

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

Approved by:

ENGR. EDWARD L. REMO
General Manager

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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.

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

Approved
by:

ENGR. EDWARD L. REMO
General Manager

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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.

No part of this Quality Manual may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording, picture taking or otherwise, without the prior permission of the Quality Manager.

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

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



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



CARCAR WATER DISTRICT GUIDELINE	Document No.: GL-CWD-06	Eff. Date : 08-20-16
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CWD PROFILE		

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.

Prepared by:

JOSEFA SN. MANUGAS, CPA, MPA

Q.M.R.

Approved
by:

ENGR. EDWARD L. REMO

GENERAL MANAGER

REFERENCE ONLY



**CARCAR WATER
DISTRICT**

GUIDELINE

REGULATORY REQUIREMENTS COMPLIANCE

Document No.: **GL-CWD- 07** Eff. Date : **08-20-16**

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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	/	Compliant
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
Bureau of Internal Revenue	/	Compliant with applicable regulations
GSIS	/	Compliant with statutory deductions and remittances
Pag- Ibig	/	
PHIC	/	

Prepared by: **JOSEFA SN. MANUGAS, CPA, MPA**

Q.M.R.

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


GENERAL MANAGER

	CARCAR WATER DISTRICT GUIDELINE	Document No.:GL-CWD-10	Eff. Date: 12-2-19
	INTERESTED PARTY MATRIX (STAKEHOLDERS)	Revision No.: 01	Page: 3 of 3

INTERESTED PARTIES	NEEDS	REQUIREMENTS
GOVERNMENT AGENCIES: REGULATORY: DBM, CSC, GSIS, Pag-ibig, DILG, BIR, PHILHEALTH, COA, LTO, LWUA, GPPB, DOLE, DPWH, NWRB, GCG, DENR OTHERS: LGU	<p style="text-align: center;">NONE</p> <ul style="list-style-type: none"> • Access to fire hydrants • Technical assistance to Barangays 	<ul style="list-style-type: none"> • Compliance and submission of regulatory requirements
Employees	<ul style="list-style-type: none"> • Salary and benefits • Trainings and development • Conducive & safeworking environment • Management support • Rewards and recognition • Health and wellness 	<ul style="list-style-type: none"> • Transparency • Personnel records • Compliance to regulatory requirements • Data privacy
Suppliers	<ul style="list-style-type: none"> • On time payment • Complete product/service specifications • Fair competition 	<ul style="list-style-type: none"> • Copy of transaction documents • Documentary requirements

Prepared by: MARIBETH S. TANQUE
 ADMIISTRATIVE SERVICES AIDE/DRC


Approved by: JOSEFA SN. MANUGAS, CPA, MPA
 Quality Management Representative

	CARCAR WATER DISTRICT GUIDELINE	Document No.: GL-CWD-10	Eff. Date: 12-2-19
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Customers	<ul style="list-style-type: none"> • Adequate & safe supply • Prompt and reliable service • Excellent customer service • Transparency and awareness • Reasonable water rates • Ease of doing business • Confidentiality of customer information 	<ul style="list-style-type: none"> • Statement of account • Receipts • Regulatory requirements • Freedom of information
VitensEvides International (VEI) (Foreign assistance provider)	<ul style="list-style-type: none"> • Project proposal • Participations and assistance on their logistical needs and working space 	<ul style="list-style-type: none"> • Liquidation reports • Financial counterpart
Other water providers	<ul style="list-style-type: none"> • Technical assistance • Service subsidy • Turnover 	<ul style="list-style-type: none"> • MOA
Banks	<ul style="list-style-type: none"> • Average daily balance • Deposit hold out • On time payment of loan amortization 	<ul style="list-style-type: none"> • Compliance/submission of regulatory requirements • MOA
Payment centers	<ul style="list-style-type: none"> • Awareness campaign • Technical coordination 	<ul style="list-style-type: none"> • MOA
Other water districts	<ul style="list-style-type: none"> • Technical assistance • Hospitality and appropriate accommodation 	
Academe	<ul style="list-style-type: none"> • Support for OJT program 	<ul style="list-style-type: none"> • MOA • Performance evaluation of trainees
Job Orders	<ul style="list-style-type: none"> • Salary • Conducive & safe working environment • Management support 	<ul style="list-style-type: none"> • Transparency • Personnel records • Compliance of regulatory requirements

Prepared by: MARIBETH S. TANQUE
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Quality Management Representative

	CARCAR WATER DISTRICT GUIDELINE	Document No.:GL-CWD-10	Eff. Date: 12-2-19
	INTERESTED PARTY MATRIX (STAKEHOLDERS)	Revision No.: 01	Page: 3 of 3

BOD	<ul style="list-style-type: none"> • Honorarium • Training and development • Conducive & safe working environment • Excellent employee performance 	<ul style="list-style-type: none"> • Compliance/submission with LWUA appointment requirements • Transparency
WD associations	<ul style="list-style-type: none"> • Payment of dues • Attendance to meetings, seminars, etc. • Membership in good standing 	<ul style="list-style-type: none"> • Compliance/submission of regulatory requirements
Private Water Suppliers	<ul style="list-style-type: none"> • Professional business dealing 	
Media	<ul style="list-style-type: none"> • Professional business dealing • Transparency • Designated focal person for media 	
NGO's, PO's	<ul style="list-style-type: none"> • Designated focal person 	

Prepared by: MARIBETH S. TANQUE
ADMINISTRATIVE SERVICES AIDE/DRC

Approved by: JOSEFA SN. MANUGAS, CPA, MPA
Quality Management Representative



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
WI	WORK INSTRUCTION
ADM	ADMIN. DIVISION
CSH	CASHIER

Prepared by: **MARIBETH S. TANQUE**
ADMINISTRATIVE SERVICES AIDE / DRC

Approved by: **JOSEFA SN. MANUGAS, CPA, MPA**
QUALITY MANAGEMENT REPRESENTATIVE



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

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.

Prepared by: **MARIBETH S. TANQUE**
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QUALITY MANAGEMENT REPRESENTATIVE



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.

REFERENCE ONLY

Prepared by:

MARIBETH S. TANQUE

ADMINISTRATIVE SERVICES AIDE / DRC

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QUALITY MANAGEMENT REPRESENTATIVE



**CARCAR WATER DISTRICT
GUIDELINE**

Document No. : **GL-CWD-12** Eff. Date : **11-02-2017**

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COMMUNICATION MATRIX GUIDELINE

1.0 ORGANIZATION COMMUNICATION

- Its main function is to inform, persuade and promote goodwill for CWD's interested parties (concessionaires, government authority and employees/personnel).
- Both internal and external communication must be open, timely, complete and accurate to keep the organization running smoothly and to maximize its return on its human capital.

2.0 COMMUNICATION MATRIX

2.1 External Communication

Description	Severity	Frequency	Target Audience	Originator	Responsible Person	Distribution Vehicle								
						FB	TB	W	Reco	LF/PO	NL	Ra	WM	
Scheduled Water Service Interruption	low	once every interruption	Concessionaires	O&M Mgr	Kim, Archie, Marie, Ra	✓	✓	✓	✓					
Plan Expansions	low	once every expansion	Concessionaires	O&M Mgr	Marie			✓						
Holidays/working days	low	once every update	Concessionaires	Admin Mgr	Kim, Archie, Lyka, Ruby	✓	✓			✓	✓			
Promos	low	everyday w/in the duration	Concessionaires	Comm Mgr	Kim, Marie, Lyka	✓		✓		✓				
Done Projects & Activities	low	once a year	Concessionaires and other Stakeholders	Admin Mgr/Lyka	Kim, Mare, Serge	✓		✓				✓		
Job Vacancies	low	everyday w/in the duration	Applicants	HR	Marie, Lyka			✓		✓				
Marketing (e.g. purok meeting)	low	once per marketing	Concessionaires	Comm Mgr	Kim, Marie, Ra, Lyka	✓		✓	✓	✓				
Payment Centers	low	whole duration	Concessionaires	Comm Mgr	Kim, Marie, Lyka, Archie	✓		✓		✓				✓
Billing Reminder	low	once per billing	Concessionaires	Comm Mgr	Archie		✓							
Billing Cycle	low	once	Concessionaires	Comm Mgr	Archie, Ruby		✓				✓			
Mandated Reports	low	Once	All Interested Parties	Finance Mgr/QMR	Marie			✓						
Citizen's Charter	low	Once	All Interested Parties	Comm Div	Marie, Lyka			✓		✓				
Unscheduled Water Service Interruption	Medium	once every interruption	Concessionaires	O&M Mgr	Kim, Archie	✓	✓							
Shut down	Medium	once every interruption	Concessionaires	O&M Mgr	Kim, Archie, Ra	✓	✓	✓						
storm Storm signal #3 and below	High	everyday w/in the duration	All Interested Parties	O&M and GM	Kim, Archie	✓	✓							
Major Calamities	Critical	everyday w/in the duration	All Interested Parties	GM	Winnie									✓
Reply to queries (request for documents)	High	n/a	All Interested Parties	Admin/TM	FOI officers									
External Regulatory	Medium	n/a	All Interested Parties	TM	TM									as required

*Responsible person assigned for each distribution vehicle:

Facebook (FB)- Kimbelry Alesna, Leomarie Baran

Text Blast (TB)- Archie Campañon, Ted Tupas, Leomarie Baran

Website (W) - Leomarie Baran, Kimberly Alesna

Recorda (Reco) - Ra Solomon Enriquez, Henry Cui

Large Format Printing or Posting (LF/P)- Angelica Cabansag, Ra Solomon Enriquez

Orientation (O) - Ruby Angelica Galicano, Sincere Cabungcal, Leomarie Baran

Newsletter (NL) - Serge Jude Bargayo, Ra Solomon Enriquez

Radio (Ra) - Wenceslao Abalo, Wilmer Abarilla

Widescreen Monitor (WM)- Archie Campañon, Ted Tupas

Prepared by: JOSEFA SN. MANUGAS
Process Owner

Approved by: JOSEFA SN. MANUGAS, CPA, MPA
QMR



**CARCAR WATER DISTRICT
GUIDELINE**

Document No. : **GL-CWD-12** Eff. Date : **11-02-2017**

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COMMUNICATION MATRIX GUIDELINE

Description	Sensitivity	Frequency	Target Audience	Originator	Responsible Person	Distribution Vehicle							
						FB	TB	BB	M	EA	E	WM	PO
Office Activities (e.g. family day)	low	once	employees & BOD	Admin	Admin, Div Mgr			✓	✓	✓	✓	✓	
Work Suspension	low	once every update	employees	Admin	Kim, Archie	✓	✓						
Office Memos/Announcements	low	once every update	employees	Admin	Admin, Div Mgr			✓			✓	✓	
Circulars	low	once every update	employees	Admin	Admin, Div Mgr					✓	✓	✓	
Relevant Gov't Issuance	low	once every update	employees	Admin	Admin, Div Mgr						✓	✓	
Disciplinary action	Medium	once	employees	Admin	Admin, Div Mgr						✓	✓	
Privatization	High	once	employees & BOD	GM	GM					✓	✓		
Bankruptcy	High	once	employees & BOD	GM	GM					✓	✓		
Request for documents (employee's record)	low	once	employees	Admin	Admin								✓

*Responsible person assigned for each distribution vehicle:

Bulletin Board (BB) - Admin

Memos (M) - Admin

Employee's Assembly (EA) - Admin

emails (E) - Admin

Text Blast (TB)- Archie Campañon, Ted Tupas, Leomarie Baran

Facebook (FB) - Kimberly Alesna, Leomarie Baran

Weekly Meeting (WM) and meetings - Division Managers

Print outs (PO) - HR

Sensitivity - Refers to how sensitive (level) the information being communicated to CWD's employees/personnel.

Sensitivity Level:

Low – refers to ordinary/regular information that would concern every personnel. Ex. Family day, Tree Planting, sudden cancelation of work and etc.

Medium – refer to information that needs only and limited to supervisor's level. Ex. Reprimand an employee.

High – refers to information that affects everybody's security and has high risk. Ex. Bankruptcy

Frequency – the number of times the organization will inform its employees

Responsible Person – low – Admin

Medium – Concerned Department Managers

High – Top Management (General Manager)

Distribution Vehicle –Low – Bulletin Board, Emails, Memos, and Reports

Medium – Emails

High – Emails and Formal Letter for the General Manager

Prepared by: JOSEFA SN. MANUGAS
Process Owner

Approved by: JOSEFA SN. MANUGAS, CPA, MPA
QMR

TRAINING EFFECTIVENESS GUIDELINE

Rating	Criteria: Training Effectiveness
1	Strongly Disagree
2	Disagree
3	Agree
4	Strongly Agree

Establish the Level of Significance

Level of significance can be determined using the Overall Rating

- Overall Rating = (Trainee's Rating + Superior's Rating)

Donald Kirkpatrick's Levels of Training Evaluation

- Level 1 - Reaction Level
- Level 2 – Learning Level
- Level 3 – Behavior Level
- Level 4 – Results Level

Training Effectiveness Score and its Implications & Recommendations

Training Effectiveness Score (Overall Rating)	Implications
1 – 1.99	Low Level of awareness on the Training Content & Methods; Low Level of satisfaction of the Training (Environment & Trainer/Facilitator)
2 – 2.99	Little evidence of training effectiveness; low positive emotional reaction by the trainees, slow increase of practical skill and knowledge of functional concept for the trainees
3 – 3.99	Transfer of knowledge, skills and attitudes learned to the workplace; reflect positive changes in behavior and job performance
4.00	High level of Training Effectiveness; Training has helped in improving the performance of the Trainees that will result to increased productivity and achievement of targets.



CARCAR WATER DISTRICT GUIDELINE	Document No.: GL-CWD-14	Eff. Date : 6/5/2020
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CONFORMATORY SIGNATURE IN THE JOB ORDER		

No.	Type of Job Order	Type	Guidelines
1	Reconnection	B	It is necessary to inform the concessionaire that his request was acted upon. However, in the absence of any person in the household to sign the Job Order form or if the house of the concessionaire is very distant from the tap stand, indicate in the Job Order Form the reason why no conformation was made.
2	Change Meter		
3	Change Ball Valve		
4	Temporary Disconnection		
5	Repair		
6	Other Services e.g.		
7	Inspection for Reconnection		
8	Transfer of Meter	A	Conformation of the concessionaire in the Job Order is needed at all times.
9	Inspection for High Consumption		
10	Inspection for Reclassification		
11	Inspection for Transfer of meter		
12	Other Job Orders	C	Conformation of the concessionaire is not necessary but indicate in the Job Order the reason why conformation shall not be made.

Legend:

- A Signature is necessary at all times
- B Signature is necessary but may be dispensed with
- C Upon Personnel's Attestation

Prepared by: **LOURDES FATIMA CUIZON**
PROCESS OWNER

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

CARCAR WATER DISTRICT GUIDELINE	Document No. : GL-DRC-01 Eff. Date : 5-10-17 Revision No. : 01 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	Division Manager	General Manager
QMS Procedure	Process Owner	Division Manager /	Quality Management Representative (QMR)
QMS Standard	Process Owner	Division Manager	Quality Management Representative (QMR)
Internal and External Documents / References	Document Controller	Division Manager	Quality Management Representative (QMR)
QMS Guideline	Document Controller	Division Manager	Quality Management Representative (QMR)
QMS Forms	Process Owner	Division Manager	Quality Management Representative (QMR)

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

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

Approved by: **JOSEFA SN. MANUGAS, CPA, MPA**
Quality Management Representative



CARCAR WATER DISTRICT GUIDELINE

Document No. : **GL-DRC-02** Eff. Date : **11-20-2017**

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DOCUMENT CONTROL GUIDELINE

I. INTERNAL DOCUMENT CONTROL

1. Identify the need of a New or Existing Document

1.1 Identify and validate the document(s) needed or required to be generated or revised.

2. Request Document Format and Document Registration Processing (DRP) Form

2.1 Identify document if new or existing:

2.1.1 NEW DOCUMENT

2.1.1.1 The Initiator shall ask from the Document Controller the standard document format to be used and a **Document Registration Processing** form with control number.

2.1.2 EXISTING DOCUMENT

2.1.2.1 Initiator shall request a soft copy of the document to be edited and a **Document Registration Processing** form with control number.

3. Draft or Revise the Document on the Standard Format

3.1 Draft new document or revise the existing:

3.1.1 NEW DOCUMENT

3.1.1.1 The Initiator shall prepare the draft document on the standard format.

3.1.2 EXISTING DOCUMENT

3.1.2.1 The Initiator shall draft the revised document by editing the given document copy and highlighting the changes with *red font/ pen*.

4. Fill-up Document Registration Processing (DRP)

4.1 NEW DOCUMENT

4.1.1 The Initiator shall fill up the **Document Registration Processing (DRP)** form for the document to be registered and assign a Document No. and indicate the document Revision No. and Effective Date.

4.1.2 The objective of the new document should also be explained.

4.1.3 The copyholders of the document shall be enumerated at the bottom part of the **Document Registration Processing (DRP)** form.

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4.2 DOCUMENT FOR REVISION

- 4.2.1 The Initiator shall fill up the **Document Registration Processing (DRP)** form for the revised document to be registered, indicating its current Document No., Revision No., and Effectivity Date.
- 4.2.2 The reason for revision shall be explained and the revisions made shall be enumerated.
- 4.2.3 The new Revision No. and Effective Date shall be determined and indicated in the form.
- 4.2.4 The copyholders of the document to be distributed shall be enumerated at the bottom – left side of the **Document Registration Processing (DRP)** form, and the copyholders of the existing version of the document shall also be enumerated at the bottom – right side of the form from which the old versions are to be retrieved from.

4.3 DOCUMENT FOR DISCONTINUANCE

- 4.3.1 The Initiator shall fill up the **Document Registration Processing (DRP)** form for documents to be discontinued.
- 4.3.2 The reason for discontinuance shall be explained.
- 4.3.3 The current copyholders of the document to be discontinued shall be listed at the bottom – right side of the **Document Registration Processing (DRP)** form for retrieval.

5. Route the draft document with the Document Registration Processing (DRP) form to the concerned departments for review and approval

5.1 Attach the draft document created to the filled up **Document Registration Processing (DRP)** form.

5.2 The Initiator shall then route the draft document to each concerned personnel for their review. *Refer to Document Approval Matrix Guideline (GL-DRC-01)*

6. Collect reviewed documents and do necessary changes / revisions (if any)

6.1 After all the review, the draft document shall be collected again by the Initiator to check the comments and discuss any corrections by the reviewer(s).

6.2 The Initiator shall then make the necessary changes in the draft document for finalization.

6.3 The finalized document shall then be attached to the **Document Registration Processing (DRP)** form and forwarded to the designated person(s) for approval. *Refer to Document Approval Matrix Guideline (GL-DRC-01)*

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DOCUMENT CONTROL GUIDELINE

7. Submit final document (soft and hard copy) to Document Controller

7.1 Once the document is finalized and approved, the Initiator shall then submit it to the Document Controller with the attached **Document Registration Processing (DRP)** form.

8. Assign document details

8.1 The Document Controller shall review the new document as to format and assign a Document No., Revision No., and Effective Date prior to registration in the Document Control system.

8.2 The format below for Document No. shall be followed.

PM – PUR – 01



8.3 The Document Controller shall check the assigned Document No., Revision No., and Effective Date following the abbreviation assigned to each department for the coding of their forms and documents shown in the guideline below:

Document Type Code:

- QM - Quality Manual
- PM - Procedure Manual
- FM - Forms
- GL - Guidelines
- DP - Departmental Policies
- WI - Work Instruction

8.4 The Sequential Number will be incremented by one (1) each time a new document is added from the same Department.

DOCUMENT FOR DISCONTINUANCE:

8.5 Documents approved for discontinuance shall be stamped with **“OBSOLETE DOCUMENT”** and filed within its inactive years, and shall be disposed accordingly once its retention period is superseded.

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9. Register new / revised document

9.1 NEW DOCUMENT

9.1.1 After review, the Document Controller shall register the new document in the **Internal Documents Master List** for Quality Manual (QM), Procedure Manual (PM), Guidelines (GL), and Departmental Policies (DP). Forms (FM) shall be registered in the **Forms Master List**.

9.2 REVISED DOCUMENT

9.2.1 Once printed, the Document Controller shall update the **Internal Documents Master List** (for QM, PM, GL, and DP documents) or **Forms Master List** (for FM) with the new revision number of the document and its effective date.

10. Print out and reproduce copies

10.1 Print out the new / revised document and reproduce copies according to the number of copyholders reflected in the distribution list portion of the **Document Registration Processing** form.

11. Stamp documents

11.1 The reproduced copies shall be stamped with "**CONTROLLED DOCUMENT**".

12. Issue controlled copies to registered copy holders

12.1 Copies of the new / revised document shall be distributed to the copyholders indicated in the distribution list. Copyholders shall then sign with the date in the distribution list to indicate that they have already received their copies.

12.2 Distribution of the new / revised document shall be done at least *the day before its effective date*.

12.3 REVISED DOCUMENT

12.3.1 The Document Controller shall ensure to retrieve the *obsolete version* of the document prior to distribution of the new version. Copyholders shall also sign with the date in the retrieval list as indication that the obsolete version has been retrieved.

12.3.2 Master copy of the old version of the document and retrieved controlled copies shall be stamped with "**OBSOLETE DOCUMENT**" and filed within its

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inactive years, and shall be disposed accordingly once its retention period is superseded.

12.4 ADDITIONAL COPY / REQUEST

12.4.1 For additional copy not defined in the distribution list, requestor shall fill-up **Document Requisition Log** form indicating the purpose of the additional copy requested. Document Controller shall then stamp the requested additional with "**REFERENCE DOCUMENT**".

13. Review documents regularly

13.1 The Document Controller shall summarize all documents per department and shall issue a **Document Review** form to the department within a year depending on its effectivity date.

13.2 The process owner shall review and check the document to ensure its continuing applicability and adequacy and give disposition.

13.3 If the process owner decides that the document is still applicable, the Document Controller shall file the records of document review and continue implementing the document. However, if it is decided that the document needs to be revised, the process owner shall immediately issue a **Document Registration Processing** form for the revision of the said document.

13.4 In case of document cancellation, the process owner shall file **Document Registration Processing** form for the processing of the document(s) to be discontinued.

II. REFERENCE DOCUMENTS

1 Document Approval Matrix GL-DRC-01

III. RECORDS GENERATED

1 Internal Documents Master List FM-DRC-01
2 Document Registration Processing FM-DRC-02
3 Document Requisition Log FM-DRC-03
4 Document Review FM-DRC-04

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DOCUMENT CONTROL GUIDELINE

IV. EXTERNAL DOCUMENT CONTROL

1. Identify External document

1.1 Identify external generated documents received by the company.

2. Register external document

2.1 The Document Controller shall register the external document in the **External Document Master List** and stamp it with **"MASTER COPY"**.

2.2 The external document registered shall then be reproduced according to the number of copyholders reflected in the distribution list portion of the **External Document Master List** form.

3. Issue controlled copies to the registered copy holders

3.1 Copies of the external document shall be distributed to the copyholders indicated in the distribution list. Copyholders shall then sign with the date in the distribution list to indicate that they have received a copy.

V. REFERENCE DOCUMENTS (External)

1. Document Approval Matrix GL-DRC-01

VI. RECORDS GENERATED

1. External Document Master List FM-DRC-05
2. Document Requisition Log FM-DRC-03
3. Document Review FM-DRC-04

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Doc. No. : GL-PUR-01

Eff. Date : 14.08.2018

Rev. No. : 01

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PROCUREMENT TIMELINE

	PhilGeps	Local (Carcar)	Local (Cebu City)	Metro Manila
Approved Budget for the Contract	50,001 to 1,000.000	50,000.00 below	50,000.00 below	50,000.00 below
POSTING	1-3 DAYS	—	—	—
CANVASS	7 WORKING DAYS ADVERTISING W/ 5 DAYS EXTENTION IF THE 3 RFQ's ARE NOT COMPLETED	1 TO 2 WORKING DAYS	3 TO 5 WORKING DAYS	5 TO 7 WORKING DAYS
ABSTRACT	1 WORKING DAY	1 WORKING DAY	1 WORKING DAY	1 WORKING DAY
BAC RESOLUTION	1 TO 2 DAYS	1 TO 2 DAYS	1 TO 2 DAYS	1 TO 2 DAYS
PURCHASE ORDER	1 WORKING DAY	1 WORKING DAY	1 WORKING DAY	1 WORKING DAY
P.O. SERVED	1 TO 2 DAYS	1 TO 2 DAYS	1 TO 2 DAYS	1 TO 2 DAYS
FROM P.O. SERVED TO DELIVERY	30 DAYS	15 DAYS	15 DAYS	30 DAYS
TOTAL	51 DAYS	23 DAYS	26 DAYS	43 DAYS

REFERENCE ONLY

Prepared by : **KAREN JOY CARREON**
Process Owner

Approved by: **JOSEFA SN. MANUGAS**
Management Representative



**CARCAR WATER DISTRICT
GUIDELINE**

Doc. No. : GL-HRM-01

Eff. Date : 28.08.2020

Rev. No. : 00

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UNPLANNED TRAININGS

Receipt of Seminar/ Training invitations

1. Forward all seminar/ training invitation/s to the Document & Record Controller.
2. HR Staff shall attach list of Proposed attendees to the training invitation.
- 2.2. List of attendees for the specific training shall be based on Individual Development Plan and Training Needs Analysis result.
3. DRC shall print received invitation/s and attach Routing & Transmittal Slip (RTS) then forward to the General Manager's office.

Identify the decision (action taken)

1. General Manager shall tick box on the appropriate action to be taken.
2. General Manager shall advise HRMO selected participant/s to attend training (for trainings availed).
3. HRMO shall forward Training Invitation with notations to the HR Staff.

Dessiminate training information

1. HR Staff shall notify participants of their respective training schedule.
2. HR Staff shall send through electronic mail upcoming training schedules (updated training calendar)

Arrange Training prerequisites

1. HR Staff shall process training registration and training fee (if applicable).
2. HR Staff shall assist and prepare training support materials (e.g. Laptop, LCD projector, Training Effectiveness Evaluation form, Post Training Action Plan)

REFERENCE ONLY

Prepared by : HR Staff

Approved by: JOSEFA SN. MANUGAS, CPA, MPA

Process Owner

Management Representative

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	

Prepared by: JOSEFA SN. MANUGAS, CPA, MPA
Process Owner

Approved by: ENGR. EDWARD L. REMO
Management Representative

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

Prepared by: JOSEFA SN. MANUGAS, CPA, MPA
Process Owner

Approved by: ENGR. EDWARD L. REMO
Management Representative