauguration of water system expansion and improvement projects, 3 reservoir and one (1) deep well, Distribution Lines
2. Revision of Citizen Charter according to ARTA
3. Creation of HR Division effective April 16, 2020

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The implementation of these changes in the existing management system and the management system documentation was verified within the framework of the audit.

The description of the scope in the certificate appropriately reflects the scope of the management system.

The audit plan was not changed during the audit.

4 Audit findings

The audit findings related to the audited standards are listed in the Annexes to this report (see. Annex ISO 9001:2015).

All information gained during the audit will be treated with strict confidentiality by the audit team and the certification body. In view of the sampling approach applied to the audit, weaknesses and nonconformities may still exist which have not been identified during the audit.

No.	Unit/Department Site	Positive findings
1	Awards/Recognition	Received Bronze Award from the Civil Service Commission as Level 2 PRIME-HRM. Qualified to PBB for year 2019

The following recommendations and opportunities for improvement provided by the audit team are intended to contribute to the continuous improvement of the management system.

No.	Unit/Department Site	Recommendations and opportunities for improvement
1	Internal Quality Audit	May consider having an audit program reflecting the actual audit dates. The requirement of the standard for Clause 8.3 which is the Design and Development process needs to be included in the audit plan
2	Pump Station: Luan-Luan PS	Status of water permit application for Luan-luan will be checked next audit.
3	Construction and Engineering	Ensure to verify the required permit/regulatory requirements of the Contractor (<i>e.g. health and safety program, heavy equipment safety inspection, etc.</i>)
4	Human Resource	Personnel transferred to Human resource Division still had an ongoing alignment of the duties and responsibilities. Documentation is still under Administration duties. Target completion is on Q2 of 2021, status will be check next. NC II Certification for Mechanics and Welders are put HOLD due to pandemic. This was move to year 2021, status will be check next audit.
5	Commercial Division	There will be a new review of the Quality Objectives in alignment to the Strategic Business Plan of the Organization. This will be checked next audit.

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6	Production / Customer Complaint	May consider to include the following inputs in the Customer Complaint Analysis report: <ol style="list-style-type: none">1. Reflecting planned action to address the identified cause of complaints2. Comparative data analysis as reference for verification on the effectiveness of the action.
7	Maintenance and Calibration	Consider revisiting the consistent significant number of major breakdowns encountered from year 2019 to 2020 and identify possible cause/s. This could be use as an input in reviewing the existing Preventive Maintenance Activity.

5 Dates

Due Date for the next audit

2021-12-22 (+0/-3months)

Agreed date for the next audit

2021-11

03 December 2020

Date



Rhene Rose Zara

Audit Leader / Auditor(s)

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Annex ISO 9001:2015

Item	Audit result
Context of the organization	<p>The organization has determined internal and external issues related to the following subject areas (Note: subject areas can be legal requirements, co-operations, competition, community etc.)</p> <ul style="list-style-type: none"> • Resignation of employees • Fast growing subdivisions • Capability enhancements • Operational filtration system • ISO certified QMS • Ongoing partnership with VEI (Vitens Evides International) • Recognized for service excellence • Septage management in cooperation with other government agencies • Linkages with other government agencies • Prolonged processing of time of permits • Climate change • Implementation of Community Quarantine due to COVID-19 pandemic <p>The organization has identified interested parties and the requirements of these parties. Examples for such parties are:</p> <ul style="list-style-type: none"> • Regulatory bodies: LWUA, NWRB, DENR, COA, CSC, BIR, DBM, HMDF, LTO, DOLE, Pag-ibig, DPWH, GCG, Philhealth, DILG, GPPB • Local Government Unit- city council and departments, barangay council • DPWH • Water concessionaires • Employees • Suppliers • Academe • Media group • Banks • Non-government organization • VEI (Vitens Evides International) - foreign assistance provider • Payment Centers • Job Orders (project based personnel) • Private water suppliers • Customers
Policy / objectives	<p>Top Management has declared its quality policy binding and implemented. The quality policy is appropriate and provides a framework for the respective quality objectives. It commits all employees to pursue continuous quality system improvement. Key quality objectives include:</p> <ul style="list-style-type: none"> • Finance <ul style="list-style-type: none"> ➢ To ensure fiscal administration and compliance with applicable government rules and regulations in the disbursement of CWD funds. ➢ Target: Disbursement Vouchers prepared for all payables with complete supporting documents on or before due dates • Admin <ul style="list-style-type: none"> ➢ Ensure that cash is fully safeguarded and accounted for

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	<ul style="list-style-type: none"> ○ Targets: 100% acceptance of payments and accurate issuance of ORs ○ 100% collection deposited accurately ○ Petty cash is available at all times ➤ Build, develop and maintain a competent and responsive CWD Human Resource <ul style="list-style-type: none"> ○ 100% of employees attended at least 1 training per year • Design and Construction (O & M) <ul style="list-style-type: none"> ➤ Ensure that each project is delivered safely, on time, on budget and with quality <ul style="list-style-type: none"> ○ 85% of proposed project by the end of the year ○ Zero accident during construction • Operations and Maintenance <ul style="list-style-type: none"> ➤ Ensure efficient and adequate water supply <ul style="list-style-type: none"> ○ Targets: At most 18% NRW per month ➤ Ensure potability of water <ul style="list-style-type: none"> ○ Target: 100% passed bacteriological testing • Commercial <ul style="list-style-type: none"> ➤ 100% of scheduled accounts billed ➤ 99.98% billing accuracy ➤ 99.95% of statements of accts served on schedule ➤ 63 average monthly new installations ➤ 100% of Job orders received acted upon within 24 hours ➤ Overall Customer Satisfaction at Satisfactory level • HR <ul style="list-style-type: none"> ➤ 100% Grievance cases resolved ➤ To reduce employee turnover and increase retention rate to 100% ➤ 100% of employees attended at least one (1) training per year ➤ Zero Non-conformity for internal/external audits ➤ 100% of JO Team members underwent proper job orientation ➤ 100% assistance to members for the availment of health care benefits <p>These are measurable and are controlled, communicated and up-dated regularly.</p>
Process control including outsourced processes	<p>The processes available in the organization have been identified and documented. Process workflows and interactions have been described and appropriately controlled. The processes are evaluated at regular intervals by means of key performance indicators.</p> <p>Key processes within the scope of product realization include:</p> <ul style="list-style-type: none"> • Design and Development • Installation of Pumps and Pipelines • Marketing/Customer Service • Meter Installation/Billing/Collection • Water Production/Water Treatment • Maintenance of Pipelines • Administrative Services/Warehousing/Purchasing/Motorpool • Human Resources • Finance

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	<p>The following processes have been outsourced:</p> <ul style="list-style-type: none"> • Physical and Chemical Water Testing • Calibration of instruments • Security <p>These processes are appropriately reviewed and controlled.</p>
Risk-based thinking	<p>The requirements for risk-based thinking are being realized in the organization as follows:</p> <p>Risk-based thinking has been applied for the following processes:</p> <ul style="list-style-type: none"> • Management • Commercial • Billing • Finance Services • Customer Services • Preventive Maintenance Services • Water Resources • Design and Construction • Water Production • Human Resource <p>Examples of risks and opportunities of processes identified are:</p> <ul style="list-style-type: none"> • Lost/misplaced documents • Insufficient water supply • No legal basis for disbursements • Unsettled bills/accounts • Wrong release of items • Sudden rise in the demand for water as people were contained in their residences • By-Pass Promotion resulting to low employee morale and disengagement <p>Examples of measures taken to react on identified risks are:</p> <ul style="list-style-type: none"> • Advisories • Verify circular and memorandum • Acquisition of new meter reading equipment • Calibration of water meters, replacement of water meters • Disconnection, demand letters, collection cases • Provide training in the conduct of regular disinfection of water source • Outsourcing of water truck delivery to augment supply to reservoir and development of more water sources • Providing equal opportunities for learning and development <p>Examples of risks and opportunities concerning the context of the organization are:</p> <ul style="list-style-type: none"> • Reasonable water rates

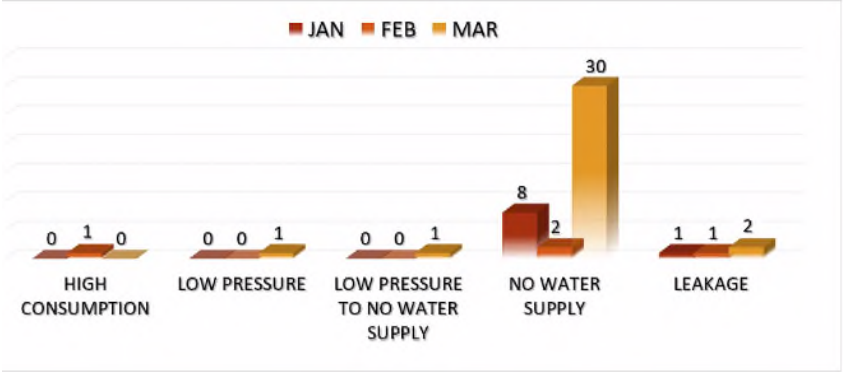
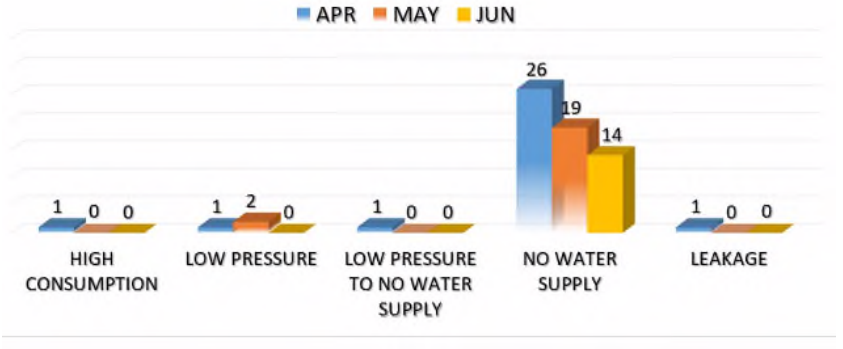
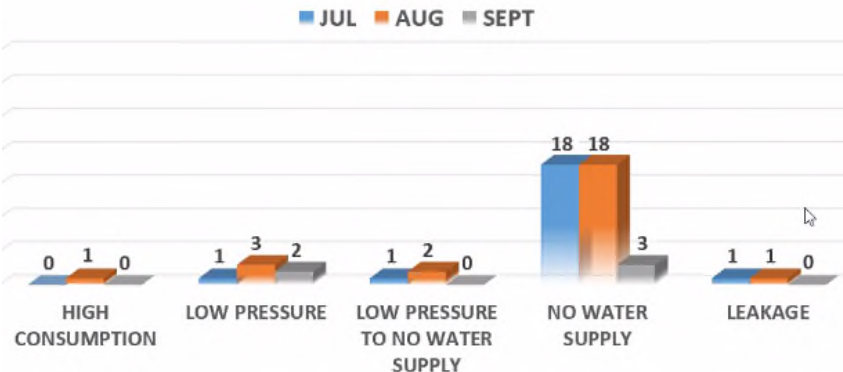
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	<ul style="list-style-type: none"> • Resignation of employees • Inaccuracy of water meters • No legal basis for disbursements • Insufficient water supply • Over-look the counting of items <p>Concerning risk based thinking the following tools are used:</p> <ul style="list-style-type: none"> • Risk/Opportunities Assessment Matrix • SWOT Analysis
Customer-related and other requirements	<p>The organization analyses and evaluates customer requirements and/or enquiries and any documented, assumed, statutory and regulatory requirements within the scope of a production and feasibility study performed in a team.</p> <p>Offers are prepared and approved by Commercial Division. The person who prepared the offer reviews the contract to ensure its compliance with the offer and documents this compliance in an order confirmation. The same procedure applies to amendments.</p> <p>The following process requirements significantly affect product or service quality:</p> <ul style="list-style-type: none"> • Qualification requirements for Water Resource Facilities Operators • Personnel selection and evaluation process • Hypo-chlorinator feed rate • Security of the Hypo-chlorinator • Chlorination – All pumping stations (e.g. Langub Pumping Station, Ma-init Spring, Kabitohan Spring, Magsipit Pumping Station, Baha-baha pumping station, Cambuntan/Relis pumping station, etc.) • Water quality inspection, e.g. for checking Chlorine residuals • Monthly Microbiological Water Analysis • Physico- Chemical Analysis • Pump efficiency tests • Daily Leakages/ Maintenance Report • Water bill <p>Key regulatory, statutory and customer-related requirements include:</p> <ul style="list-style-type: none"> • The Philippine National Standard for Drinking Water of 2017, Administrative Order No. 2017 -0010, 23 June 2017 • The Guidelines for Monitoring the Bacteriological Quality of Drinking Water in the Philippines • Local Water Utilities Administration (LWUA) • PD 198 (Water Utilities Act) • RA 8041 (National Water Crisis Act) • RA 9184 (Government Procurement Act) • Qualification Standard of Civil Service Commission, revised 1997 • Energy Regulatory Commission • Laboratory Accreditation

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	<ul style="list-style-type: none"> Environmental Compliance Certificate National Water Resource Board (NWRB) for Water Permits 																																		
Customer satisfaction and complaints	<p>The organization maintains documented and effective procedures governing the handling of information, data analyses, improvement actions and responses to customer feedback.</p> <p>Customer Satisfaction Survey was conducted November 2020. Result is at 4.53 equivalent to “Somewhat Satisfied” with 392 respondents out of the 20, 600 concessionaires. Method used to gather the survey result is through phone calls due to pandemic. Three job order personnel were hired to conduct the survey. This is to remove the bias in the result of the survey. There were seventeen (17) questions being asked to the customer such as:</p> <table border="1"> <tbody> <tr><td>A.</td><td>Provide water that is safe to drink (Paghatag og tubig nga luwas imnon)</td></tr> <tr><td>B.</td><td>Provide water that tastes good (Paghatag og tubig nga maayo ang lami)</td></tr> <tr><td>C.</td><td>Provide water that is free of color and odor (Paghatag og tubig nga walay baho og walay color)</td></tr> <tr><td>D.</td><td>Provide sufficient water supply (Paghatag ug igo nga supply sa tubig)</td></tr> <tr><td>E.</td><td>Provide sufficient water pressure (Paghatag ug igo nga gikusgan sa tubig)</td></tr> <tr><td>F.</td><td>Provide reasonable water tariff (Paghatag ug makatarunganon nga presyo sa tubig)</td></tr> <tr><td>G.</td><td>Provide accurate billing statements (Paghatag sa ensaktong husay sa bayranan)</td></tr> <tr><td>H.</td><td>Timely delivery of water bills or Statement of Account (Paghatag sa husay sa bayranan sa saktong oras)</td></tr> <tr><td>I.</td><td>Courteous/respectful meter readers (Matinahuron nga meter readers)</td></tr> <tr><td>J.</td><td>Provide convenient payment system (Paghatag ug sayon nga sistema sa pagbayad)</td></tr> <tr><td>K.</td><td>Accuracy and promptness of tellers (Katukma ug kapaspas sa mga tellers)</td></tr> <tr><td>L.</td><td>Responds promptly to customer's requests and complaints (Paspas nga pagresponde sa mga hangyo ug reklamo)</td></tr> <tr><td>M.</td><td>Communicate with customers about scheduled repairs, service interruptions and other information on CWD services (Pagpahibalo sa mga takda sa pagkapalang sa tubig og bisan unso nga mga interapsyon og mga impormasyon kabahin sa mga serbisyo sa CWD)</td></tr> <tr><td>N.</td><td>Competent employees (Kahanas sa mga empleyado)</td></tr> <tr><td>O.</td><td>Provide adequate amenities/facilities for comfortable transactions (Paghatag ug igong pasilidad alang para sa komportable nga transaksyon)</td></tr> <tr><td>P.</td><td>Provide ample amenities/facilities (e.g. social distancing, facemasks, advisories, reminders, etc) for safe transactions (Paghatag ug igong pasilidad alang sa luwas nga transaksyon)</td></tr> <tr><td>Q.</td><td>Provide quality workmanship (Paghatag ug dekalidad nga trinabahuan)</td></tr> </tbody> </table> <p>Customer Complaints:</p> <p>For the month of November, there were 130 received feedbacks from customer. Top issues noted were as follows:</p> <ol style="list-style-type: none"> No water Supply Low Pressure of water supply <p>Each complaint were documented in a “Complaint Form” and was forwarded to concerned department to address each received complaint. The concerned department are the one responsible to monitor the progress and effectiveness of the action taken.</p> <p>Breakdown of Customer Complaints from Q1-Q3 of 2020 were as follows:</p>	A.	Provide water that is safe to drink (Paghatag og tubig nga luwas imnon)	B.	Provide water that tastes good (Paghatag og tubig nga maayo ang lami)	C.	Provide water that is free of color and odor (Paghatag og tubig nga walay baho og walay color)	D.	Provide sufficient water supply (Paghatag ug igo nga supply sa tubig)	E.	Provide sufficient water pressure (Paghatag ug igo nga gikusgan sa tubig)	F.	Provide reasonable water tariff (Paghatag ug makatarunganon nga presyo sa tubig)	G.	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	<p style="text-align: center;">CUSTOMER COMPLAINT ANALYSIS</p> <p style="text-align: center;">CY: 2020</p> <p style="text-align: center;">■ JAN ■ FEB ■ MAR</p>  <table border="1"> <caption>Customer Complaint Analysis - Jan, Feb, Mar 2020</caption> <thead> <tr> <th>Category</th> <th>JAN</th> <th>FEB</th> <th>MAR</th> </tr> </thead> <tbody> <tr> <td>HIGH CONSUMPTION</td> <td>0</td> <td>1</td> <td>0</td> </tr> <tr> <td>LOW PRESSURE</td> <td>0</td> <td>0</td> <td>1</td> </tr> <tr> <td>LOW PRESSURE TO NO WATER SUPPLY</td> <td>0</td> <td>0</td> <td>1</td> </tr> <tr> <td>NO WATER SUPPLY</td> <td>8</td> <td>2</td> <td>30</td> </tr> <tr> <td>LEAKAGE</td> <td>1</td> <td>1</td> <td>2</td> </tr> </tbody> </table> <p style="text-align: center;">■ APR ■ MAY ■ JUN</p>  <table border="1"> <caption>Customer Complaint Analysis - Apr, May, Jun 2020</caption> <thead> <tr> <th>Category</th> <th>APR</th> <th>MAY</th> <th>JUN</th> </tr> </thead> <tbody> <tr> <td>HIGH CONSUMPTION</td> <td>1</td> <td>0</td> <td>0</td> </tr> <tr> <td>LOW PRESSURE</td> <td>1</td> <td>2</td> <td>0</td> </tr> <tr> <td>LOW PRESSURE TO NO WATER SUPPLY</td> <td>1</td> <td>0</td> <td>0</td> </tr> <tr> <td>NO WATER SUPPLY</td> <td>26</td> <td>19</td> <td>14</td> </tr> <tr> <td>LEAKAGE</td> <td>1</td> <td>0</td> <td>0</td> </tr> </tbody> </table> <p style="text-align: center;">CUSTOMER COMPLAINT ANALYSIS</p> <p style="text-align: center;">CY: 2020</p> <p style="text-align: center;">■ JUL ■ AUG ■ SEPT</p>  <table border="1"> <caption>Customer Complaint Analysis - Jul, Aug, Sept 2020</caption> <thead> <tr> <th>Category</th> <th>JUL</th> <th>AUG</th> <th>SEPT</th> </tr> </thead> <tbody> <tr> <td>HIGH CONSUMPTION</td> <td>0</td> <td>1</td> <td>0</td> </tr> <tr> <td>LOW PRESSURE</td> <td>1</td> <td>3</td> <td>2</td> </tr> <tr> <td>LOW PRESSURE TO NO WATER SUPPLY</td> <td>1</td> <td>2</td> <td>0</td> </tr> <tr> <td>NO WATER SUPPLY</td> <td>18</td> <td>18</td> <td>3</td> </tr> <tr> <td>LEAKAGE</td> <td>1</td> <td>1</td> <td>0</td> </tr> </tbody> </table>	Category	JAN	FEB	MAR	HIGH CONSUMPTION	0	1	0	LOW PRESSURE	0	0	1	LOW PRESSURE TO NO WATER SUPPLY	0	0	1	NO WATER SUPPLY	8	2	30	LEAKAGE	1	1	2	Category	APR	MAY	JUN	HIGH CONSUMPTION	1	0	0	LOW PRESSURE	1	2	0	LOW PRESSURE TO NO WATER SUPPLY	1	0	0	NO WATER SUPPLY	26	19	14	LEAKAGE	1	0	0	Category	JUL	AUG	SEPT	HIGH CONSUMPTION	0	1	0	LOW PRESSURE	1	3	2	LOW PRESSURE TO NO WATER SUPPLY	1	2	0	NO WATER SUPPLY	18	18	3	LEAKAGE	1	1	0
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Internal audit and management review	<p>The organization measures MS implementation, maintenance and effectiveness by means of semi-annual scheduled system audits. The organization reliably carries out these audits.</p> <p>Details of conducted Internal Audits were as follows:</p> <p>A. Date:</p>																																																																								

Client	Standard(s)	Certification Number(s)	Audit Type
Carcar Water District	ISO 9001:2015	CN 01 100 1634742	First Follow Up Audit

Item	Audit result				
	<ul style="list-style-type: none"> - 1st audit: May 11, May 12, 13, 14, 19, 20, 21, 26, 27, 28, June 8, 9, 10, 11, 16, 17, 18, 20, 21, 22, 23, 24, 26 & 29 & 30 - 2nd audit: Sept. 28, 29, 30, Oct. 1, 2, 5, 6, 8, 9, 12, 13, 14, 15, 16, 20, 21, 22, 23, 26, 27 & 28 <p>B. Results</p> <ul style="list-style-type: none"> • 1st Audit Findings: <ul style="list-style-type: none"> - NC: 5 - OFI: 55 - Positive: 7 • 2nd Audit Findings: <ul style="list-style-type: none"> - NC: 3 - OFI: 48 - Positive: 4 <p>The nonconformities identified in these internal audits had been corrected by the time the audit documented in this report was performed except for the following issued Non-Conformities that are still open at the time of audit:</p> <p>A. First Audit</p> <ul style="list-style-type: none"> • Control No. 2020-IA1-003 <p>B. Second Audit</p> <ul style="list-style-type: none"> • Control No. 2020-IA2-001 • Control No. 2020-IA2-002 • Control No. 2020-IA2-003 <p>Top management reviews the organization's quality management system at regular intervals and in line with the requirements to ensure its continuous suitability, adequacy and effectiveness. The management review of second quarter of year 2020 right after the conducted internal audit was carried out in accordance with the requirements and was effective.</p> <div data-bbox="667 1473 1257 1859" data-label="Image"> <p>HIGHLIGHTS FOR THE CWD 2020 OPERATIONS</p> <table border="1"> <thead> <tr> <th>1st Quarter</th> <th>2nd Quarter</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> • Implementation of the approved pro-poor Program with assistance from VEI • Inauguration of water system expansion and improvement projects • Trainings from short-term experts facilitated by VEI • Review of Strategic Business Plan for 2020-2029 • Conduct of PPP Forum • Gender and Development Forum </td> <td> <ul style="list-style-type: none"> • Creation of the HR Division • Conduct of the 1st Internal Quality Audit for 2020 • Management Review • Coping with and mitigating the effects of the pandemic • Revision of the Citizens' Charter according to ARTA • Re-orientation on the CWD QMS </td> </tr> </tbody> </table> </div>	1 st Quarter	2 nd Quarter	<ul style="list-style-type: none"> • Implementation of the approved pro-poor Program with assistance from VEI • Inauguration of water system expansion and improvement projects • Trainings from short-term experts facilitated by VEI • Review of Strategic Business Plan for 2020-2029 • Conduct of PPP Forum • Gender and Development Forum 	<ul style="list-style-type: none"> • Creation of the HR Division • Conduct of the 1st Internal Quality Audit for 2020 • Management Review • Coping with and mitigating the effects of the pandemic • Revision of the Citizens' Charter according to ARTA • Re-orientation on the CWD QMS
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Use of certificate and logo	The logo and the certificate are used in compliance with the requirements. This has been checked by sampling. The sampling included business cards, company brochures or websites or others.				

Chapter of standard	4.1	4.2	4.3	4.4	5.1	5.2	5.3	6.1	6.2	6.3		

Audit Report

Client	Standard(s)	Certification Number(s)	Audit Type
Carcar Water District	ISO 9001:2015	CN 01 100 1634742	First Follow Up Audit

Rating *	1	1	1	1	1	1	1	1	1	1		
No. of nonconformity	0	0	0	0	0	0	0	0	0	0		
Chapter of standard	7.1	7.2	7.3	7.4	7.5	8.1	8.2	8.3 / 8.3.4	8.4	8.5	8.6	8.7
Rating *	1	1	1	1	1	1	1	1 / 3	1	1	1	1
No. of nonconformity	0	0	0	0	0	0	0	0	1	0	0	0
Chapter of standard	9.1	9.2	9.3	10.1	10.2	10.3						
Rating *	1	1	1	1	1	1						
No. of nonconformity	0	0	0	0	0	0						

- * **Rating:**
- 1 = conforming
 - 2 = not audited in this audit
 - 3 = nonconformity (see nonconformity report)
 - 4 = not applicable