

Initial Audit Summary Report

Company Name : **CARCAR WATER DISTRICT**

Address : San Vicente Ferrer St. Cogon, City of Carcar, Cebu 6019, Philippines

Attention : Lyndon Bert L. Mellejor – OIC QMR

Audited Sites/Scope : Supply of Water Services to Concessionaires in the City of Carcar and its Neighboring Towns

Audit Team : Elisa Cruz

Standard / Audit Type: ISO 9001:2015 / Surveillance Audit 1

Audit Date : 18-19 December 2023

In the audit, the actual process flow of sample operations was examined in individual areas of the company. In doing so, the auditors reviewed the conformity of the process flows with the requirements of the standard and the descriptions in the management documentation. This audit was performed on the basis of random samples, including interviews and examination of the appropriate documents.

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.

1. Positive Observation

No.	Unit/Department Site	Positive findings
1	Awards and Recognition	<p>The following awards/recognition are praiseworthy:</p> <ul style="list-style-type: none"> - The General Manager and Chairman of the Carcar Water District were honored as the ROCKSTAR-LEADER General Manager and Phenomenal Directors, respectively, by the Philippine Association of Water Districts (PAWD) on April 14, 2023. - Carcar Water District recognized as a partner agency of the delegation extended to Schools Division of Bayawan City during the 2023 Central Visayas Regional Athletic Association on April 27, 2023. - Appreciation given by St. Catherine College in the Immersion Program given last June 8, 2023 - Recognition given by DepEd in invaluable services as Work Immersion partners on December 5, 2023

2	CSR Activities	<p>The implemented CSR activities are commendable:</p> <ul style="list-style-type: none"> - Information, Education and Communication Activity related to World Water Day were conducted at Kayam Elementary School on March 2, 2023 and at Mainit Elementary School on May 30, 2023. - Basic Plumbing Orientation and Workshop for Women in CWD Reforestation Site, Sangi, Guadalupe occurred on March 31, 2023 - Improvement of Water-For-Life Project Beneficiary School's W.A.S.H. Facility took place on December 15, 2023, at Canal Bolinawan Elementary School
3	General	<p>The following achievements are noteworthy:</p> <ul style="list-style-type: none"> - For receiving a Performance Based Bonus in the year 2022 - The collection efficiency is 96%, exceeding the required threshold of 90% - Non-revenue water is 18% below the mandated 20%. <p>The following improvements are remarkable:</p> <ul style="list-style-type: none"> - New pump stations, Siervas PS and Camagayan PS operational in May 2023 - Online application for new connection started in September 2023 - Bar Code Scanning for payment was implemented in February 2023 - Automated reservoir system was completed August 2, 2023 - Newly purchased tricycle (October 26, 2023) and Network Attached Storage for back up server (February 2023).
4	Customer Service	<p>The comprehensive analysis of customer satisfaction and complaint reports reflects a commendable approach to analysis.</p>

5	Engineering and Construction	<p>The WD has achieved notable accomplishments, successfully completing projects from June to November 2023.</p> <p>Projects completed June 29, 2023</p> <ul style="list-style-type: none"> - Pipeline Rehabilitation at Ka-Ipang Can-asujan (700 li.m) - Pipeline Rerouting at Kamansihan Guadalupe (120 li.m- 4" dia) - Pipeline Improvement at Tinaan, Valencia (540 li.m- 2" dia) <p>Pipeline Extension at Cambuntan, Bolinawan (1,212 li.m- 2" dia) completed August 3, 2023</p> <p>Pipeline Extension at Lamakan, Napo (2,050 li.m- 2" dia) and Pipelie Extension at Tambisan, Valencia (480 li.m- 2" dia) both completed on September 2023</p> <p>Projects completed November 2023</p> <ul style="list-style-type: none"> - Pumping Station at Summerville, Can-asujan - Perimeter Fence at Camagayan Well - Perimeter Fence at Siervas, Pob. III
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The following recommendations and opportunities for improvement provided by [the auditor](#) are intended to contribute to the continuous improvement of the management system.

2. Opportunities for improvement

No.	Unit/Department Site	Recommendations and opportunities for improvement
1	Management Review	<p>To ensure that discussions regarding input requirements are not overlooked, consider structuring the Management Review Minutes in accordance with the ISO Standard clause, which outlines the Management Review Input requirements.</p> <p>Likewise, consider incorporating trend analysis into outcomes of Internal Audit, Customer Satisfaction evaluations, Customer Complaints, and other relevant metrics. This will effectively illustrate the performance and effectiveness of the management system over time.</p> <p>Consider to explicitly state on the minutes of the management review meeting conclusion on suitability, adequacy and effectiveness of the management systems</p>

2	Operation of Pump Stations	<p>Pump stations contain electrical equipment, making them susceptible to fire hazards. Need to provide fire extinguisher to quickly and effectively suppress any potential fires.</p> <p>In the Pump Monitoring Report, it may be more convenient to express the actual extraction in liters per second rather than in cubic meters for easier comparison with the extraction limit provided by NWRB.</p>
3	Production	<p>The ongoing processing of water permits and petitions for increased water extraction is currently underway. However, expediting the essential requirements would greatly improve the process, guaranteeing a prompt issuance of the water permit. The status of these actions will be verified during the next audit.</p> <p>Ensure a consistent adherence to the allotted water extraction limit set by the NWRB while awaiting approval for any petition seeking additional water extraction.</p>
4	Internal Audit	<p>Ensure that all pump stations and ongoing projects are included in the audit.</p> <p>Further improve the audit checklist/notes by incorporating specific details observed during the inspection of pump stations and engineering.</p>
5	Admin – General Services	<p>In the maintenance report, include the date when recommendations have been implemented for better traceability and clarity in tracking the completion of each recommendation and associated remarks.</p>
6	Engineering and Construction	<p>Provide the name of the design reviewer and the date of the review.</p> <p>May need to communicate with the supplier and request essential data. This information should include details on the method, references utilized, instrument used, and any other relevant information necessary for obtaining a quality result, at present, only the Manufacture’s Certification is on hand.</p> <p>May need to improve the quality inspection report, instead of relying solely on photos, it is essential that each photo is accompanied by detailed descriptions outlining the actual observations.</p>
7	Safety Management	<p>May need the following: create a health and safety program, establish safety measures for project site, maintenance, meter reading activities, and appoint a Safety Officer.</p> <p>Likewise, ensure that safety monitoring is carried out during site activities and properly documented as an integral part of safety management</p>

8	Commercial	<p>Consider incorporating a verification step as part of the maintenance (App update) for the Meter Reading App.</p> <p>In the manual monitoring, consider establishing a threshold percentage for sudden increases or decreases compared to normal consumption, prompting an investigation.</p> <p>May need to review the method used to determine the accuracy of the 12-liter level, as it serves as the reference for deciding the status (acceptance or rejection) of the tested water meters.</p> <p>Further improve the Meter Calibration Report by incorporating details on the methodology and reference standard utilized for assessing tolerance of error. This information serves as the basis to determine whether the water meter should be accepted or rejected.</p>
9	Risks Assessment	<p>The Risk Assessment requires improvement in the following aspects:</p> <ul style="list-style-type: none"> - Ensure consistent inclusion of information in the existing control column, guaranteeing that the effectiveness of implemented controls is regularly reviewed and updated as necessary. - Clearly articulate the risk description to establish an appropriate control.

3. Nonconformity

No.	Clause # / Discussed with	Description / Statement of the Nonconformity.
	None	

4. Audit Conclusion

<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 type="checkbox"/>	The current audit revealed Zero (0) major nonconformity and Zero (0) minor nonconformity:
<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: ddmmvvvv)
<input checked="" type="checkbox"/>	CARCAR WATER DISTRICT 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.

Recommendation

<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.

Dates

Due Date for the next audit

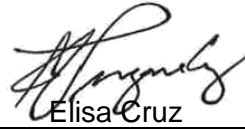
2024 December 22

Agreed date for the next audit

2024 November

19 December 2023

Date



Elisa Cruz

Audit Leader / Auditor(s)