



CARCAR WATER DISTRICT

San Vicente St., Pob. I, Carcar City, Cebu, Philippines
Tel. No. 487-8525/487-9141/487-8500
www.carcarwaterdistrict.gov.ph



Management System
ISO 9001:2015
www.tuv.com
ID 3108833687



CARCAR WATER DISTRICT QUALITY MANUAL	Document No. : QM - 01	Eff. Date : 10-01-19
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INTRODUCTION

I. ORGANIZATION'S VISION-MISSION STATEMENT

Vision

CWD: The most outstanding government water and sanitation service provider in the Philippines by 2030

Mission

CWD commits to provide excellent water and sanitation services to its concessionaires through compliance with mandated standards and responsible administration of corporate and natural resources, by highly competent and value-oriented employees.

Core Values

Service

Professionalism

Integrity

Resilience

Innovativeness

Teamwork

Prepared by: JOSEFA SN. MANUGAS, CPA, MPA
Management Representative

Approved by: ENGR. EDWARD L. REMO
General Manager



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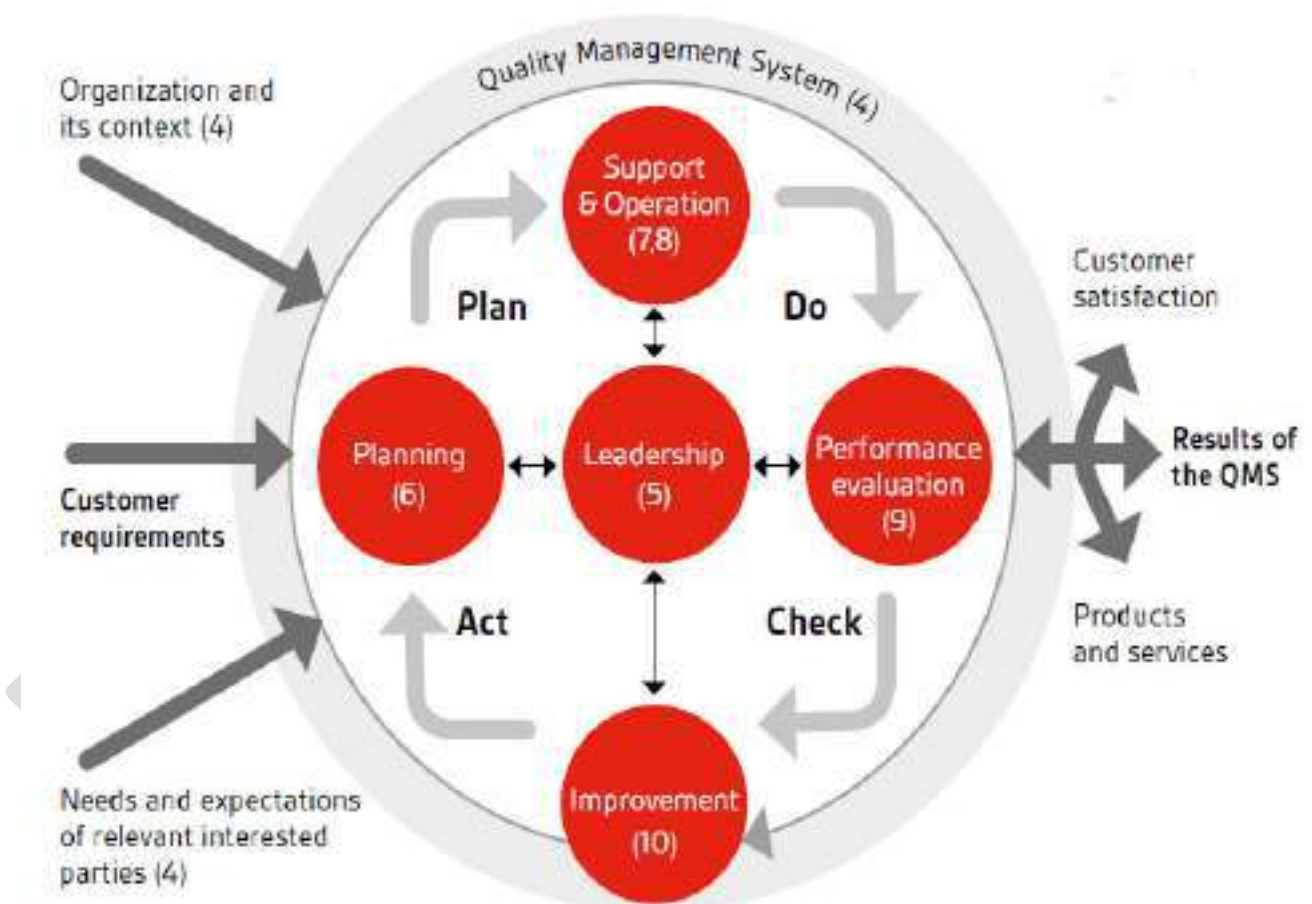
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INTRODUCTION

II. PRINCIPLE

With the Vision-Mission in place, CARCAR 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.



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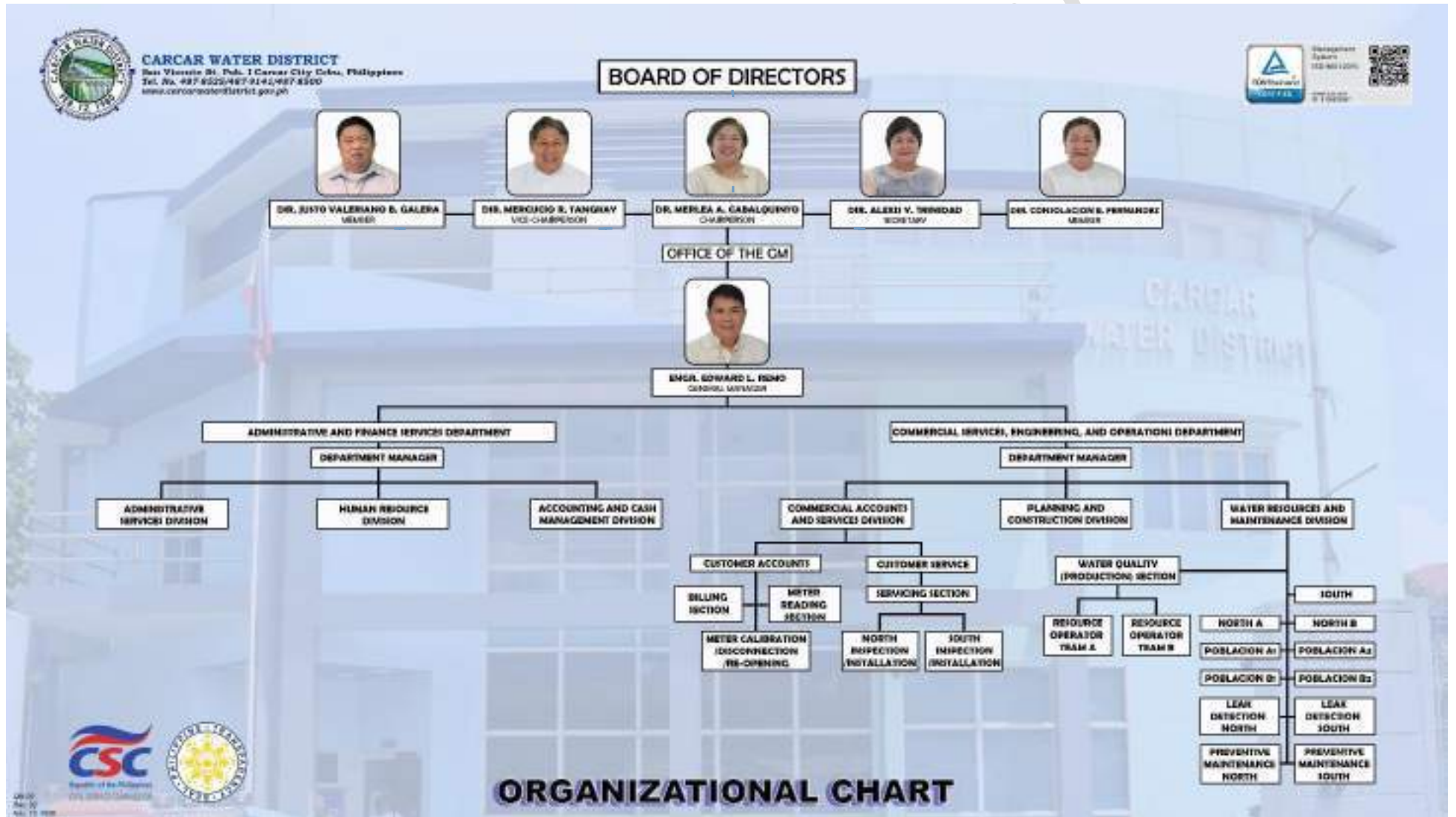
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This quality manual establishes compliance to International Standards ISO 9001:2015. The manual contains documented statements of our quality policy and quality objectives, documented quality procedures are referenced throughout the manual. Interfaces 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 General Manager is the authorized personnel to do revisions of this manual and is subject for review and approval of the President.

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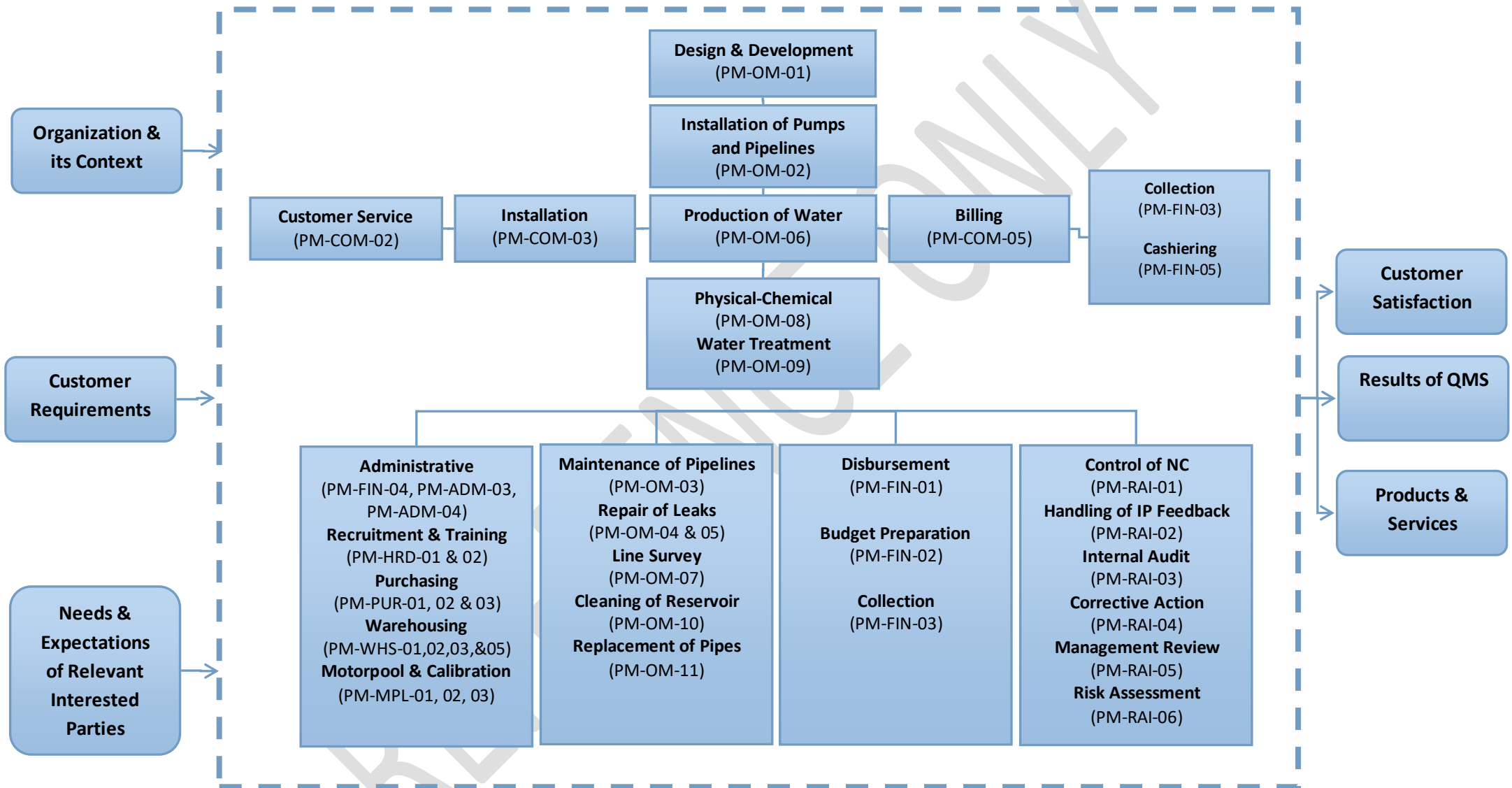
ORGANIZATIONAL CHART



Prepared by: JOSEFA SALVACION N. MANUGAS, CPA, MPA
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Approved by: ENGR. EDWARD L. REMO
 General Manager

BUSINESS PROCESS MAP



Prepared by:

JOSEFA SALVACION N. MANUGAS, CPA, MPA

Management Representative

Approved by:

ENGR. EDWARD L. REMO

General Manager

UNDERSTANDING THE CONTEXT OF THE ORGANIZATION

4.0 Context of the Organization

4.1 Understanding the Organization and its Context

The Top Management and Department Heads 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 Procedure* PM-RAI-02

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.

UNDERSTANDING THE CONTEXT 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.

CARCAR WATER DISTRICT's Quality Management System aligns its approach to all clauses under the ISO 9001:2015 standard in supplying water services to concessionaires in the City of Carcar and its neighboring towns.

4.4 Quality management system and its processes

Carcar 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;
- 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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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 CARCAR 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.

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 Department Heads are tasked to handle this responsibility. These data are used to identify opportunities for improvement.

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Reference Documented Information:

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

5.2 Quality Policy

To express intentions, directions and aims of CARCAR WATER DISTRICT’s management regarding quality of its products and services, the Top Management, together with Department Heads, has 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*

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

PROPRIETARY NOTICE

LEADERSHIP

	when changes to the quality management system are planned and implemented
Lead Internal Auditor	<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	<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.
Document Controller	<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	<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* PM-HRD-01
- *Training* PM-HRD-02

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PLANNING		

6.0 Planning

6.1 Actions to address Risk and Opportunities

CARCAR 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 are risks are addresses, 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-01*

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
- 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.

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PLANNING

Reference Documented Information:

- *Objectives, Targets & Programmes*

FM-QMP-01

6.3 Planning of Changes

CARCAR 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 of reallocation of responsibilities and authorities

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SUPPORT		

7.0 Support

7.1 Resources

Top Management, with inputs from all respective department, evaluates plans and ensures that appropriate resources will contribute to product and service 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* *PM-HRD-01*
- *Maintenance of Pipelines* *PM-OM-03*
- *Calibration* *PM-OM-12*

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 department heads. Identified training needs is summarized and submitted to human resource for planning and for approval of Top Management.

Immediate Superiors evaluate their personnel annually (or as needed) based on their performance. Maintenance of personnel competence is also maintained by attending trainings and seminars on any new standards or processes related to their jobs functions or as required by a regulatory agency. The company maintains records of education, training, skills and experience. Result of performance evaluation is also maintained and kept.

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SUPPORT		

Reference Documented Information:

- *Training Procedure* *PM-HRD-02*

7.3 Awareness

All employees in CARCAR WATER DISTRICT shall be aware of the QMS implementation especially on the quality policy, relevant quality objectives, their contributions to the effectiveness of the Quality Management System, the implications of not conforming within the quality management system requirements. This will become a part of their agenda in the organization’s management review.

7.4 Communication

External Communication like Customer queries, letters from the interested parties, external invitations, Customer Notice are facilitated through emails, phone, letters and through marketing activities. Internal communication are facilitated through posting of documents and other memorandums in the bulletin board, meetings, and performance evaluation.

These internal and external communications are to be reviewed and monitored in the Administrative Office before cascading it to the receiver.

Reference Documented Information:

- *Communication Procedure* *PM-ADM-04*

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

PROPRIETARY NOTICE

SUPPORT

- distribution, access, retrieval and use
- storage and preservation, including preservation of legibility
- control of changes
- retention and disposition

Reference Documented Information:

- | | |
|--|------------------|
| ▪ <i>Internal Document Control Procedure</i> | <i>PM-DRC-01</i> |
| ▪ <i>External Document Control Procedure</i> | <i>PM-DRC-02</i> |
| ▪ <i>Records Control</i> | <i>PM-DRC-03</i> |

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OPERATION		

8.0 Operation

8.1 Operational Planning

In planning, CARCAR 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 CARCAR WATER DISTRICT to determine all the requirements related to its service, which include those:

- Specified by the Marketing Group of the Service Provider, CARCAR WATER DISTRICT, including requirements for delivery and post-delivery activities;
- Not stated by the Marketing Group of the Service Provider, CARCAR 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.

- 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

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OPERATION

8.3 Design and Development

The organization shall establish, implement and maintain a design and development process that is appropriate to ensure the subsequent provision of products and services.

Reference Documented Information:

- *Design and Development*

PM-OM-01

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.

All externally provided products, processes and services are inspected during receiving stage. Inspections are based on the specified requirement, quality and quantity. Inspection is the responsibility of the requesting officer. Any nonconformance are immediately coordinated to the supplier for their knowledge and action.

The organization shall ensure the adequacy of requirements prior to their communication to the external provider. We shall communicate to external providers its requirement for:

- The processes, products and services to be provided
- The approval of products and services, methods, process and equipment, the release of products and services
- Competence, including any required qualifications of persons
- The external provider's interactions with the organization
- Control of monitoring of the external providers' performance to be applied by the organization
- Verification or Validation activities that the organization, or its customer, intends to perform at the external provider's premises

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OPERATION

Reference Documented Information:

- | | |
|-------------------------------|------------------|
| ▪ <i>Shopping</i> | <i>PM-PUR-01</i> |
| ▪ <i>Direct Contracting</i> | <i>PM-PUR-02</i> |
| ▪ <i>Bidding</i> | <i>PM-PUR-03</i> |
| ▪ <i>Control of Suppliers</i> | <i>PM-PUR-04</i> |

8.5 Production and Service Provision

It is the policy of CARCAR WATER DISTRICT to plan and carry out production provision under controlled conditions. Control conditions shall include the following:

- The availability of work instructions to perform activities meeting quality requirements.
- The availability of work instructions.
- The use of suitable equipment.
- The availability and use of monitoring and measuring devices.
- The implementation of monitoring and measurement, and
- The implementation of release, delivery and post-delivery activities.

CARCAR WATER DISTRICT shall validate any processes for production 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.

CARCAR 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 product realization.

Reference Documented Information:

- | | |
|--|------------------------------|
| ▪ <i>Installation of Pipes</i> | <i>PM-OM-02</i> |
| ▪ <i>Maintenance of Pipelines</i> | <i>PM-OM-03</i> |
| ▪ <i>Repair of Major and Minor Leaks</i> | <i>PM-OM-04 and PM-OM-05</i> |

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- *Water Production* *PM-OM-06*
- *Line Survey* *PM-OM-07*
- *Physical- Chemical* *PM-OM-08*
- *Water Treatment* *PM-OM-09*
- *Cleaning of Reservoir* *PM-OM-10*
- *Replacement of Pipelines* *PM-OM-11*
- *Installation* *PM-COM-03*

8.6 Release of Products and Services

CARCAR 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.

CARCAR 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* *PM-COM-05*
- *Collection* *PM-COM-07*

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.

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Reference Procedures:

- *Control of Nonconforming Parts/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 CARCAR 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 Operation 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 Customer Feedback* PM-RAI-02

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.

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PERFORMANCE EVALUATION

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.

Carcar 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 achieved 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 product characteristics as per customer requirement

- The characteristics of the service are monitored and measured to verify that requirements for the product 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 till 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

PERFORMANCE EVALUATION

9.3 Management Review

Carcar 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;
- 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*

PM-RAI-05

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IMPROVEMENT		

10.0 Measurement, Analysis and Improvement

10.1 General

The monitoring, measurement, analysis and improvement processes are planned and implemented. Department Heads identifies and collects 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* 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 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* 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.

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IMPROVEMENT		

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.

REFERENCE ONLY

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