



QUALITY MANAGEMENT SYSTEM PROCEDURES AND WORK INSTRUCTIONS MANUAL

As of December 15, 2016

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Management Review Procedure



SAN JOSE DEL MONTE CITY WATER DISTRICT

MANAGEMENT REVIEW PROCEDURE

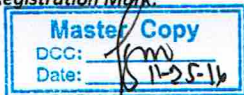
Type of Document: Quality Management System Procedure

Document No. SJWD-QP-ISO-001 Rev. no. Ø Page 1 of 5

Execution Date	Rev. No.	Revision Type	Change Description	Page Affected	Originator
Dec. 1, 2016	Ø	New	Newly established in accordance to the ISO 9001:2015 requirements.	-	

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Management Review Procedure

Document No. : SJWD-QP-ISO-001

Revision Level : Ø

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1.0 OBJECTIVE

This procedure aims to effectively manage the conduct of the Quality Management System Review in order to check and ensure the effectiveness and suitability of the Quality Management System being implemented by the SAN JOSE DEL MONTE CITY WATER DISTRICT.

2.0 SCOPE

This documentation covers the management review process of the **SAN JOSE WATER's** Quality Management System as required by ISO 9001:2015 incorporating all activities affecting service quality concerns.

3.0 DEFINITION OF TERMS

- 3.1 ISO Facilitator - The person duly appointed to monitor compliance with the Quality Management System and coordinates the activities of **SAN JOSE WATER** towards ISO 9001:2015 certification and maintenance of such certificate.
- 3.2 Quality Management Committee – The committee composed of the General Manager, Assistant General Managers, and other management staff as may be designated by the GM to sit in the committee to ensure compliance with the ISO 9001:2015 standards
- 3.3 Standards – Unless otherwise specified, standards as used in this procedure manual shall mean the standards set by ISO 9001:2015

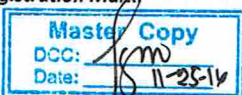
4.0 REFERENCE DOCUMENTS

- 4.1 Control of Nonconforming Services Procedure
- 4.2 Internal Audit Procedure
- 4.3 Corrective Action Procedure
- 4.4 Monitoring and Measurement of Client Satisfaction Procedure

5.0 RESPONSIBILITY AND AUTHORITY

- 5.1 General Manager shall be responsible for the following:
 - 5.1.1 Presiding over the conduct of management review.
 - 5.1.2 Ensuring the regular conduct of management review which shall cover all mandatory topics required by the standards
 - 5.1.3 Controlling proper corrective and/or preventive action in resolving nonconformities found during internal and external audit
 - 5.1.4 Confirming the implementation and result of the corrective and/or preventive action taken.

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5.2 ISO Facilitator

- 5.2.1 Oversee administrative requirements of the management review such as recording and maintaining proceedings
- 5.2.2 Notify the members of the Quality Management Committee of the schedule of the management review and the topics that will be covered during the review process

5.3 Members of the committee shall be responsible for the following:

- 5.3.1 Reviewing and evaluating matters brought to the committee.
- 5.3.2 Suggesting matters of continuous improvement related with quality concerns to the committee.
- 5.3.3 Supporting the concerned department's required resources for the implementation of all the matters decided by the committee.
- 5.3.4 Confirming if decided matters are implemented effectively or if procedures are to be revisited to improve service

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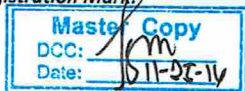
Management Review Procedure

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6.0 PROCEDURE DETAILS

Process Flow	In-charge	Process Description	Records
Start			
Setting of Management Review Schedule	ISO Facilitator	Shall recommend the schedule of the conduct of Management Review to the General Manager, including agenda Note: The Management Review shall be done at least twice a year	Memorandum
	General Manager	Shall approve the schedule of the conduct of Management Review	Memorandum
General Notice	ISO Facilitator	Shall notify the Quality Management Committee of the approved schedule and agenda, which shall include, but are not limited to, the following <ul style="list-style-type: none"> • Results of Audit • Customer Feedback / Customer Complaints • Changes in the Internal and External issues that are relevant to QMS • Corrective Action & Nonconformities Status • Adequacy of Resources • Performance of External Providers • Effectiveness of the actions taken for Risks and Opportunities • Performance and Service Conformity • Review of Quality Policy & Quality Objectives • Follow-up action from previous management reviews • Changes that could affect the Quality Management System • Recommendation for Improvement 	Notice of Management Review with Agenda
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Management Review Procedure

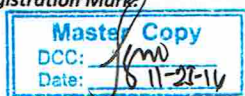
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	General Manager	Shall preside over the review process	Notice of Management Review; Agenda
	Concerned officers and employees	Shall present matters concerning their respective departments e.g. Lead Auditor for results of audit and non-conformities	Respective reports
	Committee Members	Shall deliberate on issues and matters presented for resolution or improvement	Memorandum
	General Manager	Shall issue final decision on issues and matters presented, including revision of procedures, if warranted	Minutes of the Meeting
Monitoring	ISO Facilitator	Shall monitor compliance of the GM's instructions by concerned departments	
End			

7.0 ATTACHMENTS AND FORMS

- 7.1 Memorandum
- 7.2 Minutes of Meeting

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Risk and Opportunities Assessment Procedure



SAN JOSE DEL MONTE CITY WATER DISTRICT

RISKS AND OPPORTUNITIES ASSESSMENT PROCEDURE

Type of Document: Quality Management System Procedure

Document No. SJWD-QP-ISO-002 Rev. no. Ø Page 1 of 8

Execution Date	Rev. No.	Revision Type	Change Description	Page Affected	Originator
Dec. 1, 2016	Ø	New	Newly established in accordance with the ISO 9001:2015 requirements.	-	

Prepared by:	Verified by:	Recommending Approval	Approved by:
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Risk and Opportunities Assessment Procedure

Document No. : SJWD-QP-ISO-002

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1.0 OBJECTIVE

This document aims to define the processes involved in identifying Risks and Opportunities on the Quality Management System of **SAN JOSE DEL MONTE CITY WATER DISTRICT**.

2.0 SCOPE

This document covers the processes of identifying, analyzing, evaluating and monitoring of risks and opportunities for QMS of **SAN JOSE DEL MONTE CITY WATER DISTRICT**.

3.0 DEFINITION OF TERMS

- 3.1 Risk – effect of uncertainty on an expected result. It is often characterized by reference to potential events and consequences, or a combination of these.
- 3.2 Significant Risk – Risks with an overall rating of 12 and above using the approved risk assessment matrix
- 3.3 Risk Tolerance – Level of Risk that is considered acceptable.
- 3.4 SWOT – Strength, Weaknesses, Opportunities and Threats.
- 3.5 SWOT Analysis – a tool used to analyze the organization's Strength, Weaknesses, Opportunities and Threats.
- 3.6 Opportunities – potential beneficial effects or a favorable or advantageous circumstances or combination of circumstances

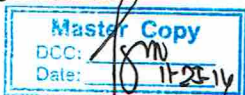
4.0 REFERENCE DOCUMENTS

- 4.1 Management Review Procedure
- 4.2 Corrective Action Procedure
- 4.3 Control of Nonconforming Services Procedure

5.0 RESPONSIBILITY AND AUTHORITY

- 5.1 Concerned Department / Division shall be responsible for:
 - 5.1.1 Identifying, analyzing and evaluating risks and opportunities of their respective departments.
 - 5.1.2 Determining the need to take action to address risks and opportunities.
 - 5.1.3 Determine, implement and monitor the implementation of actions to address risks and opportunities.

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Risk and Opportunities Assessment Procedure

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5.2 The Assistant General Managers shall be responsible for:

5.2.1 Reviewing the departments' Risks and Opportunities.

5.2.2 Determining resources needed associated with the actions necessary to address the Risks and Opportunities.

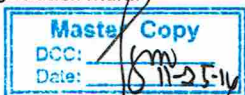
5.3 The General Manager shall be responsible for:

5.3.1 Approving actions and resources necessary to address the risks and opportunities.

5.3.2 Ensuring that status of risks and opportunities are reported during the scheduled Management Review.

5.4 ISO Facilitator shall be responsible to ensure that action plans approved by the General Manager to address risks and opportunities are integrated in the Organization's QMS.

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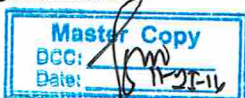
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6.0 PROCEDURE DETAILS

6.1 Conduct of SWOT Analysis and Risk and Opportunities Assessment

Process Flow	In-charge	Process Description	Records
Start			
Recommendation for conduct of workshop	ISO Facilitator	Shall recommend conduct of SWOT Analysis and Risk and Opportunities Workshop, including schedule and budget Note: Management staff and supervisors should participate in the workshop	Memorandum
	General Manager	Shall approve recommendation for the conduct of SWOT Analysis and Risk and Opportunities Workshop Note: Workshop shall be done at least once a year, preferably before the preparation of the Annual Business Plan	Memorandum
Conduct of workshop	Identified workshop participants	Shall participate in the SWOT analysis and determine the risks and opportunities relevant to the internal and external issues (context of the organization) and the Needs and Expectation of the Interested Parties using Risk Registry Form for the assessment of risk and Opportunities Action Plan for all identified opportunities Shall consider the following in determining risks and opportunities: <ul style="list-style-type: none"> The established processes of the organization Analysis of Internal and External Issues Strategic direction of the organization (Context of the Organization) View of interested parties Note: Prior to workshop, participants should have already conducted initial assessment in their respective departments	SWOT Analysis Form Risk Registry Risk Assessment and Treatment Plan
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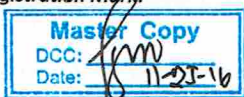


Risk and Opportunities Assessment Procedure

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<p>A</p>			
<p>Continued: Conduct of Workshop – Determining strategic options</p>	<p>Workshop participants</p>	<p>During the workshop, participants shall determine the strategic options of the organization based on the results of the SWOT Analysis and Assessment of Risk and Opportunities</p> <ul style="list-style-type: none"> ○ Strength – Opportunities: How can strengths be employed to take advantage of the Opportunities? ○ Strength – Threats: How can strength be used to counteract threats that tend to hinder the attainment of objectives and the exploitation of Opportunities? ○ Weakness – Opportunities: How can weaknesses be overcome to take advantage of or exploit the opportunities? ○ Weaknesses – Threats: How can weaknesses be overcome to counteract threats that tend to hinder the attainment of the objectives and exploitation of opportunities? 	<p>SWOT Analysis Form</p>
<p>Continued: Conduct of Workshop – Assessment of Risk</p>	<p>Workshop participants</p>	<p>Shall assess the risks according to the following risk criteria:</p> <ul style="list-style-type: none"> • Likelihood (Probability of Occurrence) • Severity <ul style="list-style-type: none"> ○ Impact to quality ○ Impact to Operation ○ Impact to reputation <p>Note: Refer to Table 1 for the Risk Evaluation Matrix.</p>	<p>Risk Assessment and Treatment Plan</p> <p>Risk Evaluation Matrix</p>
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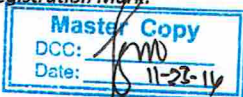


Risk and Opportunities Assessment Procedure

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<p>B</p>			
<p>Continued: Conduct of Workshop – Addressing Risks and Opportunities</p>	<p>Workshop Participants</p>	<p>Shall determine Action Plans to address the Risk and Opportunities.</p> <p>Note: Actions shall be categorized based on the following options:</p> <ul style="list-style-type: none"> ○ Avoid the Risk ○ Take the risk in order to pursue an opportunity. ○ Eliminate the Risk Source ○ Changing the Likelihood or the Consequence ○ Sharing the risk ○ Retain the risk by informed decision. <p>Note: In addressing the Opportunities, the organization shall take into consideration if the action might lead to the following:</p> <ul style="list-style-type: none"> ○ Adoption of new practices ○ Launching new services ○ Opening new markets ○ Addressing new customers ○ Building partnerships ○ Using new technology and other desirable and viable possibilities to address the organization's or its customer needs 	<p>Risk Assessment and Treatment Plan</p>
<p>Collation of workshop outputs</p>	<p>ISO Facilitator</p>	<p>Shall collate and prepare final Risk Assessment Registry, including action plans, as determined by the workshop participants</p>	
<p>Review of Risk Assessment Registry and Action Plans</p>	<p>AGMs</p>	<p>Shall review the necessary action plans and determine any resources needed for the actions to be implemented.</p>	<p>Risk Assessment and Treatment Plan</p>
<p>C</p>			

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Risk and Opportunities Assessment Procedure

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	General Manager	Shall approve the action plans and shall ensure that resources are provided.	Risk Assessment and Treatment Plan
	AGMs/ Department Managers	Shall monitor and review the effectiveness of actions taken at least twice a year or during the Management Review. Note: Risk registry shall be reviewed also in case of any of the following would be encountered aside from the scheduled twice a year Management Review: <ul style="list-style-type: none"> ○ If a nonconformance was detected during audit ○ After receiving a complaint from customer or interested parties ○ Changes in the organization's processes ○ After an occurrence of an actual emergency situation. 	Risk Assessment and Treatment Plan

6.2 Reports

Reports	Frequency	Responsible
Risk Registry	Twice a year or as need arises	AGM/Department Managers
Opportunities Action Plan	Twice a year or as need arises	AGM/Department Managers
SWOT Analysis	Once a year	AGM/Department Managers
Needs and Expectation of Interested Parties	Once a year	AGM/Department Managers

7.0 PERFORMANCE INDICATORS

7.1 All Risks are reduced to an acceptable level.

7.2 Review of Risk Registry conducted at least twice a year and risk registry as updated necessary

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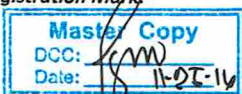
Risk and Opportunities Assessment Procedure

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8.0 ATTACHMENTS AND FORMS

- 8.1 SWOT Analysis
- 8.2 Needs and Expectation of Interested Parties
- 8.3 Risk Registry
- 8.4 Opportunities Action Plan
- 8.5 Risk Evaluation Matrix

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Non-conformity and Corrective Action Procedure




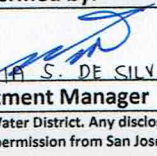
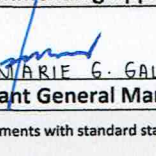
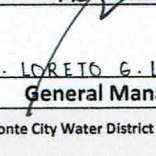
SAN JOSE DEL MONTE CITY WATER DISTRICT

NON-CONFORMITY AND CORRECTIVE ACTION PROCEDURE

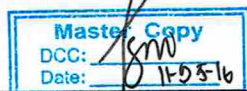
Type of Document: Quality Management System Procedure

Document No. SJWD-QP-ISO-003 Rev. no. Ø Page 1 of 6

Execution Date	Rev. No.	Revision Type	Change Description	Page Affected	Originator
Dec. 1, 2016	Ø	New	Newly established in accordance to the ISO 9001:2015 requirements.	-	

Prepared by:	Verified by:	Recommending Approval	Approved by:
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Non-conformity and Corrective Action Procedure

Document No. : SJWD-QP-003

Revision Level : Ø

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1.0 OBJECTIVE

This procedure aims to establish the process to investigate and determine the causes of the problems and non-conformities encountered by the SAN JOSE DEL MONTE CITY WATER DISTRICT in its bid to comply with the requirements of ISO 9001:2015 standards and establish actions to prevent the recurrence of the detected problems and non-conformities.

2.0 SCOPE

This procedure is applicable to any stage of the quality management system implementation which needs action for the correction and corrective action of problems occurring in the whole business process of the SAN JOSE DEL MONTE CITY WATER DISTRICT.

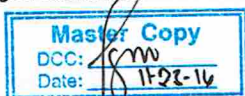
3.0 DEFINITION OF TERMS

- 3.1 Corrective Action – action to eliminate the causes of a detected nonconformity or other undesirable situation in order to prevent recurrence.
- 3.2 Correction – action to eliminate a detected nonconformity.
- 3.3 Non-conformities (NC) – omission of quality process established by the QMS.
- 3.4 Corrective Action Request (CAR) – form used to document corrective action requests and actions taken on such request
- 3.5 Quality Management System (QMS) - formalized system that documents processes, procedures, and responsibilities for achieving quality policies and objectives

4.0 REFERENCE DOCUMENTS

- 4.1 Control of Documented Information Procedure
- 4.2 Control of Nonconforming Services Procedure
- 4.3 Internal Audit Procedure
- 4.4 Control of Records Procedure
- 4.5 Handling of After Sales Service Procedure
- 4.6 Management Review Procedure
- 4.7 Monitoring and Measurement of Client Satisfaction Procedure

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Non-conformity and Corrective Action Procedure

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Revision Level : Ø

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5.0 RESPONSIBILITY AND AUTHORITY

5.1 The specific responsibilities are described in Table 1 for preparation/revision, review, authorization, registration, distribution, and disposal of documents.

Issues	Responsible to Request Action	Responsible to Implement Action	Responsible to Verify Action	Approval of Action
Internal Audit	Internal Auditors	Concerned Department / Division	Internal Auditors	General Manager
Suppliers/Contractors/ Subcontractors	BAC / Admin	Supplier/Contractors/ Subcontractor	Concerned Department / Division Heads	General Manager
Noncompliance to Applicable Legal & Other Requirements	ISO Facilitator	Concerned Department	ISO Facilitator	General Manager
Customer Service related complaints	ISO Facilitator	Commercial Department	ISO Facilitator	General Manager
Other Nonconformities on the QMS	Concerned Person who detected the NC	Concerned Dept. / Division	Concerned Department / Division Heads	General Manager

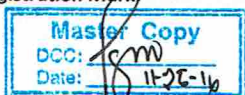
5.2 The DCC shall be responsible to register all CAR issued and maintain CAR Control Register.

5.3 The ISO Facilitator / Department Managers shall be responsible to:

5.3.1 Report the status of all issued CARs to the General Manager & during Management Reviews.

5.3.2 Ensure the effectiveness of actions taken.

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Non-conformity and Corrective Action Procedure

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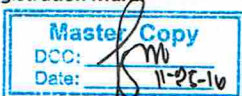
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6.0 PROCEDURE DETAILS

6.1 Corrective Action Request Process

Process Flow	In-charge	Process Description	Records
Start			
Issuance of CAR	Auditor / Person who detected the NC	Shall prepare Corrective Action Request (CAR) and obtain approval and registration of the CAR	CAR
	ISO Facilitator	Shall approve the CAR prior issuance to the concerned department.	CAR
	DCC	Shall assign CAR number then original copy of the CAR shall be sent to the concerned Department after recording it in the CAR control. Note: DCC shall keep duplicate copy.	CAR and CAR Control Register
	Auditor / Person who detected the NC	Shall issue the CAR to the concerned department	CAR
Implementation of CAR	Concerned Department Manager	Shall receive the CAR & analyze the cause of the NC. Note: <ul style="list-style-type: none"> Time limit to reply and submission of the analysis shall be within 3 days from the date of receiving the CAR. The implementation of the proposed corrective action, if any shall be made within 2 weeks from receipt of CAR 	CAR
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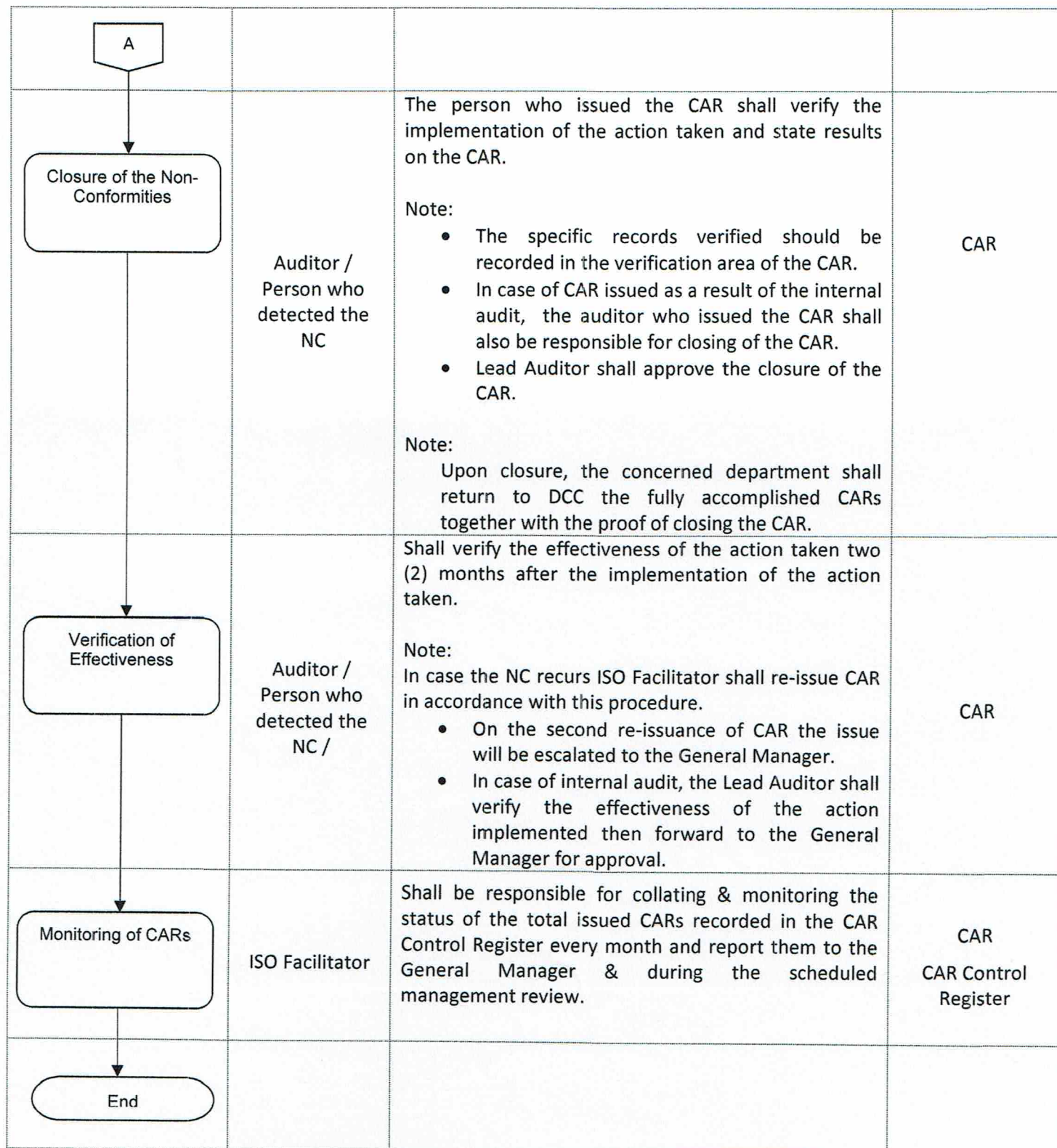
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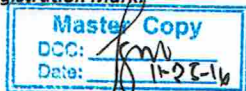


Non-conformity and Corrective Action Procedure

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Non-conformity and Corrective Action Procedure

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6.2 Reports

Reports	Frequency	Responsible
Corrective Action Request	Every NC occurred	Concerned Person who detected the NC ISO Head, Department Heads, Section Heads, Internal Auditors
CAR Control Register	Every issuance of CAR	Dept. Heads / Division Head / ISO Facilitator

7.0 PERFORMANCE INDICATOR

7.1 Non Conformities closed

7.2 CAR Control Registry updated

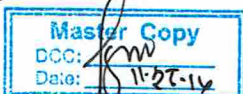
7.3 Status of CARs presented and discussed in the Management Review

8.0 ATTACHMENTS AND FORMS

8.1 Corrective Action Request Form

8.2 CAR Control Register

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Control of Non-conforming Services Procedure



Control of Non-conforming Services Procedure

Document No. : SJWD-QP-ISO-004

Revision Level : Ø

Page : Page 2 of 5

1.0 OBJECTIVE

This procedure describes the process of handling non-conformities of the required services of the SAN JOSE DEL MONTE CITY WATER DISTRICT.

2.0 SCOPE

This procedure shall apply to all nonconformities encountered during the implementation of the Quality Management System in compliance with the requirements of ISO 9001:2015.

3.0 DEFINITION OF TERMS

- 3.1 Non-conformance – any deviation from the requirements of the ISO 9001:2015 standards; the organization's procedures, guidelines, rules & regulations including deviations from applicable legal and other requirements.
- 3.2 Corrective Action Request (CAR) – form used to document corrective action requests and actions taken on such request

4.0 REFERENCE DOCUMENTS

- 4.1 Control of Documented Information Procedure
- 4.2 Internal Audit Procedure
- 4.3 Corrective Action Procedure
- 4.4 Purchasing Control Procedure

5.0 RESPONSIBILITY AND AUTHORITY

- 5.1 The General Manager shall approve all corrective actions implemented by all Departments
- 5.2 The Department Heads / Division Heads / ISO Facilitator shall:
 - 5.2.1 Ensure that Corrective Actions for the non-conforming services are implemented by the concerned department/office and that actions taken are effective.
 - 5.2.2 Monitor the status of all issued CARs.
 - 5.2.3 Report status of non-conformities in their respective Departments during the Management Review.
- 5.3 The Corporate Affairs Division shall be responsible for addressing service related complaints from and pertaining to external parties, except customers.
- 5.4 The Commercial Department shall be responsible for addressing service related complaints from customers.

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Control of Non-conforming Services Procedure

Document No. : SJWD-QP-ISO-004
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- 5.5 The Administrative and Finance Department shall be responsible for addressing service related complaints pertaining to employees, including handling grievances among employees.
- 5.6 The Engineering Department shall be responsible for addressing service related complaints pertaining to distribution lines and water facilities structures.
- 5.7 The Production Department shall be responsible for addressing service related complaints pertaining to water service interruptions and water quality.
- 5.8 Internal Audit Team shall be responsible in identifying nonconformities on the implementation of the Quality Management System.

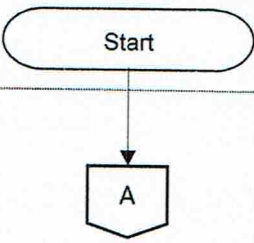
6.0 PROCEDURE DETAILS

6.1 Nonconformance Reports

6.1.1 Different nonconformities shall be handled by the following parties:

Category	Responsible to Request Action	Responsible to Implement Action	Responsible to Verify Action	Approval of Action
Internal Audit	Internal Auditors	Concerned Department / Division	Internal Auditors	General Manager
Suppliers/Contractors/ Subcontractors	BAC / Admin	Supplier/Contractors/ Subcontractor	Concerned Department / Division Heads	General Manager
Noncompliance to Applicable Legal & Other Requirements	ISO Facilitator	Admin. Division	ISO Facilitator	General Manager
Customer Service related complaints	ISO Facilitator	Concerned Department / Division	ISO Facilitator	General Manager
Other Nonconformities on the QMS	Concerned Person who detected the NC	Concerned Dept. / Division	Concerned Department / Division Heads	General Manager

6.2 Handling Non-conformities

Process Flow	In-charge	Process Description	Records
			

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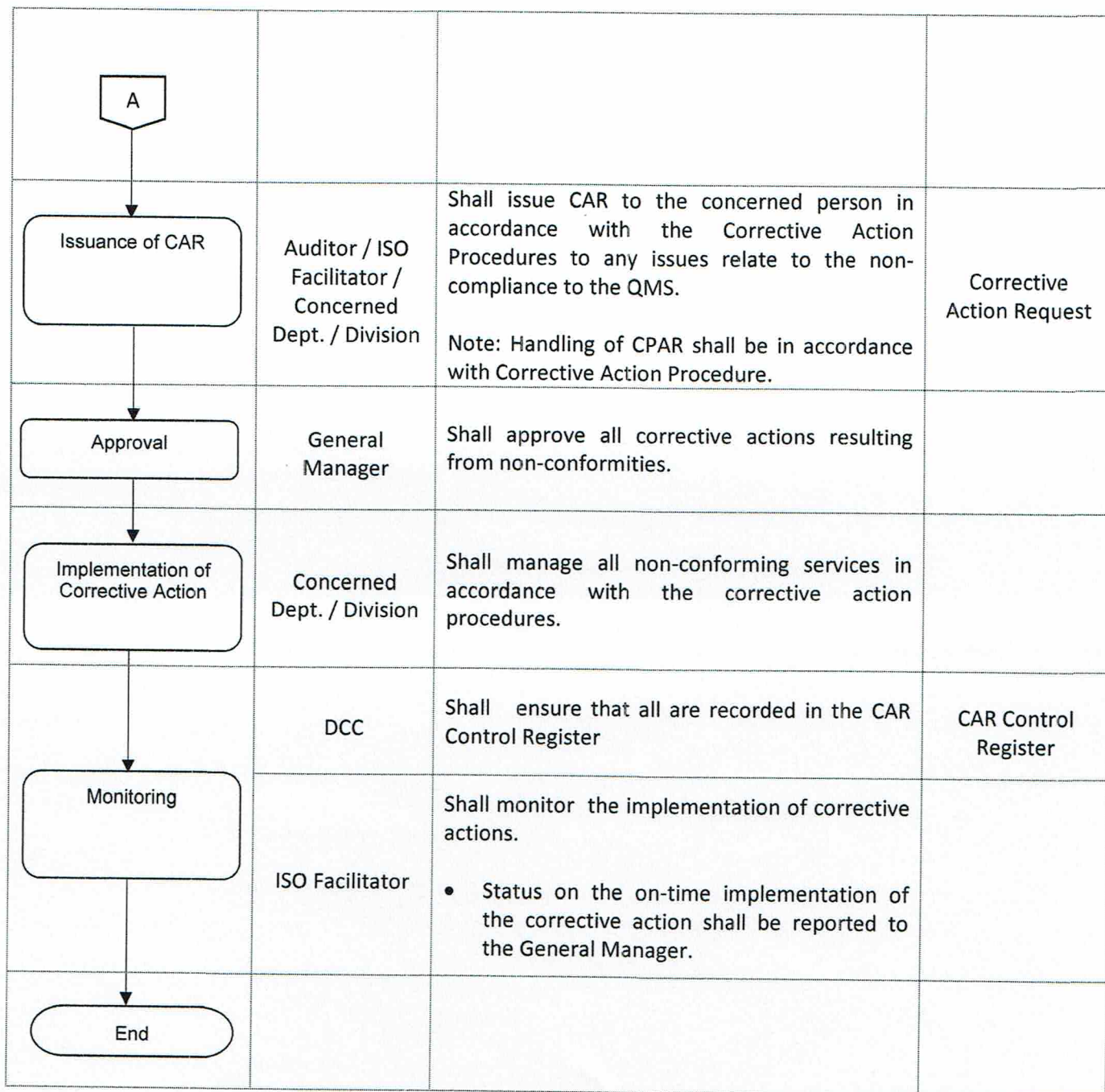


Control of Non-conforming Services Procedure

Document No. : SJWD-QP-ISO-004

Revision Level : Ø

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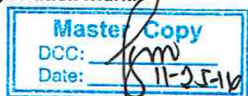


6.3 Disposition on Non-Conforming Service

6.3.1 Non-conforming services shall be handled in accordance with the corrective action procedure.

6.3.2 Verification on the effectiveness of actions taken shall be in accordance with Corrective Action Procedure.

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Control of Non-conforming Services Procedure

Document No. : SJWD-QP-ISO-004

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6.4 Reports

Reports	Frequency	Responsible
Corrective Action Request	Every NC occurred	Concerned Person who detected the NC ISO Head, Department Heads, Section Heads, Internal Auditors
CAR Control Register	Every issuance of CAR	Dept. Heads / Division Head / ISO Facilitator

7.0 PERFORMANCE INDICATORS

7.1 Corrective actions approved and implemented on time.

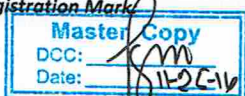
7.2 CARs registered in the CAR Control registry.

8.0 ATTACHMENTS AND FORMS

8.1 Corrective Action Request

8.2 CAR Control Register

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Internal Audit Procedure



SAN JOSE DEL MONTE CITY WATER DISTRICT

INTERNAL AUDIT PROCEDURE

Type of Document: Quality Management System Procedure

Document No.

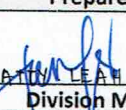
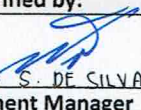

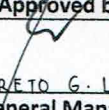
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Rev. no.

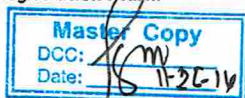
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Page 1 of 8

Execution Date	Rev. No.	Revision Type	Change Description	Page Affected	Originator
Dec. 1, 2016	Ø	New	Newly established in accordance to the ISO 9001:2015 requirements.	-	

Prepared by:	Verified by:	Recommending Approval	Approved by:
 ARON LEAH P. JAVIER Division Manager	 VIRGINIA S. DE SILVA Department Manager	 ROSEMARIE G. GALVEZ Assistant General Manager	 ENGR. LORETO G. LIMCOLIO General Manager
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Internal Audit Procedure

Document No. : SJWD-QP-ISO-005

Revision Level : Ø

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1.0 OBJECTIVE

The purpose of this procedure is to establish and maintain an effective Internal Audit process relating to the ISO 9001:2015 requirements.

2.0 SCOPE

This procedure is applicable to the entire operation of SAN JOSE DEL MONTE CITY WATER DISTRICT.

3.0 DEFINITION OF TERMS

- 3.1 IA - Internal Audit
- 3.2 CAR - Corrective Action Request.
- 3.3 Lead Auditor - person appointed by the General Manager to coordinate and to head all the activities of scheduled IA.
- 3.4 Audit Team - a group of internal auditors who will audit an assigned department
- 3.5 Team Leader – the leader of the audit team
- 3.6 Closing meeting - meeting held after the individual audit with the dept. /section head of the area audited.

4.0 REFERENCE DOCUMENTS

- 4.1 Corrective Action Procedure
- 4.2 Control of Documented Information Procedure
- 4.3 Management Review Procedure

5.0 RESPONSIBILITY AND AUTHORITY

5.1 General Manager

- 5.1.1 Approval of Annual Audit Plan, Internal Audit Report & Detailed Audit Plan

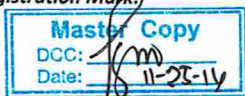
5.2 The ISO Facilitator shall be responsible for the following:

- 5.2.1 Recommending the composition of the audit team to the General Manager
- 5.2.2 Coordination with the audit team to ensure that audit results are presented to the General Manager
- 5.2.3 Ensuring the continuing training and qualifying process for the internal auditors
- 5.2.4 Maintaining a list of qualified internal auditors
- 5.2.5 Ensuring that each section is internally audited at least twice a

5.3 Lead Auditor shall be responsible for the following:

- 5.3.1 Preparation of the detailed audit plan
- 5.3.2 Controlling all phases of the audit and ensure completion of the audit within the scope and plan
- 5.3.3 Preparation of the audit report

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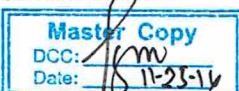


Internal Audit Procedure

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- 5.3.4 Reviewing the audit checklist prepared by the audit team members
- 5.3.5 Review and approval of the corrective action request for non-conformities found during the audit.
- 5.4 The internal auditors shall be responsible for the following:
 - 5.4.1 Performing the audit according to audit plan.
 - 5.4.2 Preparation of the audit checklist.
- 5.5 The Audit Team leader shall be responsible for the following:
 - 5.5.1 Supervising the conduct of the audit in the assigned department
 - 5.5.2 Ensuring that the audit is in accord with the audit plan.
 - 5.5.3 Preparing the corrective action requests and closing of the corrective action of the audited section.
- 5.6 The AGMs and department heads shall be responsible for the following:
 - 5.6.1 Making available manpower and resources during the conduct of the internal audit.
 - 5.6.2 Taking corrective action on the non-conformities found during the audit.
 - 5.6.2.1 Time limit to submit the analysis of the non-conformities shall three (3) days from the date of issuance of the CAR.

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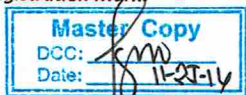
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6.0 PROCEDURE DETAILS

6.1 Internal Audit Process

Process Flow	In-charge	Process Description	Records
Start			
Selection of Auditors	ISO Facilitator	<p>Shall recommend the composition of the audit team to the General Manager based on the following qualifications:</p> <p>A. Internal auditors</p> <ul style="list-style-type: none"> Passed the internal audit training course conducted by the qualified trainer. Employed in San Jose Water for at least one (1) year. <p>B. Lead Auditor</p> <ul style="list-style-type: none"> Employed in San Jose Water for more than two years Passed the Internal Audit Training Participated at least once in the conduct of internal audit. (However, this requirement is waived for the first internal audit.) 	Training Certificate, Master List of Internal Auditors, Records of Internal Auditor
Validity of Qualification	General Manager	Shall appoint the internal auditors and choose the Lead Auditor from the internal auditors appointed	
	ISO Facilitator	<p>Shall ensure that the auditors will be re-qualified based on the required validity date of the auditors' term:</p> <p>Note: The term of validity of the qualification of the auditor is one (1) year, and he shall acquire the re-qualification process one month before the expiration date of the qualification provided he had participated in an audit for more than 2 times for 1 year, otherwise, he will undergo the qualifying process of new auditor.</p>	
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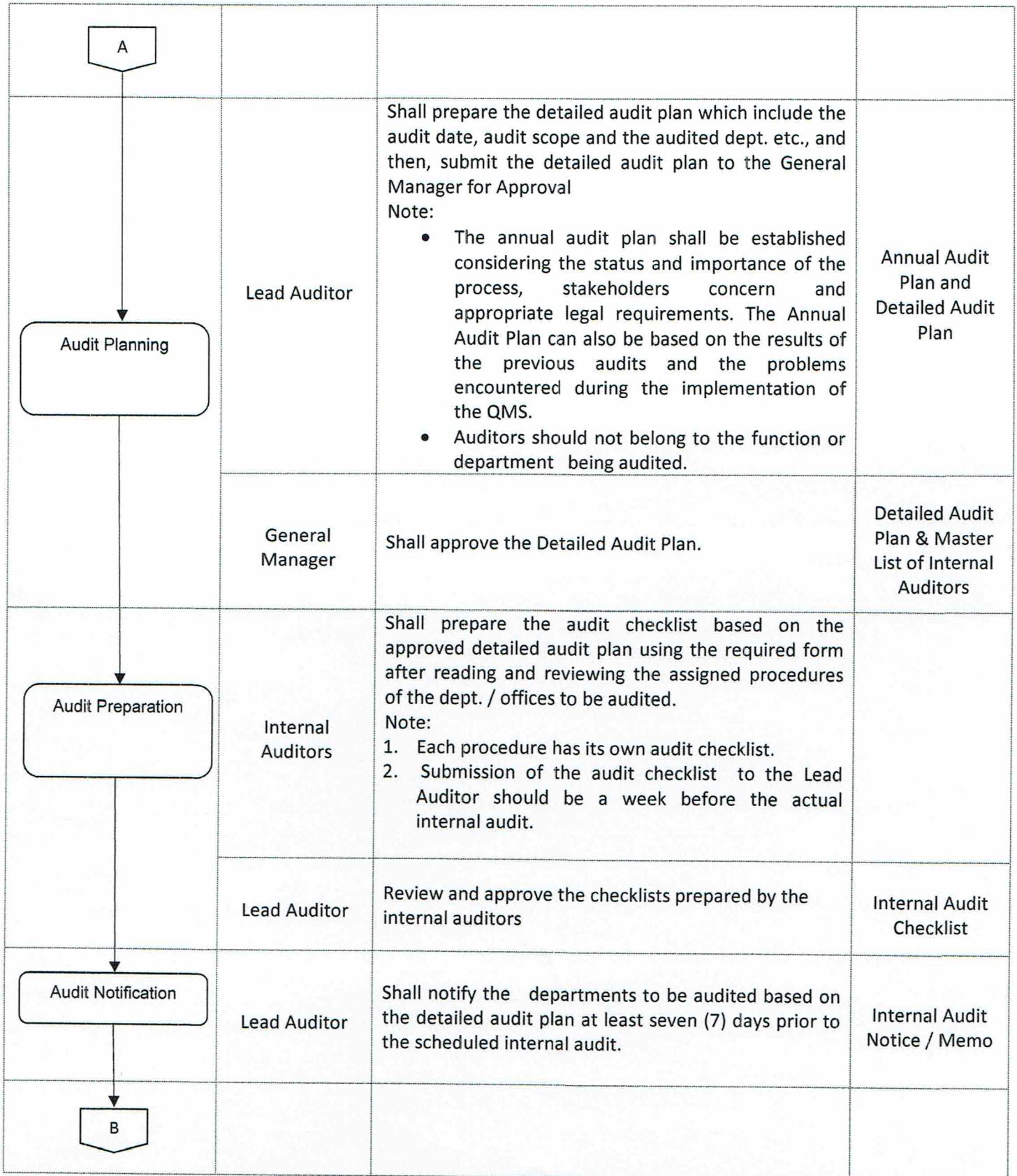


Internal Audit Procedure

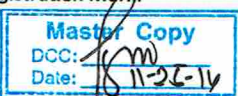
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<div style="border: 1px solid black; padding: 5px; text-align: center;">Audit Team Meeting</div>	Lead Auditor	Shall hold an audit team meeting prior to conduct of audit to ensure audit will be in accordance with audit plan	Internal Audit Plan Internal Audit Checklist
<div style="border: 1px solid black; padding: 5px; text-align: center;">Performance of Audit</div>	Lead Auditor, Internal Auditors	Shall conduct an opening meeting with the department to be audited before performing the actual internal audit.	Minutes of the Meeting
	Internal Auditors	Shall conduct the internal audit based on the internal audit checklist and the approved audit plan and in comparison with the QMS	Internal Audit Checklist
		Shall record & summarize the audit result & the non-conformances seen during the audit, if any	Accomplished Internal Audit Checklist and Audit Report
	Lead Auditor, Internal Auditors	Shall conduct wrap up meeting upon completion of the audit and before the closing meeting to evaluate the audit results, prepare audit report & prepare the corrective action request (CAR) for the non-conformities found during the audit, if any.	CAR
<div style="border: 1px solid black; padding: 5px; text-align: center;">Closing Meeting</div>	Lead Auditor, Internal Auditors	Shall conduct the closing meeting upon the completion of the audit to discuss the result of the audit to all auditees and issue the CAR, if any.	CAR
<div style="border: 1px solid black; padding: 5px; text-align: center;">Collation and summary of audit result</div>	Lead Auditor	Shall summarize the audit results, including non-conformities found and the overall impression of the audit team	Internal Audit Report
<div style="border: 1px solid black; width: 40px; height: 20px; margin: 0 auto; text-align: center; line-height: 20px;">C</div>			

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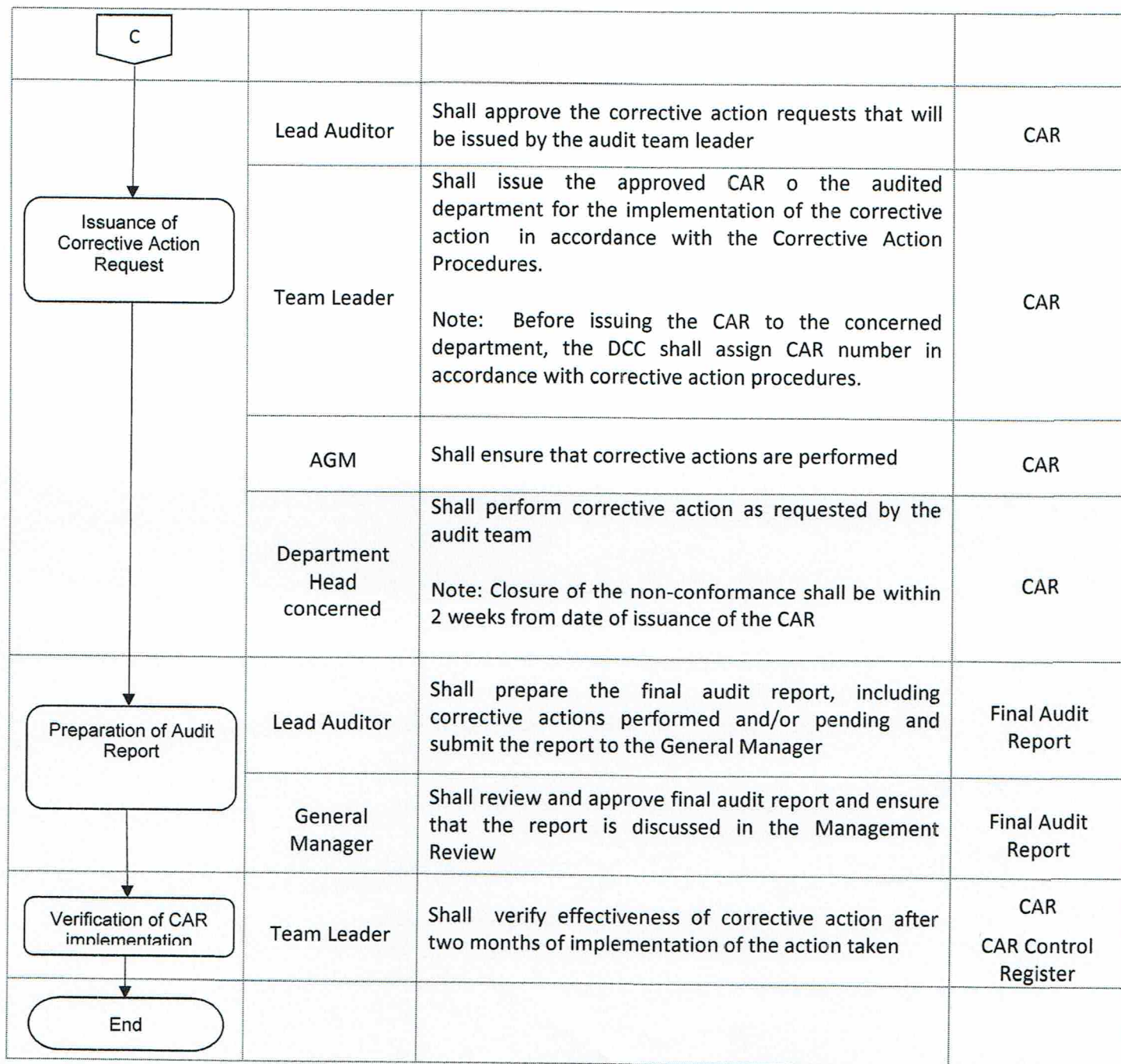


Internal Audit Procedure

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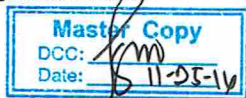
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6.2 Reports

Reports	Frequency	Responsible
Internal Audit Report	Every Internal Audit	Lead Auditor

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Internal Audit Procedure

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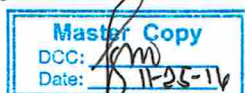
7.0 PERFORMANCE INDICATOR

- 7.1 Timely execution of Internal Audit based on the Annual Audit Plan and that all applicable requirements of ISO 9001:2015 Standard are audited.
- 7.2 Corrective action taken to close all nonconformities found during the audit.
- 7.3 Effectiveness of actions taken verified by the AGMs and Department Heads.

8.0 ATTACHMENTS AND FORMS

- 8.1 Annual Audit Plan
- 8.2 Internal Audit Checklist
- 8.3 Detailed Audit Plan
- 8.4 Master List of Internal Auditors

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Control of Documented Information Procedure



SAN JOSE DEL MONTE CITY WATER DISTRICT

CONTROL OF DOCUMENTED INFORMATION PROCEDURE

Type of Document:	Quality Management System Procedure			
Document No.	SJWD-QP-DCC-001	Rev. no.	Ø	Page 1 of 12

Execution Date	Rev. No.	Revision Type	Change Description	Page Affected	Originator
Dec. 1, 2016	Ø	New	Newly established in accordance to the ISO 9001:2015 requirements.	-	

Prepared by:	Verified by:	Recommending Approval	Approved by:
ATTY. LEO A. JAVIER Division Manager	VIRGINIA S. DE SILVA Department Manager	ROSEMARIE G. GALVEZ Assistant General Manager	ENGR. LORETO G. LIMCOLIOG General Manager
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Control of Documented Information Procedure

Document No. : SJWD-QP-DCC-001
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1.0 OBJECTIVE

The purpose of this procedure is to establish and maintain an effective and systematic control of all internal and external documents that concerns and affects the implementation of Quality Management System of the SAN JOSE DEL MONTE CITY WATER DISTRICT and ensures its records are properly accomplished, established and maintained under formal and documented procedures to demonstrate compliance with documented QMS and ISO 9001:2015 requirements.

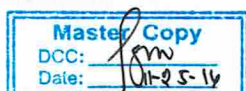
2.0 SCOPE

This procedure is applicable to all Quality Management System documents, data and records generated in the process of implementation of ISO 9001:2015 requirements of SAN JOSE DEL MONTE CITY WATER DISTRICT.

3.0 DEFINITION OF TERMS

- 3.1 Documented Information – are documents related to the implementation of quality procedures.
- 3.2 Systems Documents – refers to systems documents which are related to the implementation of quality procedures and records which are special kind of document stating results achieved or providing evidence of activities performed.
- 3.3 Controlled Documents - these are documents distributed and automatically updated with amendments and reissues. Any unauthorized reproduction is not permitted. There are two types of controlled documents.
- 3.3.1 Internal Documents – these are documents generated internally (within the organization) such as the QMS manuals, quality procedures, work instructions, and other documents that affect the Quality Management System as required by ISO 9001:2015 standards.
- 3.3.2 External Documents – these are documents from outside the confines of the organization such as but not limited to legal laws, letters or communications from external interested parties, National/International Standards, and other documents that are required by ISO 9001:2015 Standards.
- 3.4 Uncontrolled Documents – these are documents distributed for information only and will not be kept updated.
- 3.5 Obsolete Documents – these are old revision documents.
- 3.6 Complete Revision - document that has majority of its pages affected by the revision. This document is required to be completely re-checked and re-issued.
- 3.7 Partial Revision – document that only certain page/s is/are affected by the revision (less than 50% of total pages). In this case, affected pages must be properly identified in the revision history index. This document is required to be completely re-checked and re-issued.

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Control of Documented Information Procedure

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- 3.8 Record – special kind of document stating results achieved or providing evidence of activities performed.
- 3.9 Objective Evidence – data that supports the existence of the verity of something.
- 3.10 Indexing and Filing – proper arranging and listing of the evidence of quality records.
- 3.11 Maintenance – proper safekeeping of quality records by all relevant departments for reference.
- 3.12 Preservation – proper safekeeping and protection of quality records by the DCC from environmental hazards, damage and loss after their maintenance period.
- 3.13 Disposal – proper method of removing all evidence of quality records after their preservation period.
- 3.14 Internal Records – records prepared and maintained by the organization.
- 3.15 External Records – records received from external parties such as customers and suppliers, and are being maintained by the organization.
- 3.16 DCC – it is the acronym of Document Control Custodian.
- 3.17 Organization – shall refer to the SAN JOSE DEL MONTE CITY WATER DISTRICT.

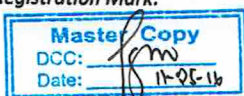
4.0 REFERENCE DOCUMENTS

- 4.1 ISO 9001:2015 Standard
- 4.2 Internal Audit Procedure

5.0 RESPONSIBILITY AND AUTHORITY

- 5.1 The specific responsibilities are described in Tables 1, 2 & 3 for preparation/revision, review, authorization, registration, distribution, and disposal of documents.
- 5.2 All Division Heads shall be responsible for:
 - 5.2.1 Identifying new procedures or procedures for amendments.
 - 5.2.2 Reviewing the amendments of procedures prior approval.
 - 5.2.3 Request the registration of the approved documents originating from his department.
 - 5.2.4 Ensure proper storage and protection of the Controlled Copies of documents under their custody.
 - 5.2.5 Maintain and update Master list of Records of their respective department and shall furnish an updated copy to the DCC.

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5.2.6 Maintaining the Master List of Records

5.2.7 Identifying the maintenance and preservation period of their records.

5.2.8 Preventing any unauthorized reproduction and use of records.

5.3 The General Manager shall make the final approval of QMS manual, procedures, work instructions, and forms.

5.4 The AGM and Department Heads shall be responsible for reviewing the procedures to ensure the adequacy of process and approval of the Work Instructions.

5.5 The ISO Facilitator shall be responsible for verifying the adequacy of documents if it complies with the ISO 9001:2015 requirements.

5.6 The DCC shall be responsible for the administration, control and classification of use of all documents registered except for Legislative generated documents as mandated by law.

5.7 The DCC shall be responsible for the audit of all the documents currently used by the organization on a regular basis or at least twice a year.

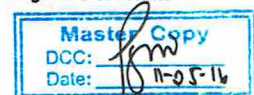
5.8 The DCC shall be responsible for the disposal of all obsolete documents except Legislative generated documents as mandated by law.

6.0 PROCEDURE DETAILS

6.1 Establishing New Document

Process Flow	In-charge	Process Description	Records
Start			
Document Preparation	Concerned Department / Division	Shall prepare their respective procedures and submit the same to the ISO Facilitator for initial review and assignment of document number. Note: The department from which the procedure originated, including the corresponding forms, shall be considered the owner of such procedure and forms. As such, only the said department can revise the procedure and forms subject to approval by the General Manager and registration with the DCC.	
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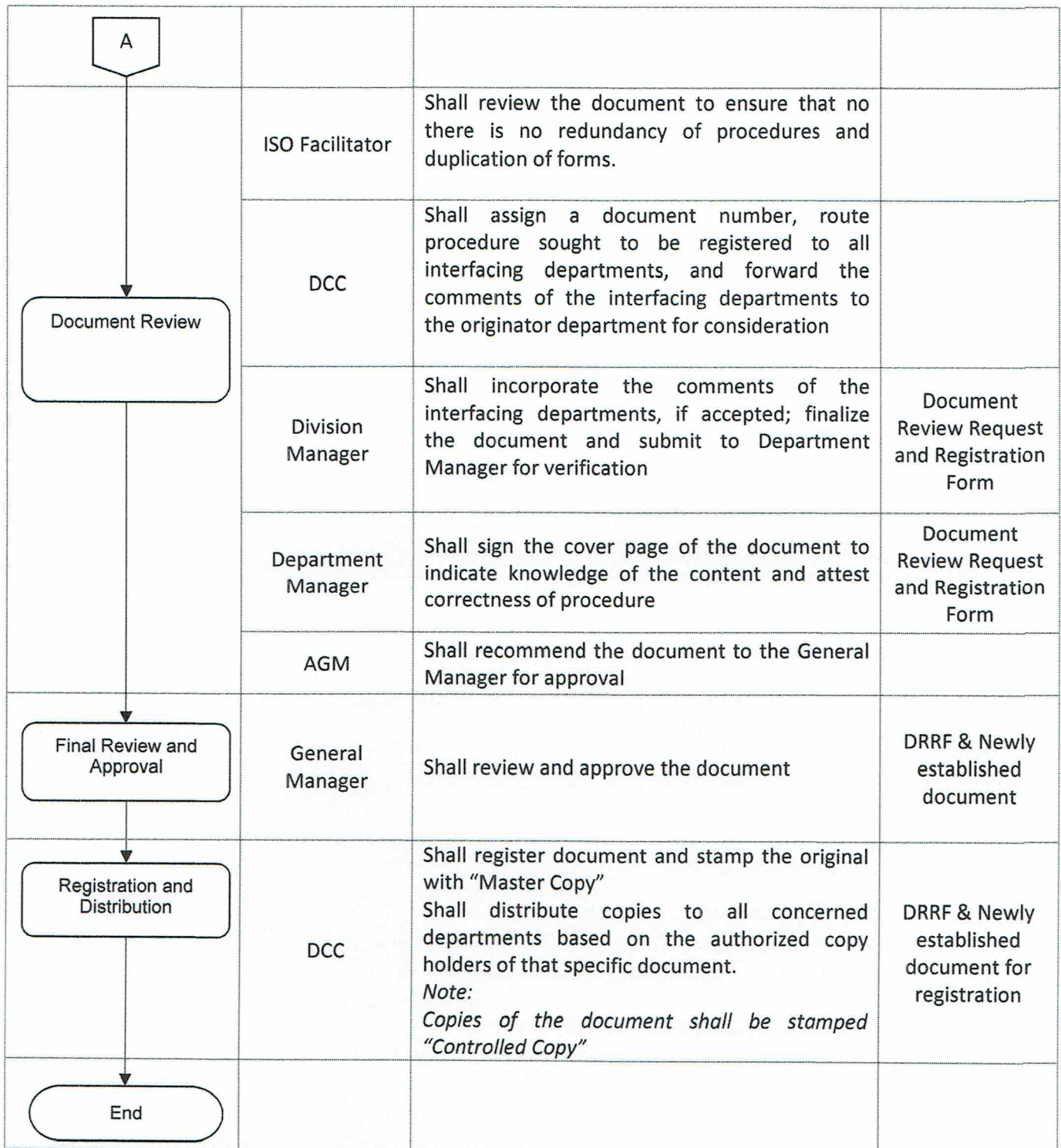
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Control of Documented Information Procedure

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Control of Documented Information Procedure

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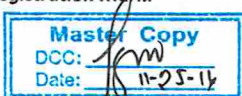
6.2 Revision Process

Process Flow	In-charge	Process Description	Records
Start			
Requisition of Uncontrolled Copy	Originator Department	Shall request uncontrolled copy from DCC using the duplicate copy request form. Note: The DCRF shall be approved prior to the issuance of the Uncontrolled Copy	Duplicate Copy Request Form
Drafting and Review of the Proposed Revision	Originator Department	Upon request of uncontrolled copy, the Department shall draft the revision and route the document following the steps of establishing new document.	DRRRF
Final Review	General Manager	Shall approve the revised document.	DRRRF
Registration	DCC	Shall register the approved revised document and indicate the revision in the document revision history	
End			

6.3 Document Retrieval and Disposal

Process Flow	In-charge	Process Description	Records
Start			
Retrieval of copies and keeping of obsolete document	Holders of controlled copy of obsolete documents	Shall surrender to the DCC the obsolete controlled copy.	DRRRF
	DCC	Shall ensure that all uncontrolled copies are retrieved from authorized holders, stamp "Obsolete Copy" on the obsolete original copy, and keep it according to control of records procedure.	Obsolete Controlled Copy and Original Copy
A			

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Control of Documented Information Procedure

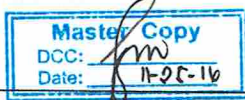
Document No. : SJWD-QP-DCC-001
Revision Level : Ø
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A			
<p>Disposal of uncontrolled copies of obsolete documents</p>	DCC	<p>Shall dispose the retrieved controlled copies by shredding or crossing-out the printed side of each page if it will be re-used as scrap paper.</p> <p>Shall record disposal of document in the Document Distribution, Retrieval and Disposal Form.</p>	Obsolete Controlled Copy
<p>Disposal of the Obsolete Original Document</p>	DCC	<p>Shall dispose the obsolete original document by shredding after the period established for keeping the said document and</p>	Obsolete Original Copy
<p>Update Master List of Documents</p>	DCC	<p>Shall update the Master List of Registered Documents by crossing-out the applicable revision of obsolete original documents.</p>	Master List of Registered Documents
<p>End</p>			

6.4 Control of Records

Process Flow	In-charge	Process Description	Records
<p>Start</p>			
<p>Preparation of Records</p>	Division Manager	<p>Shall prepare list of records</p>	List of Records
<p>Approval of Master List of Records</p>	Department Manager	<p>Shall check if the List of Records are correct and in accordance with established procedures</p>	List of Records
<p>A</p>			

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Control of Documented Information Procedure

Document No. : SJWD-QP-DCC-001
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 Approval of Master List of Records	AGM	Shall recommend approval of list of records to the GM for final approval	
	General Manager	Shall approve list of records	List of Records
 Registration of List of Records	DCC	Shall register approved list of records Note: The DCC shall have a Master Record Control Register of the different departments/sections which shall be regularly updated. Master List of Records covers both the internal and external records.	
	Department Managers	Shall be responsible for the preservation of all records in their respective departments until the maintenance period expires. Note: The HRD shall keep and preserve all the 201 File both during the maintenance and preservation period.	Master Record Control Register
 Transfer of Records	Department Manager	Shall transfer the records to the DCC within two weeks from expiry of the specified maintenance period using the Records Transfer Registry form.	Records Transfer Registry Form
 Preservation of Records	DCC	Shall receive records transferred by the Departments, properly identify and preserve the records in a facility that prevents deterioration, damage or loss. Note: Records shall be preserved for a specified period of time in such a way that they are readily retrievable for future reference. The integrity and legibility of the data input shall be protected by not using pencil in the data recording. Erasures shall be done by striking out the word then the responsible person shall affix his signature. Liquid eraser shall not be used to ensure traceability of the origin of the erasures.	
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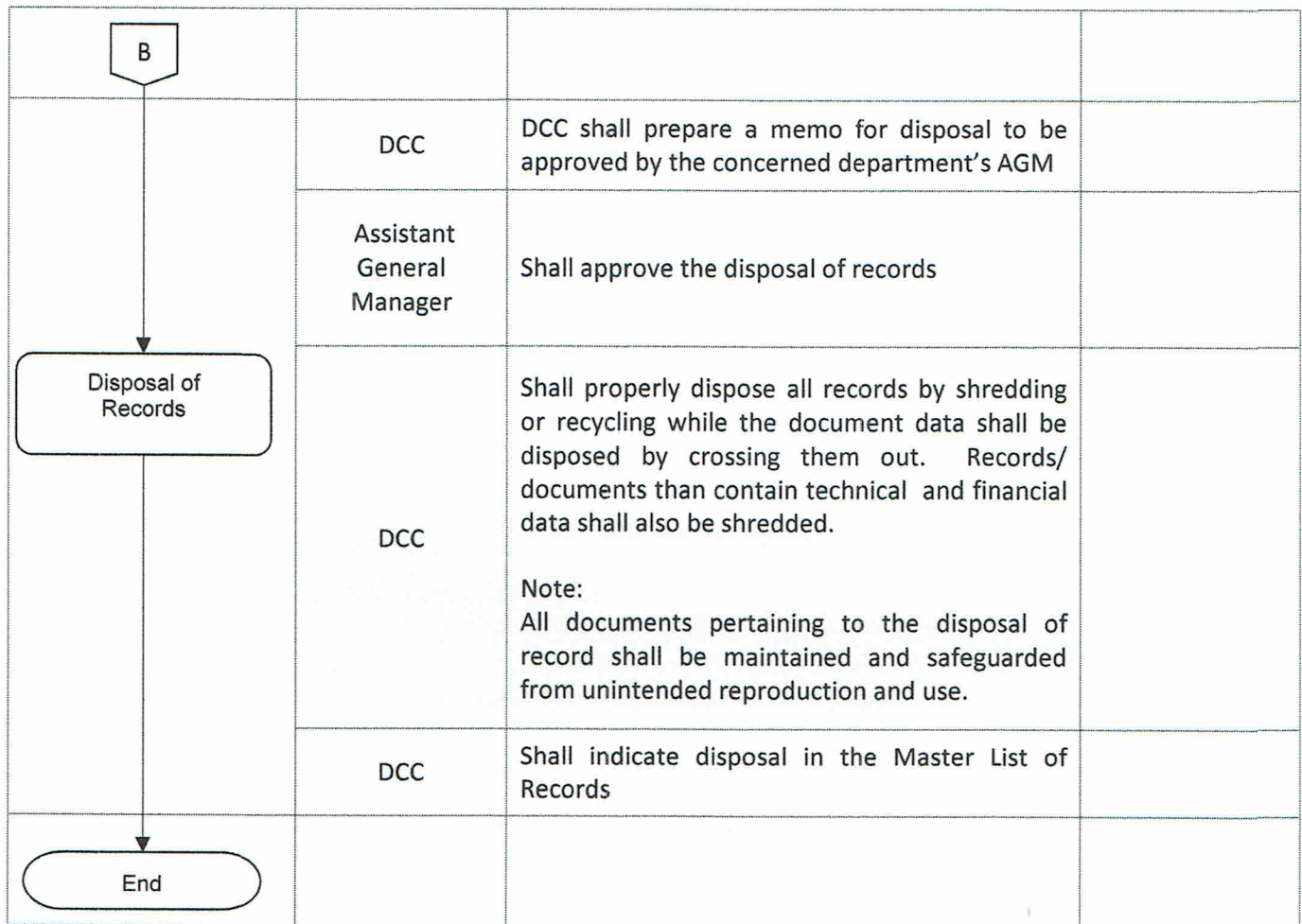
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Control of Documented Information Procedure

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6.4 Labeling

6.4.1 The Department DCC shall label the records file according to the following format:

(1)	Record Title	(3)	(4)	Maintenance Period	Preservation period
	(2)			(5)	(6)

- 1) Log of the organization
- 2) Title of Record
- 3) Year record was created
- 4) Records Owner
- 5) Maintenance period as determined in the List of Records
- 6) Preservation period as determined in the List of Records

6.5 Requirements of Document Control

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Control of Documented Information Procedure

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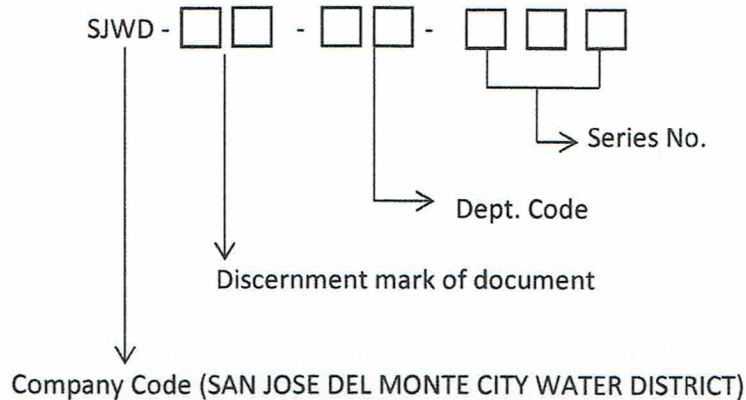
Revision Level : Ø

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6.5.1

DCC document identification control

1. Calibri size 11 shall be the official font used for the text of the internal documents such as Manual, Procedures, Work Instruction, etc.
2. Assignment of Document Number. DCC shall assign document number as follows:

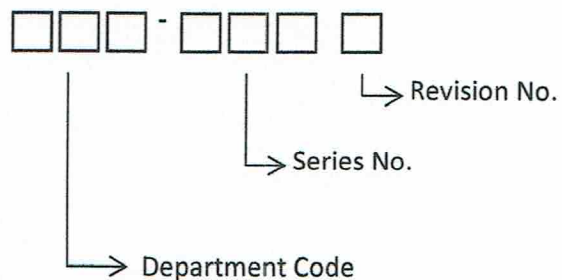


- 1) Four (4) digits can be assigned for document number if it exceeds from three (3) digits.

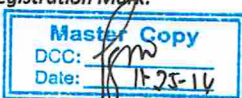
Example:

SJWD- QP - ADM - 001

- 1) Four (4) digits can be assigned for document number if it exceeds from three (3) digits.
- 2) Assignment of Form Number (forms that emanated / created by any of the departments of the SAN JOSE DEL MONTE CITY WATER DISTRICT)



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Control of Documented Information Procedure

Document No. : SJWD-QP-DCC-001

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Examples:

(1) DCC – 001 – Ø

Departments / Sections	
ISO Facilitator	ISO
Document Controller	DCC
Administrative Division	ADM
Office of the General Manager	OGM
Finance Division	FIN
Commercial Services Division	CSD
Engineering Division	ENG
Environmental & Sanitation Division	ESD
Bulk Water Supply & Distribution Division	BDD
Production Division	PRD

6.5 Reports

Reports	Frequency	Responsible
Master List of Registered Documents	Every revision of documents	DCC

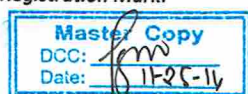
7.0 PERFORMANCE INDICATORS

7.1 The DCC shall ensure on-time registration, distribution of documents and retrieval of obsolete copies of revised documents.

8.0 ATTACHMENTS AND FORMS

- 8.1 Figure 1 (Elements of Document Control in Assigning Revision Number)
- 8.2 Figure 2 (Scope and Method of Document Control)
- 8.3 Figure 3 (Kinds of DCC Stamps)
- 8.4 Figure 4 (Classification of Use of DCC Stamps)
- 8.5 Figure 5 (Document Distribution List)
- 8.6 Document Review Request and Registration Form
- 8.7 Master List of Registered Documents

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Control of Documented Information Procedure

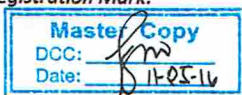
Document No. : SJWD-QP-DCC-001

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- 8.8 Document Distribution, Retrieval and Disposal Form
- 8.9 Duplicate Copy Request Form
- 8.10 List of Records
- 8.11 Records Transfer Register
- 8.12 Master Record Control Register

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Feedback Generation Control Procedure



SAN JOSE DEL MONTE CITY WATER DISTRICT

FEEDBACK GENERATION CONTROL PROCEDURE

Type of Document: Quality Management System Procedure

Document No. SJWD-QP-OGM-001 Rev. no. Ø Page 1 of 7

Execution Date	Rev. No.	Revision Type	Change Description	Page Affected	Originator
Dec. 1, 2016	Ø	New	Newly established in accordance to the ISO 9001:2015 requirements.	-	

Prepared by:	Verified by:	Recommending Approval	Approved by:
 ATTY. LEAH P. FAVIER Division Manager	 VIRGINIA S. DE SILVA Department Manager	 ROSEMARIE G. GALVEZ Assistant General Manager	 ENGR. LORETO G. LIMCOLIO General Manager
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Registration Mark: Master Copy DCC: Date: 01-25-16	Distribution Mark:	This document is updated and controlled if it bears the red "CONTROLLED COPY" stamp. Otherwise, please refer to the Document Control Center (DCC) for your updated copy.
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Feedback Generation Control Procedure

Document No.	:	SJWD-QP-OGM-001
Revision Level	:	Ø
Page	:	Page 2 of 7

1.0 OBJECTIVE

This procedure aims to prescribe the process in measuring customers' satisfaction on the water and septage management services provided by San Jose Water.

2.0 SCOPE

This procedure covers the generation of feedback from the customers of San Jose Water regarding the delivery of service through bi-annual conduct of survey of randomly selected customers. This also covers the procedure of gathering customer feedback on the service through suggestion boxes stationed in all offices of San Jose Water.

3.0 DEFINITION OF TERMS

- 3.1 Feedback – comments given to San Jose Water either orally or in writing, solicited or not solicited, about its performance and includes both complaints and commendations.
- 3.2 Passing Mark – refers to the score received by San Jose Water by which it is considered to have satisfied its customers. For qualitative portion of the survey, the passing mark shall be 90%. For descriptive/quantitative portion of the survey, the passing mark shall be Very Satisfactory.
- 3.3 Public Assessment of Service – refers to the survey periodically conducted by the Corporate Affairs Division using the PAS Survey Form to measure customer satisfaction on the services provided by San Jose Water
- 3.4 Public Assessment of Service Survey Form – the form used by the Corporate Affairs Division to assess delivery of service
- 3.5 Tri-media – refers to TV, radio, and print media

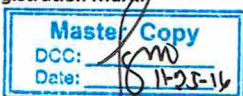
4.0 REFERENCE DOCUMENTS

- 4.1 Control of Documented Information Procedure
- 4.2 Administrative Control Procedure

5.0 RESPONSIBILITY AND AUTHORITY

- 5.1 The Manager of Corporate Affairs Division ensures the conduct of public assessment of service twice a year or as the need arises, checks data analysis, recommends course of action, if needed, and submits the survey results and recommendations to the General Manager.
- 5.2 The Survey Team Leaders shall analyze the data tabulated by the Survey Team, and generate charts and figures.
- 5.3 The Survey Team members conduct the survey in their respective designated areas within the established time frame. They shall tabulate the data daily and report to the Corporate Affairs

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Feedback Generation Control Procedure

Document No.	: SJWD-QP-OGM-001
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Division manager any complaint/commendation/reports expressed by the respondents during the survey.

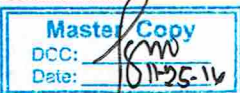
- 5.4 The Information Officer collects and summarizes content of suggestion boxes, monitors negative publicities about the agency in internet forums, social media, and the tri-media, and reports the negative publicities to immediate supervisor.
- 5.5 The General Manager issues further instructions as he may see fit with respect to the results of the survey and feedback summary.
- 5.6 All Department Managers shall ensure implementation of instructions of the General Manager with respect to the results of the survey.

6.0 PROCEDURE DETAILS

6.1 Public Assessment of Service

Process Flow	In-charge	Process Description	Records
Start			
Designation of Survey Team	Manager, Corporate Affairs Division	<p>Shall assign the staff of the Division who will compose the Survey Team, assign the Team Leader, determine the team members' areas of assignment and schedule of survey and set the number of respondents for each team member.</p> <p>Shall continuously improve the survey form for improvement</p> <p><i>Notes:</i></p> <ul style="list-style-type: none"> The number of total respondents shall be 1000 but may be adjusted depending on prevailing conditions. 	
Conduct of Survey	Survey Team members	Shall interview respondents in accordance with the schedule and area assignments set by the Corporate Affairs Division Manager.	Survey form
A			

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Feedback Generation Control Procedure

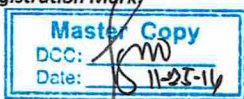
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<p>A</p>			
<p>Tabulation of Data</p>	<p>Survey Team members</p>	<p>Shall tabulate the data gathered at the end of each day during the conduct of the survey</p> <p><i>Note: The survey team members shall indicate on the survey form any complaint expressed by the respondents and shall report the same to the Corporate Affairs Division manager at the end of the day. The complaint shall then be immediately referred by the Division Manager to the concerned Department.</i></p>	<p>Survey form Data Tabulation Form</p>
<p>Analysis of Data</p>	<p>Survey Team Leader</p>	<p>Shall analyze the data and generate charts and figures after the target number of respondents is met and submit the data analysis (with charts and figures) to the Corporate Affairs Division Manager</p>	<p>Charts</p>
<p>Submission of Report to the General Manager</p>	<p>Manager, Corporate Affairs Division</p>	<p>Shall review and check the data analysis/charts and figures, indicate corrections, if any; prepare the Public Assessment of Service Report (PASR), indicating therein whether or not San Jose Water obtained a passing mark, and recommendations for improvement of ratings, and submit these to the General Manager for his appropriate action</p> <p>Ref: Administrative Control Procedure</p>	<p>Comments Summary</p>
<p>Review of the Report</p>	<p>General Manager</p>	<p>Shall review the PASR and issue further instructions either through marginal notes to the report or a separate inter-office memorandum as he may see fit, based on the result of the survey.</p>	<p>PAS Report or Memorandum</p>
<p>Distribution of the Report</p>	<p>Clerk Processor</p>	<p>Shall distribute the PASR to the managers concerned, as may be instructed by the General Manager, and record the date and time that the report was received.</p>	
<p>B</p>			

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
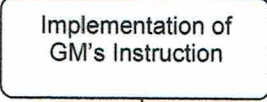
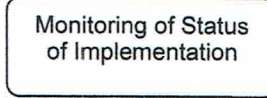
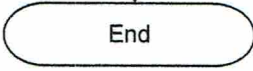
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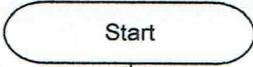
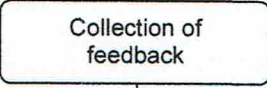



Feedback Generation Control Procedure

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 Revision Level : Ø
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	Department Managers Concerned	Shall carry out the GM's instructions as noted in the PASR or as stated in a separate memorandum	
	Manager, Corporate Affairs Division	Shall monitor implementation of GM's instructions and provide feedback to the GM	
			

6.2 Customer Feedback from Suggestion Boxes, Email, and Social Media

Process Flow	In-charge	Process Description	Records
			
	Corp. Affairs Div.Clerk Processor	Shall collect the content of the suggestion boxes every Friday.	
	Manager, Corporate Affairs Division Information Officer	Shall check feedback from official email address and monitor social media daily for complaints and impressions, whether positive or negative, about the service; shall summarize feedback generated and submitted for the GM's appropriate action <i>Note: Advance copy of the urgent matters/complaints shall be forwarded to the concerned department.</i>	

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 DCC: *[Signature]*
 Date: 11-23-14

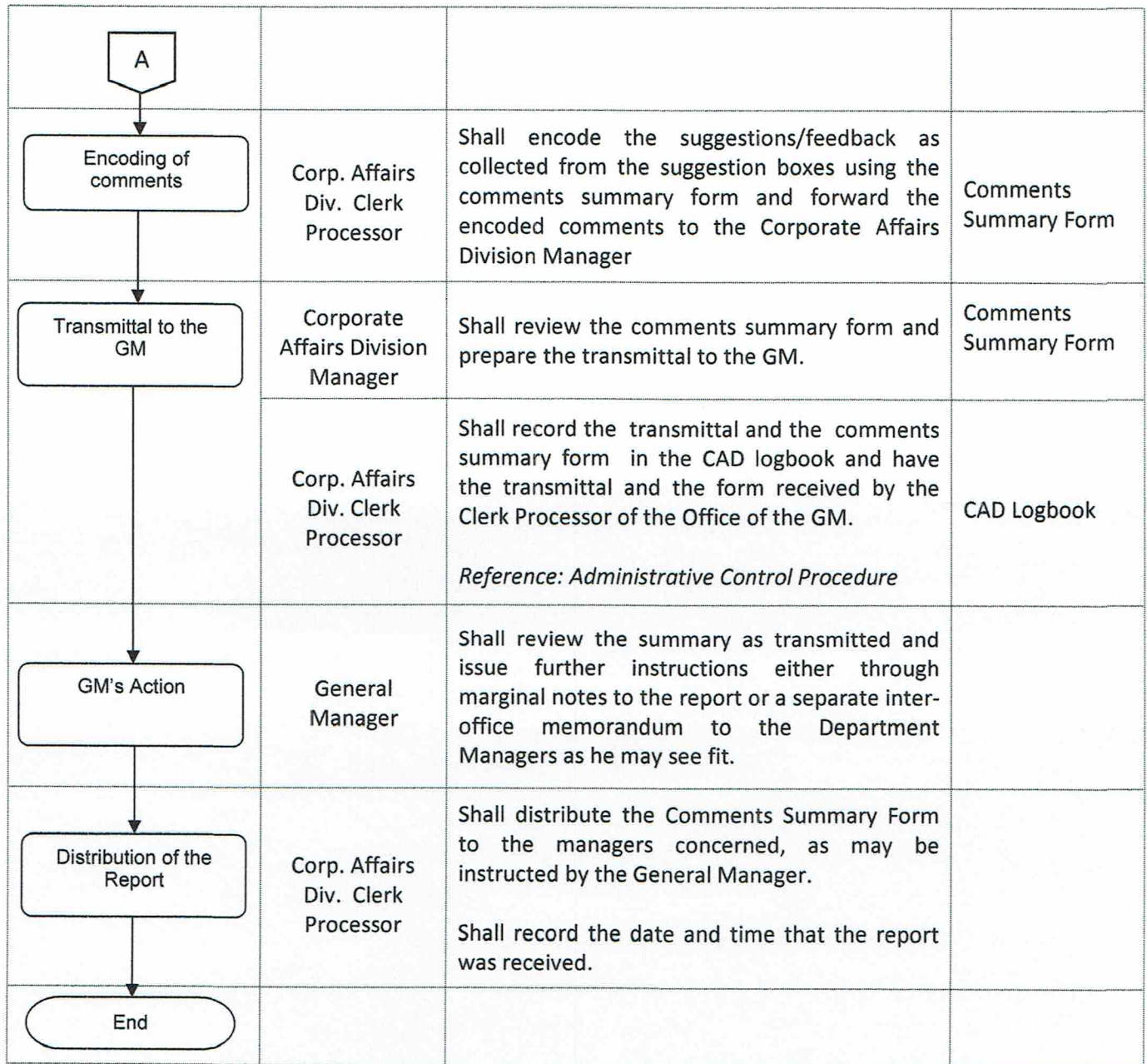
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Feedback Generation Control Procedure

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6.3 Reports

Reports	Frequency	Responsible
PAS Report	Twice a year (every six months)	Corporate Affairs Division Manager
Comments Summary	Once a week	Corporate Affairs Division Manager

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Feedback Generation Control Procedure

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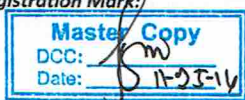
7.0 PERFORMANCE INDICATORS

- 7.1 Tabulated and analyzed data from survey transmitted to the GM
- 7.2 Encoded summary of comments transmitted to the GM

8.0 ATTACHMENTS AND FORMS

- 8.1 Survey Form
- 8.2 Data Tabulation Form
- 8.3 Summary of Comments Form

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Competence Training and Awareness Procedure



SAN JOSE DEL MONTE CITY WATER DISTRICT

COMPETENCE TRAINING AND AWARENESS PROCEDURE

Type of Document: Quality Management System Procedure

Document No. SJWD-QP-ADM-001 Rev. no. Ø Page 1 of 8

Execution Date	Rev. No.	Revision Type	Change Description	Page Affected	Originator
Dec. 1, 2016	Ø	New	Newly established in accordance to the ISO 9001:2015 requirements.	-	

Prepared by:

Verified by:

Recommending Approval

Approved by:

HENRY S. PORTALIO
Division Manager

VIRGINIA S. DE SILVA
Department Manager

ROSE MARIE G. GALVEZ
Assistant General Manager

ENGR. LORETO G. LIMCOLIO
General Manager

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Competence, Training and Awareness Procedure

Document No. : SJWD-QP-ADM-001

Revision Level : Ø

Page : Page 2 of 8

1.0 OBJECTIVE

This documentation aims to identify the training needs, implementation and evaluation of effectiveness of trainings provided to the employees of the San Jose Del Monte City Water District.

2.0 SCOPE

This procedure covers all employees of the San Jose Del Monte City Water district from the planning of trainings to the implementation and monitoring of trainings.

3.0 DEFINITION OF TERMS

- 3.1** TNA – Training Needs Analysis. It is the process of identifying the gap in employee training and related training need.
- 3.2** ATP – Annual Training Plan. It contains the agency's training mission, critical training, any special training program needed for the coming year.
- 3.3** Training – Shall include orientation, workshops, trainings, briefing, briefings, seminar, spiritual uplifting, hand-on trainings, conferences and the like.
- 3.4** Internal Training – Trainings conducted within the agency.
- 3.5** External Training – Special training programs such as developmental trainings that can be acquired from outside training institute or consultant. It is a training that can be acquired from outside training institute on consultants and or by sending staff to external training courses.
- 3.6** Qualification Standard Manual – The statement of the minimum qualification requirements for a class of positions in terms of education, experience, training, civil service eligibility, competency, physical fitness and other qualities required for successful performance.

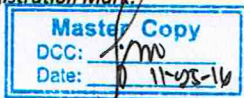
4.0 REFERENCE DOCUMENTS

- 4.1** Control of Documented Information Procedure
- 4.2** Omnibus Rules Implementing Book V of Executive Order 292 and other pertinent Civil Service Laws
- 4.3** Human Resource Management Control Procedure
- 4.4** Civil Service Commission (CSC) Memorandum Circulars
- 4.5** Code of Conduct and Ethical Standards of Public Officials and Employees (Republic Act No. 6713)

5.0 RESPONSIBILITY AND AUTHORITY

- 5.1** The General Manager shall be responsible for the final review and approval of the Annual Training Program.
- 5.2** HRM Division shall be responsible for:

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Competence, Training and Awareness Procedure

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- 5.2.1 The development of Annual Training Program and ensure the overall coordination to guarantee systematic and on-time implementation of the training program.
- 5.2.2 The coordination with external parties such as government agencies and training institutions for the possibility of hiring speakers, facilitators, resource persons for the trainings.
- 5.3 All department managers shall be responsible:
 - 5.3.1 For identifying their personnel training needs and the submission to HRM Division for consolidation.
 - 5.3.2 For scheduling their personnel attendance on the requested training.
- 5.4 The HRM in coordination with the department manager concerned shall determine the effectiveness of the trainings conducted to address Agency and employee's needs.
- 5.5 The HRM shall coordinate annual training program and maintain training record of each employee.

6.0 PROCEDURE DETAILS

6.1 General Guidelines

6.1.1 Newly hired employees

6.1.1.1 HRM Division shall give orientation to newly hired employees then endorse to the concerned office, after the orientation.

6.1.1.2 The end- user office/ concerned department shall recommend to the general manager for the newly hired employees to attend appropriate technical training as required in the Qualification Standards Manual.

6.1.2 Regular Employee

6.1.2.1 Training needs of regular employees shall be updated on a yearly basis using the Training Needs Analysis Form to be accomplished by the Department Manager, submitted to the HRM Division for consolidation, evaluation and analysis.

A semi-annual Performance Evaluation of all employees shall be one of the bases in identifying training needs for the career development program of management staff and shall provide them tools to effectively carry out management tasks and responsibilities toward optimizing the mutual needs of the organization and personal career development.

6.1.2.2 Any significant change of working procedure, upgrading of equipment and technical knowledge should be provided to the affected personnel immediately by the office. If available, an immediate external training will be provided to the employee concerned upon availability.

6.1.2.3 Personnel who will be transferred to another job shall get job orientation and training from the receiving department

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Competence, Training and Awareness Procedure

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6.2 Planning and Implementation of Training

Process Flow	In-charge	Process Description	Records
Start			
Determine Competency	SIRMO-A	<p>Shall determine the competency gap of the employees based on the Qualification standards of the Civil Service Commission (CSC) to define competency requirement for every job title based on:</p> <ul style="list-style-type: none"> a) Education b) Experience c) Training d) Eligibility <p>Note: Other sources of trainings shall include:</p> <ul style="list-style-type: none"> a) Performance Evaluation b) Management Direction c) TNA Survey 	<p>Qualification Standard Manual</p> <p>Qualifications & Training Matrix (Internal Form)</p> <p>Annual Training Plan (Internal Form)</p>
Determine Competency Gap	Department Manager	<p>Shall determine the competency gap of their subordinates based on their current performance.</p> <p>Note: Competency gaps shall be filled-in by appropriate trainings and shall be reflected in the annual training plan.</p>	IPCR OPCR
Submit TNA	Department Manager	Shall submit their Training Needs Analysis to the HRM to be used as basis in establishing the Annual Training Plan.	Training Needs Analysis (TNA) (Internal Form)
Make a Summary	Human resource Manager	<p>Shall collate Training Needs and make a summary of the result and prepare the Annual Training Plan.</p> <p>Note: A summary of the result of the OPCR and IPCR shall be made and competency gap shall be filled in by a training.</p>	<p>Training Needs Analysis (TNA) (Internal Form)</p> <p>Annual Training Plan</p>
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Competence, Training and Awareness Procedure

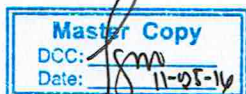
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	General Manager	Shall approve the Annual Training plan. Note: In cases where additional trainings are necessary to be included in the already approved Annual Training Plan, the department manager shall write a letter request to the General Manager and state the reasons for the need that training should be included. Requests shall be justified by the office concerned.	Annual Training Plan
	Human Resource Manager	Shall Distribute the approved training plan to the Department Managers.	Annual Training Plan

6.3 Internal Training

Process Flow	In-charge	Process Description	Records
	Human Resource Manager	Shall designate HR Staff who, irrespective of their functions, shall be responsible in the conduct of office orientation covering any of the following topics: <ul style="list-style-type: none"> • Office Procedures • Job Functions • Other job related topics Note: A qualified trainer shall at least possess one of the following criteria: <ul style="list-style-type: none"> • Has experience in the training subject • Attended an external training regarding the subject • Post/Undergraduate experience about the subject • Demonstrates expertise about the training subject 	Brief Memo

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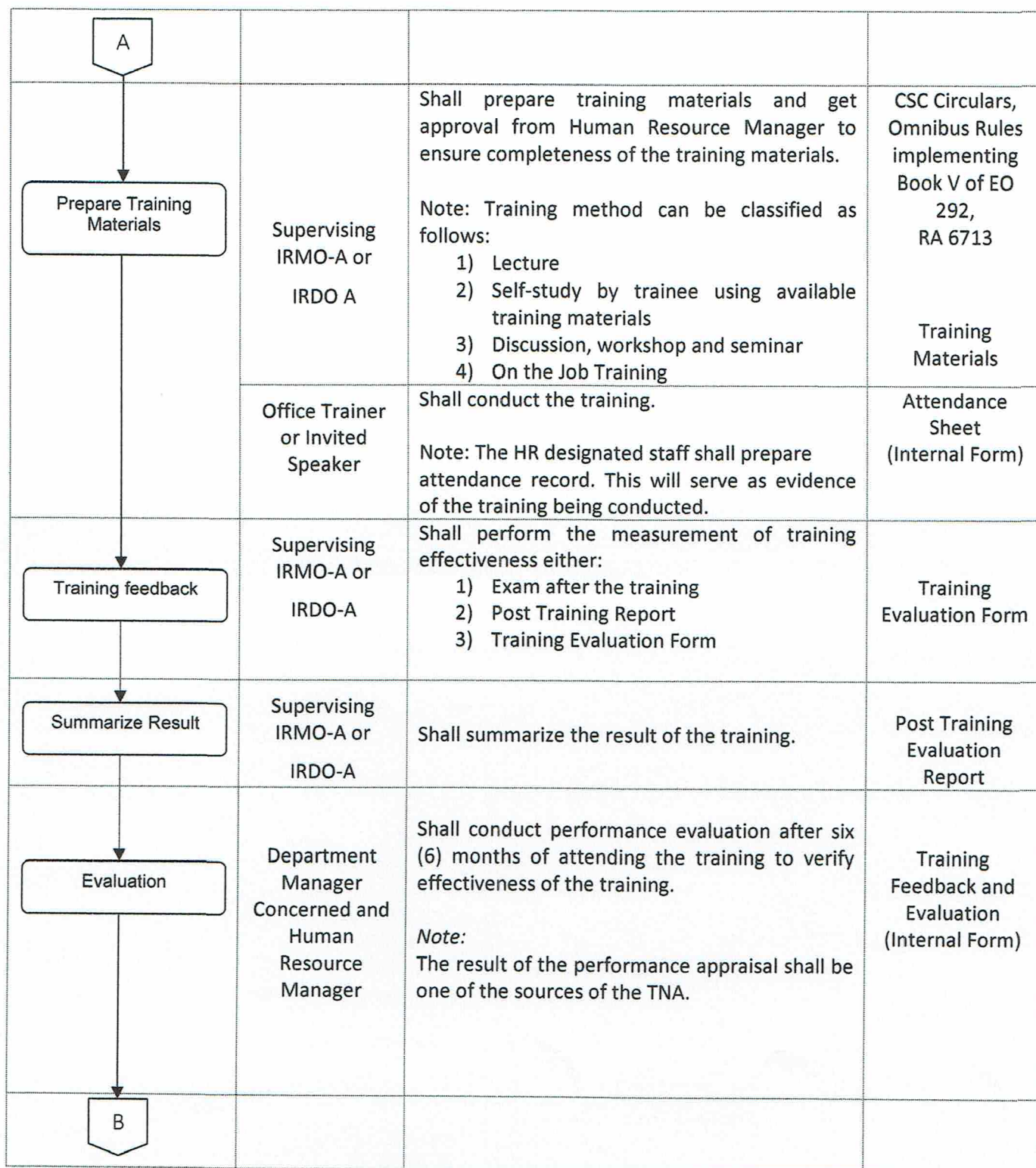


Competence, Training and Awareness Procedure

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Competence, Training and Awareness Procedure

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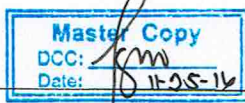
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	Clerk Processor B	Shall update the Individual Training History of the employee based on the trainings attended. Note: The concerned employee shall update his/her form 201 file by submitting the training certificate	Individual Training History (Internal Form)

6.4 External Training

Process Flow	In-charge	Process Description	Records
	Human Resource Manager	Shall inform the concerned Department Manager about the training invitation, target participants and scope of training.	Training Invitation
	Concerned Department Manager	Shall submit request to the General Manager justifying the need for attendance on that specific training invitation	Letter of Request
	General Manager	Shall approve/disapprove the letter request of the department manager	Letter of Request
	Trainee	Shall submit the Outside Training Report, photocopy of the Training Handouts and photocopy of the Training Certificate or any related documents within fifteen (15) days from the date of training. Note: If necessary, the trainee shall give In-House Training in coordination to the HRM (echo)	Post Training Report (Internal Form)

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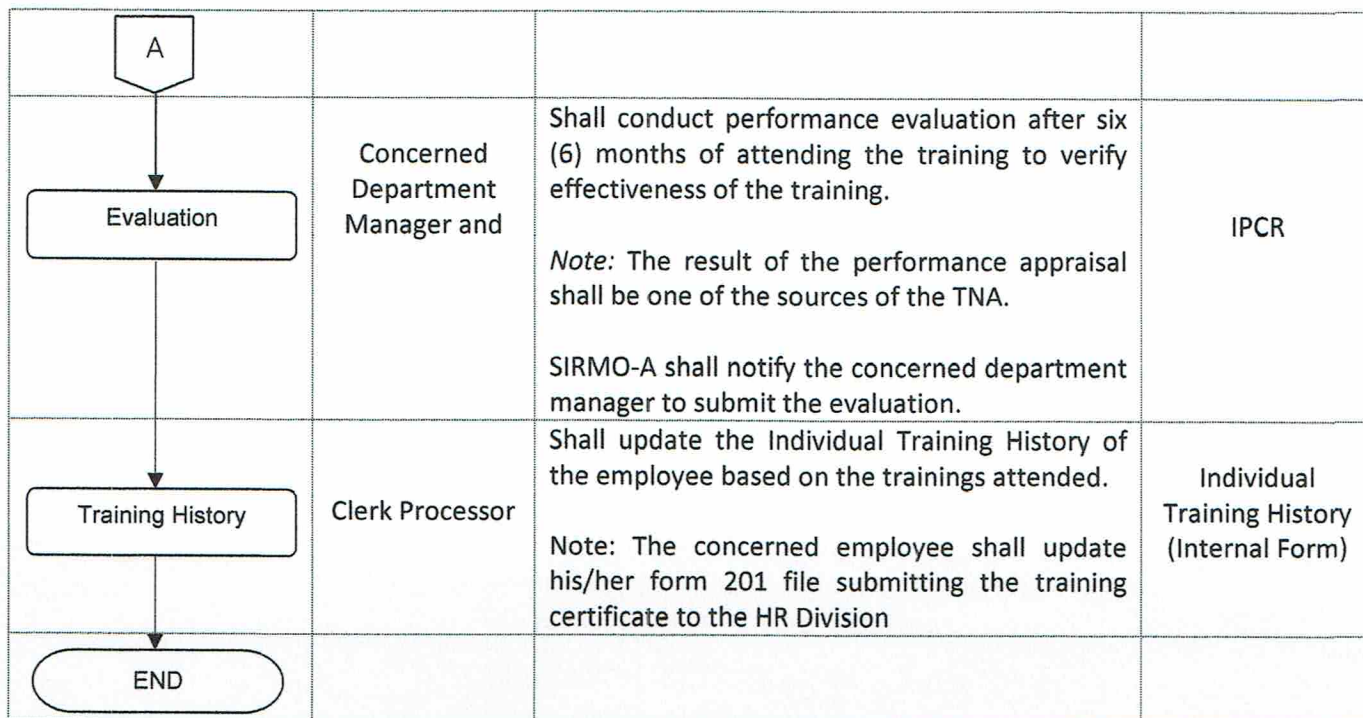


Competence, Training and Awareness Procedure

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6.5 Reports

Reports	Frequency	Responsible
Annual Training Plan	Annual	Human Resource Manager
Post Training Evaluation Report	Within fifteen (15) days after completion of Training Program	Supervising IRMO-A/ IRDO-A

7.0 PERFORMANCE INDICATORS

7.1 Training programs are implemented as per approval of the General Manager

7.2 Improved employee's performance as gauge by IPCR.

8.0 ATTACHMENTS AND FORMS

8.1 Form 1 – Training Needs Analysis

8.2 Form 2 – Annual Training Plan

8.3 Form 3 – Qualification and Training Matrix

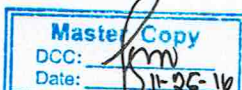
8.4 Form 4 – Attendance Sheet

8.5 Form 5 – Training Feedback and Evaluation Form

8.6 Form 6 – Individual Training History

8.7 Form 7 – Post Training Report

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Control of Infrastructure Procedure



SAN JOSE DEL MONTE CITY WATER DISTRICT

CONTROL OF INFRASTRUCTURE PROCEDURE

Type of Document: Quality Management System Procedure

Document No. SJWD-QP-ADM-008 Rev. no. Ø Page 1 of 8

Execution Date	Rev. No.	Revision Type	Change Description	Page Affected	Originator
Dec. 1, 2016	Ø	New	Newly established in accordance to the ISO 9001:2015 requirements.	-	

Prepared by:	Verified by:	Recommending Approval	Approved by:
 HENRY S. PORTALLO Division Manager	 VIRGINIA S. DE SILVA Department Manager	 ROSE MARIE G. GALVEZ Assistant General Manager	 ENGR. LORETO G. LIMCOLIO General Manager
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Control of Infrastructure Procedure

Document No. : SJWD-QP-ADM-008

Revision Level : Ø

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1.0 OBJECTIVE

This procedure is established to provide a systematic process of maintaining the operational condition of the infrastructures to prolong the lifespan, reduced maintenance cost and accident reductions of the SAN JOSE DEL MONTE CITY WATER DISTRICT infrastructures.

2.0 SCOPE

This procedure covers the inventory, repair and preventive maintenance of infrastructures (as defined below) of the SAN JOSE DEL MONTE CITY WATER DISTRICT to reduce maintenance cost and accident reductions.

3.0 DEFINITION OF TERMS

- 3.1** Infrastructure –refers to Property, Plant and Equipment (PPE) property, plant and equipment account name such as heavy equipment, technical and scientific equipment, motor vehicle, office equipment, electro-mechanical equipment, including hardware and software, control panel, furniture and fixtures, other fixed assets and plant infrastructures.
- 3.2** PM – preventive maintenance is a planned activity to be carried out to all infrastructures as described above with the goal of improving infrastructures life by preventing excess depreciation and impairment.
- 3.3** PM Checklist – preventive maintenance checklist is a report being accomplished by the concerned personnel upon execution of maintenance in the equipment/infrastructures.
- 3.4** Reduced Maintenance Cost – minor adjustments and repairs made during regularly scheduled service checks help prevent unnecessary and costly repairs.
- 3.5** Decrease in Downtime – preventive maintenance reduces interruptions to operation caused by breakdowns.
- 3.6** Accident Reduction – proper maintenance can reduce accidents caused by faulty electro-mechanical problems and other major components.

4.0 REFERENCE DOCUMENTS

- 4.1** Control of Documented Information Procedure
- 4.2** Equipment Commissioning Procedure
- 4.3** Purchasing Control Procedure

5.0 RESPONSIBILITY AND AUTHORITY

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Control of Infrastructure Procedure

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5.1 The Concerned Departments shall:

- 5.1.1 Implement the preventive maintenance schedule of infrastructures (equipment's, vehicle, and other fixed assets) and organization's transportation equipment.
- 5.1.2 Implement the repairs of all infrastructures under their supervision.
- 5.1.3 Plan and schedule maintenance of all infrastructures under their supervision.

5.2 The Property and Materials Management Division:

- 5.2.1 Shall maintain the preventive maintenance contracts of all equipment and monitor its implementation
- 5.2.2 Shall coordinate with the end-user department on the regular Preventive Maintenance Schedule and arranged it with the Service Provider
- 5.2.3 Shall maintain the History Ledger Card of all equipment.
- 5.2.4 Shall prepare Job Order for repair of all infrastructures under their supervision

5.3 The General Manager shall:

- 5.3.1 Approve and sign all the preventive maintenance contract with the external providers.
- 5.3.2 Approve all Job Order for maintenance and repairs of all infrastructure

6.0 PROCEDURE DETAILS

6.1 Preventive Maintenance Process

Process Flow	In-charge	Process Description	Records
Start			
Request for Regular Preventive Maintenance	Concerned Department Manager	Shall prepare request to the General Manager for the regular preventive maintenance of equipment, either in-house or thru external providers	Brief Memo with Preventive Maintenance Schedule
Approval of Request	General Manager	Shall approve the request for regular preventive maintenance	Approved Request
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Control of Infrastructure Procedure

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Forward Request to Admin	Concerned Department Manager	If implementation is thru external providers - Shall forward the approved request to Admin for processing.	Approved Request
Solicitation of Service Provider	Procurement Analyst or Procurement Assistant	Shall solicit possible Service Provider based on the detailed request of the End User	Request for Quotation
Selection of Service Provider	Procurement Analyst or Procurement Assistant	Shall submit the Abstract of Quotation. Service provider that submits the lowest price and complied with all the requirement shall be recommended. Note: For equipment under warranty, the Supplier of the Equipment shall be the automatic Service Provider of the Preventive Maintenance Program.	Abstract of Quotation
Approval of Service Provider	General Manager	The General Manager shall approve the Award of Service Contract	Approved Service Contract
Preventive Maintenance Schedule	Concerned Division Manager	Shall coordinate the conduct of the Preventive Maintenance Schedule thru the PSMS Note: An equipment Preventive Maintenance Waiver shall be accomplished if the equipment is not available for the conduct of PM on the scheduled date. Reason/s shall be cited on the waiver form.	Preventive Maintenance Schedule Equipment Preventive Maintenance Waiver
PM Checking	Concerned Division Manager	Shall oversee the implementation of the preventive maintenance and fill up the PM Checklist and Equipment Accomplishment Notice	Preventive Maintenance Checklist and Equipment Accomplishment Notice
B			



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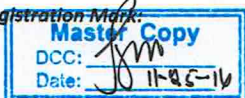
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	Property Assistant	Shall prepare the Job Order specifying the contract price of the regular maintenance program with attach Equipment Accomplishment Notice.	Job Order Equipment Accomplishment Notice
	Property Officer	Shall update the Equipment History Ledger database by recording the replacement/maintenance cost	Equipment History Ledger
	Concerned Immediate Supervisor	Shall update the equipment history card – showing maintenance needs, jobs done and recording of maintenance cost (for equipment not in the custody of the PSMS)	
End			

6.2 Repair Control Process

Process Flow	In-charge	Process Description	Records
Start			
Damage Report	Concerned Department Manager/ Division Manager	Shall notify the General Manager about the problem detected on the concerned equipment's using the Damage Report Form.	Damage Report Form
Approval of Damage Report	General Manager	Shall approve the damage report, including the recommended action.	Approved Damage Report
Turnover of Equipment	End-user	Shall turn-over the property for repair with DR to the PSMS if applicable; Note: if currently installed at the plant or building, only the approved damage report will be forwarded to PSMS for proper coordination	
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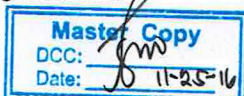


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Service Request	Sr. Electronics & Comm. Technician Property Assistant	<i>For computers and other related peripherals:</i> Shall check and conducts repair if within his capability. <i>Other PPEs</i> Shall bring the PPE's to a reliable service center for a Pre-Inspection to determine the scope of work or kind of repair to be done.	Service Request
Quotation from Repair Center	Repair Center Technician	Shall forward the result of pre-inspection, with details on the work to be done and the cost of repair (labor & parts). If the equipment is obsolete/no available parts in the market, or if the equipment has used up the estimated economic life and the cost of repair is more than 50% of the brand-new equipment for repair, the equipment will be pulled out to the service center and a brand new one will be purchased instead.	Quotation Proposal
Preparation of Job Order	Property Assistant	Shall prepare the Job Order based on the quoted proposal and scope of works to be done, including the estimated time of repair.	Job Order
Repair of Equipment	Repair Center Technician	Shall conducts repair based on the scope of works quoted	Accomplished Service Request
Delivery/pick of the equipment	Property Assistant	Shall receive/pick up the equipment based on the arrangement with the Repair Center. It has to be tested prior to acceptance.	Equipment Accomplishment Notice
Acceptance of Unit by the End-User	End-User Department Representative	Shall test and accepts the equipment	Equipment Accomplishment Notice
B			

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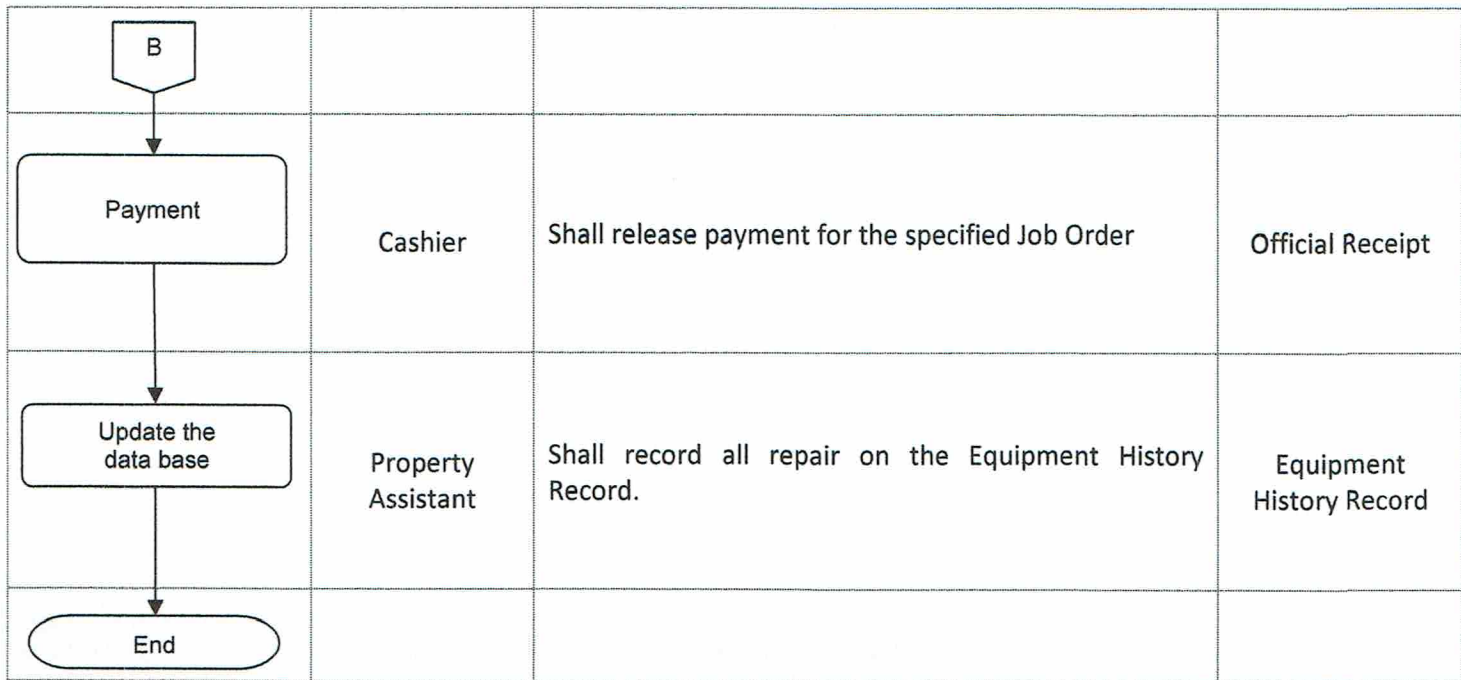


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6.3 Reports

Reports	Frequency	Responsible
Accomplishment Report	Monthly	Supervising Property Officer
Preventive Maintenance Checklist	Semi-Annual	Section Chief Concerned

7.0 PERFORMANCE INDICATOR

7.1 The preventive maintenance schedule is updated on an annual basis.

7.2 All machine and equipment for preventive maintenance is served based on schedule.

7.2.1 Equipment cannot be accommodated shall have a equipment preventive maintenance waiver indicating proposed schedule of preventive maintenance.

7.3 All machine and equipment history record is available and updated.

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Control of Infrastructure Procedure

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8.0 ATTACHMENTS AND FORMS

- 8.1 Form 1 – Preventive Maintenance Schedule
- 8.2 Form 2 - Equipment Preventive Maintenance Waiver
- 8.3 Form 3 – Preventive Maintenance Checklist
- 8.4 Form 4 – Equipment History Ledger
- 8.5 Form 5 – List of Equipment Location and Status
- 8.6 Form 6 – Damage Report
- 8.7 Form 7 – Service Request Form
- 8.8 Form 8 – Job Order
- 8.9 Form 9 – Equipment Accomplishment Report

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External Providers Performance Monitoring Procedure



SAN JOSE DEL MONTE CITY WATER DISTRICT

EXTERNAL PROVIDERS PERFORMANCE MONITORING PROCEDURE

Type of Document: Quality Management System Procedure

Document No. SJWD-QP-ADM-011 Rev. no. Ø Page 1 of 5

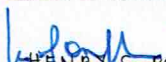
Execution Date	Rev. No.	Revision Type	Change Description	Page Affected	Originator
Dec. 1, 2016	Ø	New	Newly established in accordance to the ISO 9001:2015 requirements.	-	

Prepared by:


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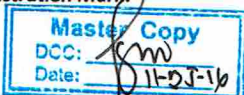

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Assistant General Manager


ENGR. LORETO G. LIMCOLIO
General Manager

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External Providers Performance Monitoring Procedure

Document No.	:	SJWD-QP-ADM-011
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1.0 OBJECTIVE

The objective of this procedure is to describe the process involved in the performance monitoring process of the approved external providers.

2.0 SCOPE

This procedure shall apply to all current approved External Provider of the SAN JOSE DEL MONTE CITY WATER DISTRICT.

3.0 DEFINITION OF TERMS

- 3.1 Potential External Providers: shall refer to external provider under evaluation on its capability to meet the requirements of the SAN JOSE DEL MONTE CITY WATER DISTRICT.
- 3.2 Registry of External Providers: External Providers that has passed the selection process for registration and are listed on the Master List of External Providers of the SAN JOSE DEL MONTE CITY WATER DISTRICT.
- 3.3 BAC: Bids and Awards Committee
- 3.4 TWG: Technical Working Group

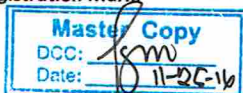
4.0 REFERENCE DOCUMENTS

- 4.1 Control of Documented Information Procedure
- 4.2 Purchasing Control Procedure
- 4.3 Bidding Control Procedure
- 4.4 Revised Implementing Rules and Regulations of RA 9184, Otherwise Known as the Government Procurement Act

5.0 RESPONSIBILITY AND AUTHORITY

- 5.1 The BAC shall be responsible for:
 - 5.1.1 Sourcing out of potential External Provider.
 - 5.1.2 Maintain Master List of External Providers.
 - 5.1.3 Communicate with External Provider.

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External Providers Performance Monitoring Procedure

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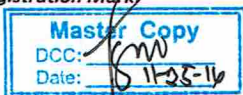
5.2 Concerned Dept. / Division shall be responsible to assist BAC in the performance evaluation of external providers.

6.0 PROCEDURE DETAILS

6.1 External Providers Performance Evaluation and Monitoring

Process Flow	In-charge	Process Description	Records						
Start									
Conducting Assessment	BAC / BAC SECRETARIAT / CONCERNED DEPT. / DIVISION	Shall conduct a quarterly assessment on the performance of its External Provider, in coordination with other different offices, to ensure that quality of supplies and/or service is maintained.							
Grading of External Provider	BAC / BAC SECRETARIAT / TWG	Shall grade the performance of the External Provider in terms of the following: <table><tr><th>Criteria</th><th>Percentage</th></tr><tr><td>Quality of Product/Service</td><td></td></tr><tr><td>Delivery</td><td></td></tr></table>	Criteria	Percentage	Quality of Product/Service		Delivery		External Provider Performance Assessment Form
Criteria	Percentage								
Quality of Product/Service									
Delivery									
Handling of External Provider Evaluation	BAC / BAC SECRETARIAT / TWG	Shall manage External Provider based on the result of performance evaluation: 1) External Provider with a total score of 80% shall be retaining on the Master List of External Providers. 2) External Provider with ratings between 70% - 79% shall be place on conditional status. A notice of warning shall be issue to the external provider together with the attached performance assessment. 3) External Provider needs to perform above par (80%) for the following quarter in order to lift the conditional status of the external providers; otherwise, the External Provider shall be removing from the Master List of External Providers.	Notice of Warning Master List of External Providers						
End									

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External Providers Performance Monitoring Procedure

Document No. : SJWD-QP-ADM-011

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6.2 Disqualification of External Providers

Process Flow	In-charge	Process Description	Records
Start			
Grading of External Providers	BAC / BAC SECRETARIAT / TWG	Shall disqualify external provider based on the following conditions: 1) Fail to pass the quarterly external provider performance assessment twice in a year. 2) Fail to provide corrective and/or preventive action to complaints. 3) Fail to replace defective delivery 4) Refusal to submit required documents 5) Refusal to renew permits Note: Disqualification of External Provider may be on an item-by-item basis and a disqualification in one item shall not automatically mean a disqualification in the other items supplied by that external providers.	
Updating of Master List of External Providers	BAC / BAC SECRETARIAT / TWG	Shall update the list of external providers accordingly.	Master List of External Providers
End			

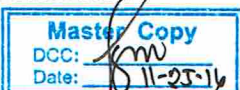
6.3 Reports

Reports	Frequency	Responsible
External Provider Performance Assessment	Quarterly	BAC

7.0 PERFORMANCE INDICATOR

7.1 BAC shall ensure on-time conduct of performance assessment to all external providers.

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	<h1>External Providers Performance Monitoring Procedure</h1>	Document No. : SJWD-QP-ADM-011
		Revision Level : Ø
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7.2 BAC shall ensure communicate the result of the performance assessment to the concerned external providers.

8.0 ATTACHMENTS AND FORMS

- 8.1 Form 1 – External Provider Performance Assessment Form
- 8.2 Form 2 – Master List of External Providers

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Handling After Sales Services Procedures



SAN JOSE DEL MONTE CITY WATER DISTRICT

HANDLING AFTER-SALES PROCEDURE

Type of Document:

Quality Management System Procedure

Document No.

SJWD-QP-CSD-002

Rev. no.

Ø

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Execution Date	Rev. No.	Revision Type	Change Description	Page Affected	Originator
Dec. 1, 2016	Ø	New	Newly established in accordance to the ISO 9001:2015 requirements.	-	

Prepared by:

Verified by:

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Handling After-Sales Services Procedure

Document No. : SJWD-QP-CSD-002

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1.0 OBJECTIVE

This procedure describes the process of all after-sales service that the concessionaires may avail once they have water service connection.

2.0 SCOPE

This procedure covers service requests i.e. check-up of service connection, work orders i.e. repair or replacement of ball valve, change meter & emergency desludging of septic tank, relocation of water meter, application for service reconnection, voluntary disconnection, extension of statement of account's due date, change of ownership of connection, filing of complaints and inquiries on status of water service and application for senior citizen's discount.

This also covers information dissemination to affecting concessionaires in times of scheduled and even unscheduled water interruptions.

3.0 DEFINITION OF TERMS

- 3.1 Work Order Database – a collection of data of all transactions received from concessionnaires for easy retrieval and control of records.
- 3.2 Work order – an order covering all works except check-up of service connection, inquiries on water supply status, disconnection of service connection and underground disconnection.
- 3.3 Ball Valve – a valve in which a ball regulates the aperture especially by its rise and fall due to fluid pressure installed at the meterstand
- 3.4 Promissory Note – a written promise to pay water bill arrears at a given schedule.
- 3.5 Long-term Promissory Note – a written promise to pay either water bill arrears, materials and other fees at agreed terms and monthly schedule.
- 3.6 Desludging – refers to the process of cleaning or removing the accumulated domestic septage from septic tanks
- 3.7 Mobilization fee – a fee being paid by concessionaire requesting for emergency desludging of septic tank.
- 3.8 Relocation of Service – transfer of water meter's location either same place or to another property.
- 3.9 Inspection & Estimate – actual visit to applicant's location to check proximity from the nearest mainline to determine length of service line, materials needed and labor components to install the water line.
- 3.10 Textblast – the act of sending message/messages to multiple numbers in a given time.
- 3.11 Notice of Investigation Report – a notice given to illegal connection offenders indicating data such as the registered concessionaire, location, nature of illegality duly received and signed by the concerned party.
- 3.12 Reclassification – change of rate code of particular account as a result of operating a business establishment and/or termination of business.
- 3.13 Warning Letter – a letter sent to concessionaire who paid their water bill arrears but failed to pay the reconnection fee, however, reopened the disconnected service connection.

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Handling After-Sales Services Procedure

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4.0 REFERENCE DOCUMENTS

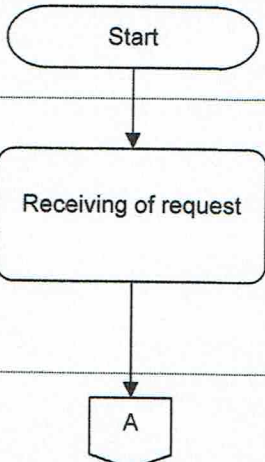
- 4.1 San Jose Water's Citizen's Charter
- 4.2 Republic Act 9994

5.0 RESPONSIBILITY AND AUTHORITY

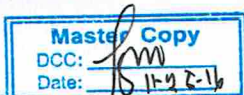
- 5.1 Department Manager – responsible for approval of application for 5% discount of senior citizens, official message for textblast, assessment of charges for apprehended illegal connections and all letters sent to concessionnaires.
- 5.2 Division Manager and/or Sr. Customer Officer/Customer Service Officer – responsible for approval of Work Order/Service request/Disconnection & Underground Disconnection Orders for appropriate action.
- 5.3 Customer Service Assistant – responsible for accepting all requests/complaints from concessionnaires, checking of requirements submitted, as needed, and issuance of Service Request/Work Order/Disconnection & Underground Disconnection Order .
- 5.4 Cashier /Bill Collector – responsible for accepting payment and issuance of Official Receipt.
- 5.5 Engineering Division Manager (Maintenance) - responsible for assigning of Work Order/Disconnection & Underground Disconnection Order to contractors or crew and ensure its implementation.
- 5.7 Production Division Manager – responsible for assigning of Service Request to concerned operator for onsite visit and ensure its implementation.
- 5.8 Customer Service Assistant -Investigator – responsible for conducting onsite inspection and checking of service connection.

6.0 PROCEDURE DETAILS

6.1 Applying for Service Reconnection (Bolt & Nut/Pull-Out Meter)

Process Flow	In-charge	Process Description	Records
		Greet the customers with a smile.	
	Bill Collector	Shall receive the request of the concessionaire and advise to pay water bill arrears & reconnection fee. <i>Note: If concessionaire requests for promissory note for the reconnection fee, the Collector shall advise the concessionaire to proceed to Customer Service to facilitate the request and shall endorse the document to CSA-Encoder for preparation of Work Order.</i>	Official Receipt

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<p>A</p>			
<p>Payment</p>	<p>Concessionaire</p>	<p>Shall pay water bill arrears and reconnection fee. <i>Note: Payment can be in cash or check (subject to 3 days clearing) in accordance with the Accounts division's Collection Procedure.</i></p>	<p>Official Receipt</p>
<p>Issuance of Notice</p>	<p>Bill Collector</p>	<p>If pulled-out water meter (within 7 days from disconnection date), shall provide concessionaire with copy of Notice of Calibration and advise concessionaire to proceed to Meter Testing Shop.</p>	<p>Notice of Calibration</p>
<p>Witnessing</p>	<p>Concessionaire</p>	<p>Shall witness calibration of pulled-out water meter.</p>	
<p>Report Generation</p>	<p>Bill Collector</p>	<p>Shall generate summary of payment of reconnection fee and forward to CSA-Encoder.</p>	<p>Daily Collector's Report – Reconnection Fee</p>
<p>Processing of Request</p>	<p>Customer Service Assistant</p>	<p>Shall issue and process Work Order for reconnection and record Work Order.</p>	<p>Daily Collector's Report – Reconnection Fee/ Work Order</p>
<p>Approval</p>	<p>Div.Manager/ Sr. CSO/CSO</p>	<p>Shall approve the Work Order for reconnection.</p>	<p>Work order</p>
<p>Endorsement to Engineering</p>	<p>Customer Service Assistant</p>	<p>Shall forward the approved Work Order for reconnection to the Engineering department for reconnection activities. <i>Note: Reconnection process shall be in accordance with the Engineering Installation & Maintenance Control Procedure. After completion, the Work Order shall be returned to CSA-Encoder for encoding to Work Order Database.</i></p>	<p>Work Order</p>
<p>End</p>			

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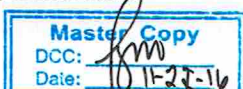
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6.2 Applying for Service Reconnection (Underground Disconnected)

Process Flow	In-charge	Process Description	Records
Start		Greet the customers with a smile.	
Receiving of request	Customer Service Assistant	Shall receive the request of the concessionaire and record the request in the Work Order Database. <i>Note: Ask for identification and Special Power of Attorney (if not the registered concessionaire).</i>	Work Order
Verification of Record	Customer Service Assistant	Shall verify from record the amount of arrears from water bill and advise to pay including reconnection fee , concrete base, breaking and restoration fee, if any. <i>Note: If the water service has been disconnected since 2005 or earlier, the application for reconnection will be subjected for inspection & estimate; when concessionaire returns, assess the Inspection & Estimate form then advise to proceed for payment.</i>	Assessment for Reconnection Form /Work Order/ Inspection & Estimate
Payment	Concessionaire	Shall pay the arrears from water bill and reconnection fee, service connection materials (if any) and cost of additional labor & materials (for underground) and return to Customer Service Assistant. <i>Note: Payment can be in cash or check (subject to 3 days clearing)</i> Payment of fees shall be in accordance with the Finance & Accounts division's Collection Procedure.	Official Receipt /Assessment Reconnection Form
Processing of Request	CSA	Shall process the Work Order for Underground Reconnection of the water service connection.	Work Order
Approval	Div.Manager/ Sr. CSO/CSO	Shall approve the Work Order for reconnection.	Work order
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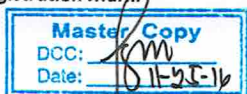
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	Customer Service Assistant	<p>Shall forward the approved Work Order for Underground Reconnection to the Engineering department for reconnection activities.</p> <p>Note: Reconnection process shall be in accordance with the Engineering Installation & Maintenance Control Procedure. After completion, the Work Order shall be forwarded back to CSA-Encoder for encoding to Work Order Database.</p>	Work Order

6.3 Service Request

Process Flow	In-charge	Process Description	Records
		Greet the customers with a smile.	
	Customer Service Assistant	<p>Shall receive the request of the concessionaire regarding check-up of service connection, change meter, repair/replacement of ball valve and emergency desludging of septic tank and shall record request in the Work Order Database.</p> <p><i>Note: if request is emergency desludging, advise concessionaire to wait for actual visit to determine if septic tank is ready & will be advised to pay mobilization fee.</i></p>	Service Request
	Applicant	<p>Shall pay cost of ball valve if request is for replacement of ball valve and mobilization fee, if request is emergency desludging.</p> <p><i>Note: Payment of appropriate fees shall be in accordance with the Finance division Collection Procedure.</i></p>	Official Receipt
	Customer Service Assistant	Shall process the Service Request.	Service Request

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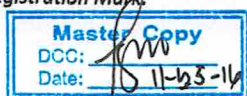
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<p>Approval</p>	<p>Div. Manager/ Sr. CSO/CSO</p>	<p>Shall approve the Service Request.</p>	<p>Service Request</p>
<p>Endorsement to Investigator /Engineering</p>	<p>Customer Service Assistant</p>	<p>Shall forward the approved Service Request to Investigator/Engineering Department. <i>Note: Implementation of Service Request shall be in accordance with the Investigator's process for check-up of service connection, Engineering Dept.'s Installation & Maintenance Procedure and Septage Desludging Procedure. After completion, the Service Request shall be returned to CSA-Encoder for encoding to Work Order Database.</i></p>	<p>Service Request</p>
<p>End</p>			

6.4 Request for Promissory Note

Process Flow	In-charge	Process Description	Records
<p>Start</p>		<p>Greet the customers with a smile.</p>	
<p>Receiving of request</p>	<p>Customer Service Assistant</p>	<p>Shall receive the request of the concessionaire regarding extension of due date indicated in their statement of account and encode request in the Promissory Note Database.</p>	
<p>Request for Arrangement</p>	<p>Customer Service Assistant</p>	<p>If request is for long-term promissory note due to high water bill, estimate for underground reconnection, relocation or Balik-Serbisyo program and encode in the Long-term Promissory Note Database.</p>	
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<pre> graph TD A[A] --> B[Verification of Record] B --> C[Approval] C --> D[Furnish copy to concessionaire] D --> E[Endorsement to CSA-Disconnection/ Encoder] E --> F[End] </pre>			
	Customer Service Assistant	<p>Shall verify from Billing & Collection System (BCS) record and other references the amount due then issue promissory note/long-term promissory note for signing of concessionaire.</p> <p>Note: If account has more than two (2) months arrears, it is not qualified for promissory note.</p>	Promissory Note/Long-term Promissory Note
	Div. Manager/ Sr. CSO/CSO	<p>Shall approve the Promissory Note.</p> <p>Note: If request is for 7 days extension only, approval can be done by the Customer Service Assistant.</p>	Promissory Note/Long-term Promissory Note
	Customer Service Assistant	<p>Furnish concessionaire with copy of approved Promissory Note/Long-term Promissory Note.</p>	Promissory Note/Long-term Promissory Note
	Customer Service Assistant	<p>Shall keep the signed Promissory Note as reference for issuance of Work Order for disconnection.</p> <p>Note: Encoder shall also keep the signed long-term promissory note for transmittal to Accounts/Finance division for charging to water bill</p>	Promissory Note/Long-term Promissory Note

6.5 Request for Voluntary Service Disconnection

Process Flow	In-charge	Process Description	Records
Start		Greet the customers with a smile.	
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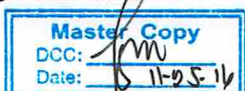


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	Customer Service Assistant	Shall receive the request of the concessionnaire and record request in the Work Order Database.	Request for Voluntary Disconnection
	Customer Service Assistant	Shall verify from Billing & Collection System (BCS) record the amount due for payment and the requirements submitted. <i>Note: Basic requirement is the valid government-issued ID of the requesting concessionnaire and proper authorization, if representative.</i> If newly acquired property, proof of acquisition or sale.	
	Concessionaire	Shall settle arrears from water bill and other payables. <i>Note: Payment can be in cash or check (subject to 3 days clearing)</i> Payment of water bill arrears shall be in accordance with the Accounts division's Collection Procedure.	Official Receipt/ Waiver (Check Payment)
	Customer Service Assistant	Shall process the request for voluntary disconnection of service connection. <i>Note: Shall inform the concessionnaire or his/her representative re: 7-day notice to account owner before disconnection.</i>	Disconnection Order/Underground Disconnection order
	Div. Manager/ Sr. CSO/CSO	Shall approve the Disconnection/Underground Disconnection Order.	Disconnection Order/ Underground Disconnection Order

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	Customer Service Assistant	<p>Shall forward the approved Disconnection Order to the Engineering department for implementation.</p> <p><i>Note: Disconnection process shall be in accordance with the Engineering dept.'s Installation & Maintenance Control Procedure. After completion, Disconnection Order shall be forwarded back to CSA-Encoder for encoding to Work Order Database.</i></p>	Disconnection Order/Undergro und Disconnection Order

6.6 Filing of Complaint and Inquiries on Status of Water Supply

Process Flow	In-charge	Process Description	Records
		Greet the customers with a smile.	
	Customer Service Assistant	<p>Shall receive the complaint/request of the concessionaire and record request in the Work Order database.</p> <p><i>Note: Complaints and inquiries may also be received through call, text or email.</i></p>	Service Request
	Customer Service Assistant	Shall process the Service Request.	Service Request
	Div. Manager/Sr. CSO/CSO	Shall approve the Service Request.	Service Request

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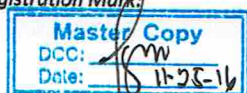
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	Customer Service Assistant	<p>Shall forward the approved Service Request to Production department for appropriate action.</p> <p>Note: Appropriate action shall be in accordance with the Production Water Distribution Procedure. After completion, the Service Request shall be forwarded back to CSA-Encoder for encoding to Work Order Database.</p>	Service Request

6.7 Request for Change of Ownership of Service Connection

Process Flow	In-charge	Process Description	Records
		Greet the customers with a smile.	
	Customer Service Assistant	Shall receive the request of the new concessionaire and provide Service Application & Construction Order (SACO) form and Service Contract for signature.	SACO/Contract for Water Service Connection
	Customer Service Assistant	Shall check all requirements submitted as to ownership.	
	Concessionaire	<p>Shall pay registration and notarial fee and return to Customer Service Assistant.</p> <p>Note: Payment process shall be in accordance with the Finance Division's Collection Procedure.</p>	Official Receipt

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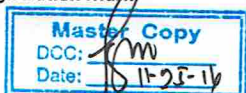
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	Customer Service Assistant	Shall receive filled-out SACO and Service Contract, prepare transfer form and shall be encoded in the Work Order Database and inform the concessionaire or his/her representative re: 10-day notice to account owner before transfer will be effected.	SACO/Contract for Water Service Connection/ Transfer Form
	Div. Manager/ Sr. CSO/CSO	Shall approve the Transfer Form attached to the Service Application & Construction Order (SACO) Note: A notice will be sent to the old owner informing of the request for change ownership.	Transfer Form/SACO
	Customer Service Assistant	Shall forward the approved Transfer Form to Accounts division after the 10-day period to effect transfer of ownership. Note: All Service Contracts shall be compiled for notarial. If previous owner objects, change of ownership shall be put on hold.	Transfer Form

6.8 Request for Relocation of Service Connection

Process Flow	In-charge	Process Description	Records
		Greet the customers with a smile.	
	Customer Service Assistant	Shall receive the request of the concessionaire and shall verify documents submitted, if transfer to new location. Shall encode request in the Work Order Database.	Work Order

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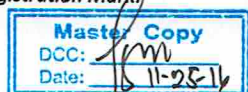
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	Concessionaire	Shall pay the inspection fee. Note: Payment of fees shall be in accordance with the Finance Division Collection Procedure.	Official Receipt
	Customer Service Assistant	Shall process the Work Order for inspection & estimate.	Work Order/Inspection & Estimate
	Div. Manager/ Sr. CSO/CSO	Shall approve the Work Order for inspection & estimate.	Work Order/Inspection & Estimate form
	Customer Service Assistant	Shall forward the approved Work Order to Engineering department for inspection & estimate. Note: Implementation of Work Order shall be in accordance with the Engineering department's Installation & Maintenance Control Procedure. After completion, the Work Order shall be returned to CSA-Encoder for encoding to Work Order Database.	Work Order/Inspection & Estimate

6.9 Applying for Senior Citizen's Discount

Process Flow	In-charge	Process Description	Records
		Greet the customers with a smile.	
	Customer Service Assistant	Shall receive the application for Senior Citizen's discount.	Application for Sr. Citizen's Discount

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
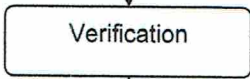
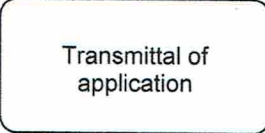
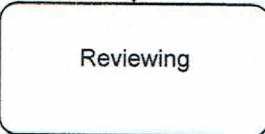

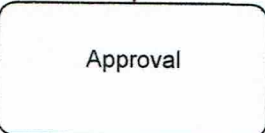



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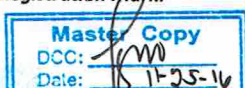
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	Customer Service Assistant	Shall verify record and the requirements submitted and inform the applicant to wait for actual visit.	
	Customer Service Assistant	Shall transmit the application for Sr. Citizen's discount to Account's division clerk for recording to Sr. Citizen Database and attach individual ledger to each application prior to forwarding to CSA-Investigator	Application for Sr. Citizen's Discount
	Customer Service Assistant - Investigator	Shall review the application and the requirements submitted.	Application for Sr. Citizen's Discount
	Customer Service Assistant - Investigator	<p>Shall conduct ocular inspection to verify if the registered senior citizen is residing at the address being applied for discount and shall ask the applicant for the lacking requirements.</p> <p>Note: Applicant will be informed verbally if the application is approved or not, as well as to secure approved application.</p>	Application for Sr. Citizen's Discount
	Dept. Manager	Shall approve the application to effect 5% discount as mandated by RA 9994 in the next billing period.	Application for Sr. Citizen's Discount
			

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	Accounts Division clerk	Shall forward the approved application for Sr. Citizen's discount to Accounts Division head to effect the 5% discount.	Application for Sr. Citizen's Discount

6.10 Information Dissemination thru Textblast

Process Flow	In-charge	Process Description	Records
Receiving of Request	Dept. Manager/Div. Manager	<p>Shall receive the approved Notice of Water Supply Interruption and/or verbal advice from the General Manager/Production Department Manager.</p> <p>Note: For unscheduled water interruption, initiative of the division per verbal information given to conduct textblast.</p> <p>Beyond office hours, request may be received thru text or call advisory.</p>	Notice of Water Supply Interruption
Drafting of Message	Division Manager/Sr. CSO	<p>Shall prepare draft of the official message for textblast.</p> <p>Note: All approved Notice for Water Supply Interruption shall be encoded to the Public Address database.</p>	

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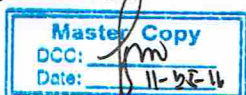
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	Department Manager/General Manager	Shall approve the draft of the official message. Note: In some cases, approval of the official message for textblast must come from the General Manager.	
	Customer Service Assistant	Shall conduct Textblast of the approved message. Note: Please refer to Textblast Work Instruction.	

6.11 Check-up of Service Connection

Process Flow	In-charge	Process Description	Records
	Customer Service Assistant - Investigator	Shall receive Service Request from Customer Service Assistant subject for investigation.	Service Request
	Customer Service Assistant - Investigator	Shall evaluate the nature of request/complaint indicated in the Service Request.	Service Request
	Customer Service Assistant - Investigator	Shall verify from BCS the consumption history and in the Work Order database for the history of all the transactions made by the service connection.	

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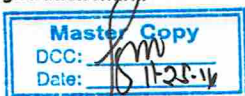
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<p>Investigation</p>	<p>Customer Service Assistant - Investigator</p>	<p>Shall conduct actual check-up of service connection and shall verbally advise concessionaire of the findings.</p> <p>If Service Request is for illegal connection, shall inform the offender of the violation and furnish copy of Notice of Investigation Report (NIR) duly received by the offender and/or representative. In cases the offender and/or representative refused to receive/sign the NIR, the Investigator shall still leave a copy, properly described to whom it was left.</p> <p>If Service Request is for reclassification, shall inform the concessionaire of the modification in rate code.</p>	<p>Service Request/Notice of Investigation Report</p>
<p>Submission of Accomplishment</p>	<p>Customer Service Assistant</p>	<p>Shall sort and encode all accomplished Service Requests and forward to Div. Manager/Sr. CSO/CSO those orders for appropriate action.</p>	<p>Service Request</p>
<p>Preparation of notice/assessment</p>	<p>Div. Manager/Sr. CSO/CSO</p>	<p>If for reclassification, shall prepare notice of reclassification.</p> <p>If illegal connection, shall prepare assessment of charges, reward for informer and Apprehending Officer, if there are, and demand letter, whenever applicable.</p> <p>For first time offender, on the condition that the water bill was paid and the reconnection fee was left unpaid, shall prepare warning letter.</p>	<p>Notice of Reclassification /Assessment for Illegal Use of Water/ Reward for Informer or Apprehending Officer/Demand Letter/Warning Letter</p>
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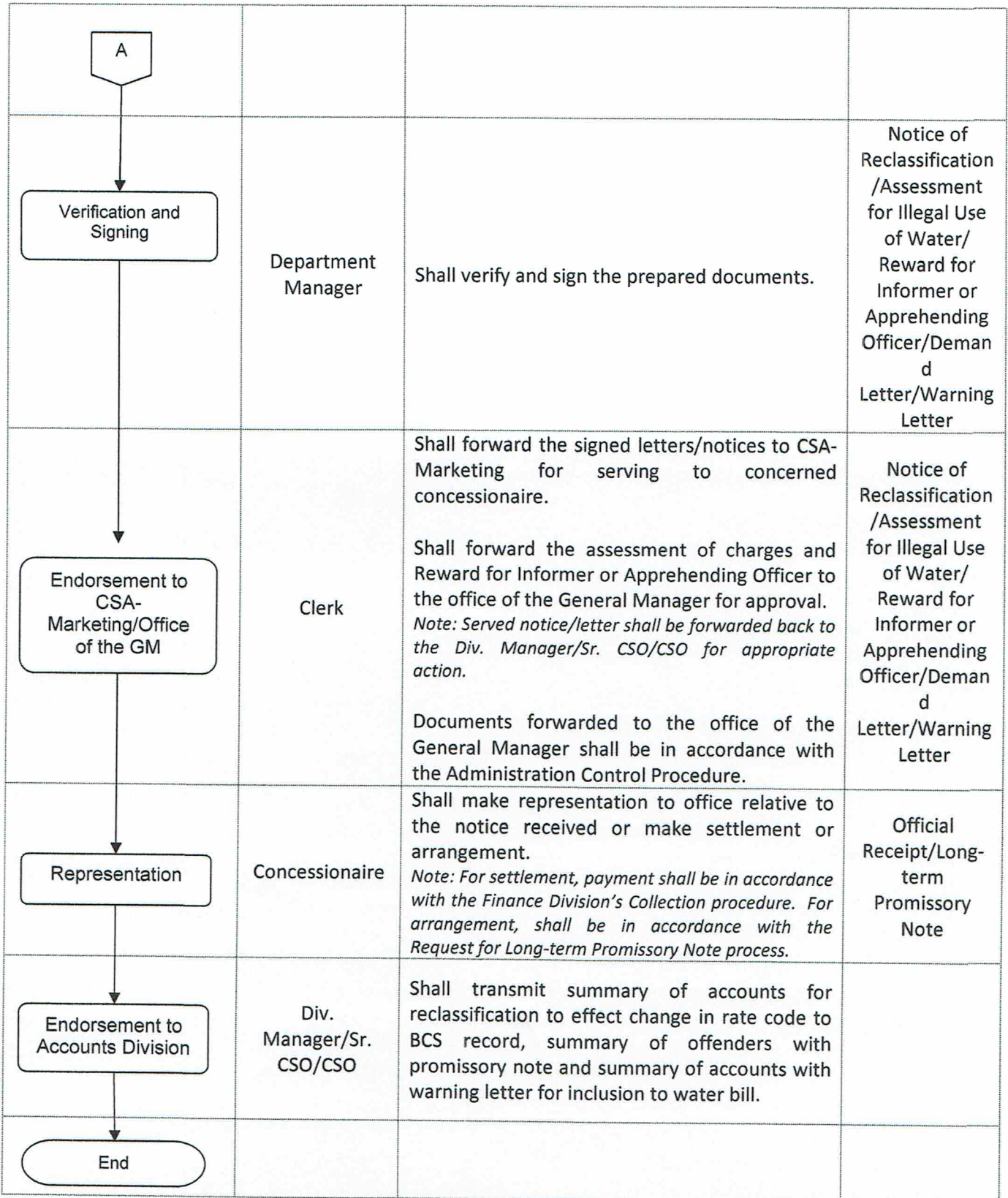
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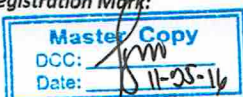


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6.12 Reports

Reports	Frequency	Responsible
Weekly Report	Weekly	CSA Encoder
Water Supply Monitoring @ Muzon	Weekly	CSA-Investigator
Assessment of Complaint	Weekly	CSA-Investigator
Balik-Serbisyo Progress Report	Monthly	Sr. CSO
Accomplishment Report	Monthly	CSA-Investigator
Operational Report	Monthly	Division Manager

7.0 PERFORMANCE INDICATORS

- 7.1 Department Manager shall ensure that all requests are processed as per timeframe indicated in San Jose Water's Citizen's Charter.
- 7.2 Division Manager/Sr. CSO/CSO shall ensure that follow-up was made to unaccomplished Work Orders/Service Requests.

8.0 ATTACHMENTS AND FORMS

- 8.1 Work Order
- 8.2 Service Request
- 8.3 Request for Voluntary Disconnection
- 8.4 Disconnection Order
- 8.5 Underground Disconnection Order
- 8.6 Service Application & Construction Order (SACO)
- 8.7 Inspection & Estimate
- 8.8 Contract for Water Service Connection
- 8.9 Promissory Note
- 8.10 Long-term Promissory Note
- 8.11 Transfer Form
- 8.12 Application for Sr. Citizen's Discount
- 8.13 Notice of Investigation Report
- 8.14 Notice of Reclassification
- 8.15 Assessment for Illegal Use of Water
- 8.16 Reward for Informer
- 8.17 Warning Letter
- 8.18 Demand Letter
- 8.19 Reward for Apprehending Officer

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Water Production Control Procedure on WTP



SAN JOSE DEL MONTE CITY WATER DISTRICT

WATER PRODUCTION CONTROL PROCEDURE ON WTP

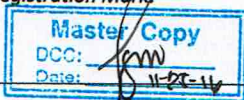
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Execution Date	Rev. No.	Revision Type	Change Description	Page Affected	Originator
Dec. 1, 2016	Ø	New	Newly established in accordance to the ISO 9001:2015 requirements.	-	

Prepared by:	Verified by:	Recommending Approval	Approved by:
ENGR. FLORENCIO LORENZO Division Manager	ENGR. EXEQUIEL AGAPITO Department Manager	ENGR. VICTOR CANITA JR. Assistant General Manager	ENGR. LORETO G. LIMCOLIOG General Manager
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1.0 OBJECTIVE

This procedure describes the work processes at the water treatment plant in assessing the water demand on the plant's adjacent station, confirmation on raw water flowrate capability of the plant and the required product water quality before pumping, which are essential requirements before the produced water can be delivered ready for distribution. The said procedure is in consideration of the target 24/7 water supply and safety in technical operation with prime consideration on the product water quality.

2.0 SCOPE

This procedure covers the control of raw water flowrate at the plant and the operation of booster pumps and submersible pumps, which delivers the treated water output of WTP to the plant's adjacent stations, namely Fresh Air Booster Station for WTP1 and Sto. Cristo Reservoir Station/Igay Booster Station for WTP2.

3.0 DEFINITION OF TERMS

- 3.1 WTP1 – Water Treatment Plant No.1, the treatment plant that supplies treated water to the majority of Sapang Palay Service Areas. The treated water is delivered first to Fresh Air Booster Station.
- 3.2 WTP2 – Water Treatment Plant No.2, the treatment plant that supplies treated water to the majority of Non-Area Operations. The treated water is delivered first to Sto. Cristo Reservoir Station/Igay Booster Station.
- 3.3 24/7 – A condition of water supply service specifying its availability 24 hours a day and 7 days a week
- 3.4 Turbidity–measurement of clarity of water with unit expressed in NTU (Nephelometric Turbidity Unit). The PNSDW maximum value for drinking water at the consumer's tap shall be not more than 5NTU.
- 3.5 Chlorine residual – measure of remaining active chlorine in treated water with unit expressed in ppm (parts per million) or g/cu.m.. The PNSDW standard value range for drinking water at the concessionaire's tap is 0.3mg/L – 1.5mg/L.
- 3.6 Jar testing - a pilot-scale test of the treatment chemicals used in a water treatment plant. It simulates the clarification process and helps plant operators determine if they are using the right amount of treatment chemicals, and, thus, improves the plant's performance.
- 3.7 Water system demand –the measure of the total amount of water used by the consumers within the water system.
- 3.8 Distribution system – a network of pipelines that distribute water from the reservoir to the consumers.
- 3.9 Flowrate capability – the maximum inflow of raw water that the treatment plant can be operated without sacrificing the water quality it produces. Exceeding the flowrate capability of the plant at a certain level of raw water turbidity could mean producing water that could possibly exceed the standard.
- 3.10 PEO B – Plant Equipment Operator B
- 3.11 PEO C – Plant Equipment Operator C
- 3.12 SWRFT – Senior Water Resources Facilities Technician
- 3.13 WRFT – Water Resources Facilities Technician
- 3.14 SWRFO – Senior Water Resources Facilities Operator

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Water Production Control Procedure on WTP

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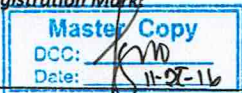
4.0 REFERENCE DOCUMENTS

- 4.1 Water Quality Control Procedure
- 4.2 Laboratory Testing Procedure
- 4.3 Work Instruction: Adjustment and Control of Raw Water Flowrate on WTP
- 4.4 Work Instruction: WTP Pump Controller Activation and Operation
- 4.5 WTP1 Plant Manual
- 4.6 WTP2 Plant Manual

5.0 RESPONSIBILITY AND AUTHORITY

- 5.1 Duty Chemist shall be responsible in chemical dosing and water quality monitoring on different stages of water treatment process. Shall also responsible in assessing flowrate capability of the plant, as a result of collaboration of various water quality test data.
- 5.2 Duty Operator / Technician of the plant shall be responsible in the efficient operation and monitoring of all treatment equipment and pumping equipment of WTP. Shall have direct responsibility in attaining sufficiency in supply by considering the maximum flowrate capability of the plant at the time of its current water demand.
- 5.3 Duty Operator / Technician of the plant's adjacent station - Fresh Air BS Operator for WTP1 and Sto.Cristo Resvoir Station/Igay Booster Station for WTP2 shall be responsible in the monitoring the water demand of its respective station and communicating it to Duty Operator / Technician of the plant.
- 5.4 Engineer A shall be responsible in gathering and collaborating operation data, reviewing the actual production, and notifying the Division Manager regarding any feedback of abnormality in operation, urgent maintenance required to prevent interruption and other recommended improvement activity on operation.
- 5.5 Division Manager shall be responsible in the direct supervision of WTP operation and maintenance and in the direct coordination of major activity and issues of the plant with the Department Manager/AGM for Operations Services.

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Water Production Control Procedure on WTP

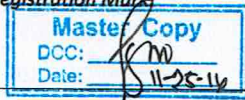
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Process Flow	In-charge	Process Description	Records
Start			
Assessment of Current Operation	Duty Plant Operators/ Technicians: PEO B PEO C SWRFT WRFT	<p>Shall verify the adequacy of the current plant flowrate based in terms of: (a) water demand of receiving station as coordinated by its duty operators, and (b) flowrate capability of the plant based on current raw water quality as coordinated by its duty chemist</p> <p>Shall determine the current water level of Treated Water Tank (WTP1) and Clear Water Tank (WTP2), including the plant flowrate in order to assess the number of pumps capable to operate.</p> <p><i>Note: The minimum water level of Treated Water Tank before reduction of operational pump units shall be:</i></p> <ul style="list-style-type: none"> a. 500 m³ for WTP1 b. 900 m³ for WTP2 <p>Shall gather information and make coordination to Duty Operator of adjacent station the water demand of the distribution system and the water level of the tank's receiving station to assess the needed production.</p>	<p>WTP1 Daily Operation Record</p> <p>WTP2 Daily Operation Record</p>
Confirmation of Water Quality Management Section	Laboratory Chemist	<p>Shall confirm the flowrate capability of the plant based on (1) current turbidity of incoming raw water;</p> <p><i>Note: The flowrate capability is in accordance with the Process Flow: Testing at Raw Water Inlet of Water Quality Control Procedure</i></p> <p>and, (2) chemical dose validation on raw water by conducting laboratory test such as jar testing. (For chemical dose validation, please refer to Process Flow: Jar Testing of Laboratory Testing Procedure).</p>	<p>WTP1 Water Quality Monitoring Record</p> <p>WTP2 Water Quality Monitoring Record</p>
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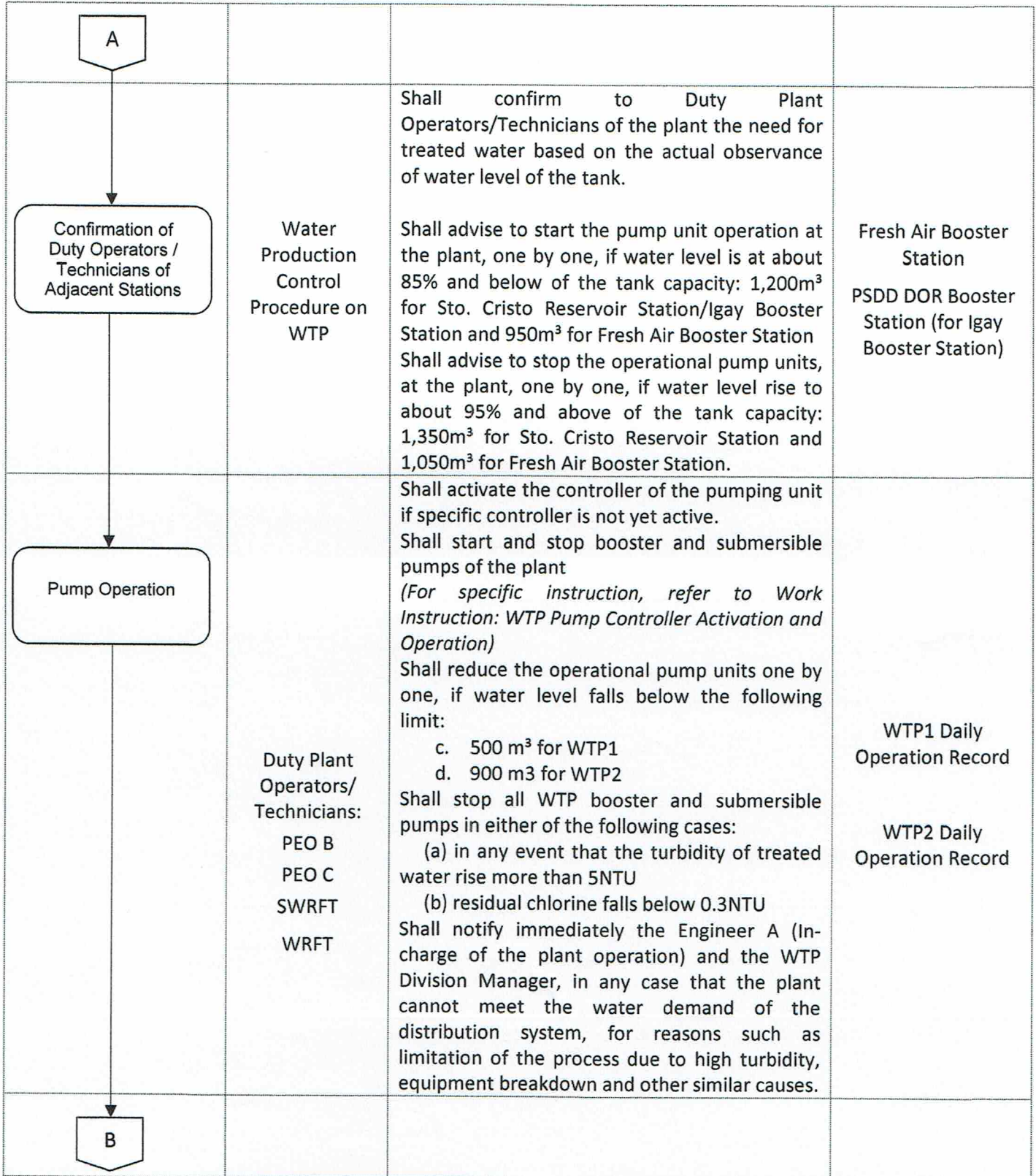


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<div style="border: 1px solid black; padding: 5px; text-align: center;">B</div>			
<div style="border: 1px solid black; padding: 10px; text-align: center;">Raw Water Inflow Adjustment</div>	<p>Duty Plant Operators/ Technicians:</p> <p>PEO B PEO C SWRFT WRFT</p>	<p>Shall adjust inflow of raw water to the treatment plant based on the need of water production.</p> <p>Note: (1) Reduction of raw water flowrate shall be done during low water demand when water level on storage tank reach to about 80% or less of the tank capacity at the stage of reduced operational pump units: 900m³ for WTP1 and 1500m³ for WTP2.</p> <p>(2) Increase in raw water flowrate on the anticipated high water demand shall be done when water level drop to 90% of the tank capacity at the stage of maximum number of operational pump units: 1000m³ for WTP1 and 1650m³ for WTP2.</p> <p><i>(For specific procedure on flowrate adjustment, refer to Work Instruction: Adjustment and Control of Raw Water Flowrate on WTP).</i></p>	<p>WTP1 Daily Operation Record</p> <p>WTP2 Daily Operation Record</p>
<div style="border: 1px solid black; padding: 10px; text-align: center;">Recording</div>	<p>Duty Plant Operator / Technicians:</p> <p>PEO B PEO C SWRFT WRFT</p>	<p>Shall record all parameters pertaining to pump operations such as Time of Start/Stop of pump units, water level of Treated Water Tank, water level of receiving stations, flowrate of the plant and residual chlorine of treated water.</p> <p>Shall record totalizer reading of Raw Water and Treated Water Flowmeter before the end of each duty.</p>	<p>WTP1 Daily Operation Record</p> <p>WTP2 Daily Operation Record</p>
<div style="border: 1px solid black; padding: 10px; text-align: center;">Notification & Review</div>	<p>Engineer A</p>	<p>Shall gather and collaborate operation data, review actual production, and notify the Division Manager regarding any feedback of abnormality in operation, urgent maintenance required to prevent interruption and other recommended improvement activity on the operation.</p>	<p>WTP1 Daily Operation Record</p> <p>WTP2 Daily Operation Record</p> <p>WTP Maintenance Request</p>
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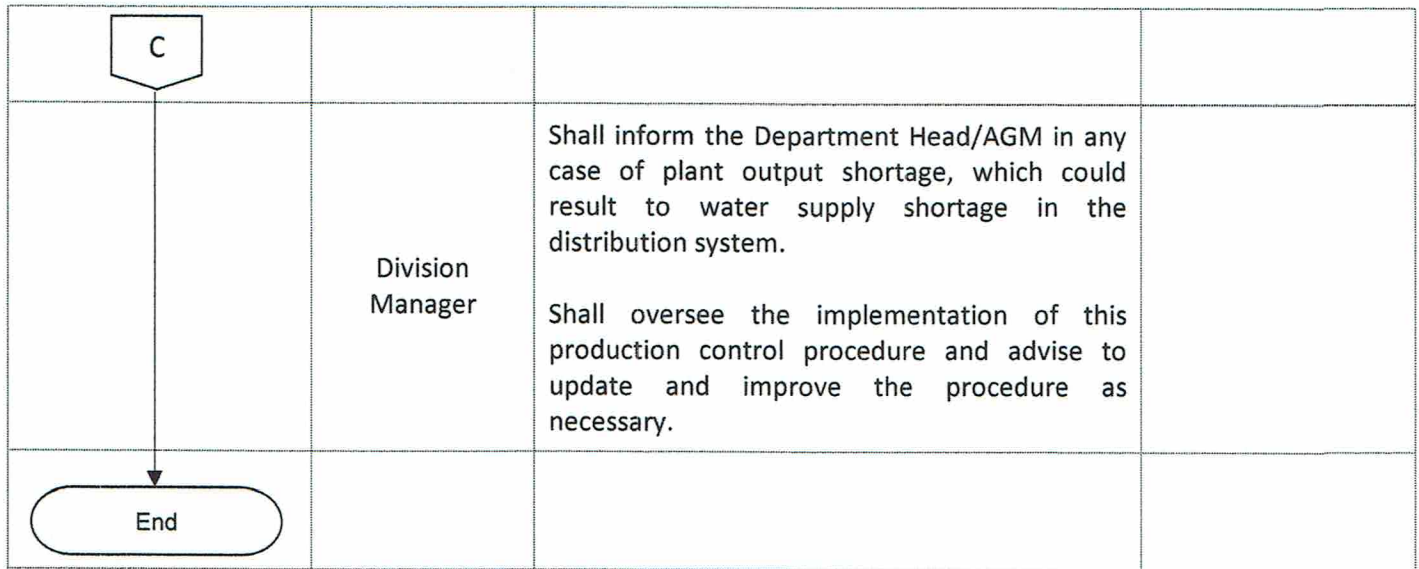


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6.0 PROCEDURE DETAILS

6.1 Reports

Reports	Frequency	Responsible
WTP1 Daily Operation Record	Daily	WTP1 Operator/Technician: PEO B, PEO C, SWRFT, WRFT
WTP2 Daily Operation Record	Daily	WTP2 Operators/Technicians: PEO B, PEO C, SWRFT
Fresh Air Daily Operation Record	Daily	Fresh Air Operators/Technicians: PEO C, WRFT, SWRFT
PSDD DOR Booster Station	Daily	Sto. Cristo Operators: WRFT, SWRFT, SWRFO
WTP1 Water Quality Monitoring Record	Daily	Laboratory Chemist: Chemist A, Chemist B, Sr. Chemist
WTP2 Water Quality Monitoring Record	Daily	Laboratory Chemist: Chemist A, Chemist B, Sr. Chemist

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WTP Maintenance Request
Form

As needed

Laboratory Chemists, WTP1
& 2 Operators/Technicians

7.0 PERFORMANCE INDICATORS

- 7.1 All laboratory testing conducted recorded in the water quality monitoring record as well as important activities related to treatment operation.
- 7.2 All jar testing conducted to verify coagulant dose recorded on Jar Test Report.
- 7.3 All activities in connection with the operation and monitoring of booster and submersible pumps of WTP1 and WTP2 including level of tanks, totalizer reading of flowmeter and flowrate of the plant recorded accordingly on each respective Daily Operation Record of WTP1 and WTP2
- 7.4 All data as per result of monitoring the water level and pump operation of WTP recorded on Fresh Air DOR and PSDD DOR Booster Station (For Igay Booster Station).

8.0 ATTACHMENTS AND FORMS

- 8.1 Form No. WTP-001-0 - WTP1 Daily Operation Record
- 8.2 Form No. WTP-002-0 - WTP2 Daily Operation Record
- 8.3 Form No. WTP-006-0 - Fresh Air Daily Operation Record
- 8.4 Form No. PAD-010-0 - PSDD DOR Booster Stations (For Igay Booster Station)
- 8.5 Form No. WTP-003-0 - WTP1 Water Quality Monitoring Record
- 8.6 Form No. WTP-004-0 - WTP2 Water Quality Monitoring Record
- 8.7 Form No. WTP-010-0 - WTP Maintenance Request Form
- 8.8 WTP1 Plant Manual
- 8.9 WTP2 Plant Manual

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Water Treatment Control Procedure on WTP



SAN JOSE DEL MONTE CITY WATER DISTRICT

WATER TREATMENT CONTROL PROCEDURE ON WTP

Type of Document: Quality Management System Procedure

Document No. SJWD-QP-WTP-005 Rev. no. Ø Page 1 of 10

Execution Date	Rev. No.	Revision Type	Change Description	Page Affected	Originator
Dec. 1, 2016	Ø	New	Newly established in accordance to the ISO 9001:2015 requirements.	-	

Prepared by:	Verified by:	Recommending Approval	Approved by:
ENGR. FLORENCIO LORENZO Division Manager	ENGR. EZEQUIEL AGAPITO Department Manager	ENGR. VICTOR CANITA, JR. Assistant General Manager	ENGR. LORETO G. LIMCOLI OG General Manager
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Water Treatment Control Procedure on WTP

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1.0 OBJECTIVE

This procedure describes the process on how the water treatment activities is carried out in Water Treatment Plant in order to produce the quantity needed as per water demand of the distribution system but with the water quality bound to the threshold limit of the Philippine National Standard for Drinking Water (PNSDW).

2.0 SCOPE

This procedure covers the treatment process from receiving the raw water inflows from MWSS Aqueduct up to the finished water storage tank prior to distribution.

3.0 DEFINITION OF TERMS

- 3.1 PNSDW – acronym for Philippine National Standard for Drinking Water. It is a compilation of drinking water standard set by DOH specifying threshold limits for different impurities in drinking water.
- 3.2 Water treatment plant – a building or facility designed and constructed to employ a combination of various treatment technology (basically mechanical and chemical processes) in order to covert a raw water into a safe and potable water fit for public consumption, for manufacturing and for other business operations.
- 3.3 Water treatment process - the treatment technology and method employed in a water treatment plant to treat and purify water. The process may vary slightly at different locations, depending on the available or chosen technology of the plant and the water it needs to process.
- 3.4 Turbidity– a cloudiness or haziness of water caused by individual particles that are too small to be seen, expressed in NTU (Nephelometric Turbidity Unit). The PNSDW maximum value for drinking water at the concessionaire's tap shall be not more than 5NTU.
- 3.5 Residual chlorine – measure of remaining active chlorine in treated water with unit expressed in ppm (parts per million) or g/cu.m.. The PNSDW standard value range for drinking water at the concessionaire's tap is 0.3mg/L – 1.5mg/L.
- 3.6 Coagulation – this chemical process in water treatment occurs when a coagulant is added to raw water to "destabilize" colloidal suspensions and caused particles to cling together (agglomerate) and form micro floc.
- 3.7 Flocculation –the physical process by which fine particulates are cause to clump together into a floc. The floc formed, through the effect of gravity, tend to settle in the bottom of the tank (sedimentation), and leave the water ready for filtration.
- 3.8 Filtration – the process of removing undesirable particles from clarified water by allowing water to flow through a granular bed of sand or any appropriate media. The media retains most solid matter while permitting the water to pass.
- 3.9 Chlorination – a disinfection process which uses chlorine to destroy existing microorganism and bacteria in process water. Pre-chlorination is applied at the entry point of raw water in water treatment plant, while post-chlorination is applied before final storage.
- 3.10 Flowrate capability – the maximum inflow of raw water that the treatment plant can operate without sacrificing the water quality it produce. Exceeding the flowrate capability of the plant at a certain level of raw water turbidity could mean producing water that could possibly exceed the standard.
- 3.11 Water system demand –the measure of the total amount of water used by the consumers on a specific period of observation within the water system.
- 3.12 WTP1 – Water Treatment Plant No.1, the treatment plant that supplies treated water to the majority of Sapang Palay Service Areas. The treated water is delivered first to Fresh Air Booster Station.

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- 3.13 WTP2 – Water Treatment Plant No.2, the treatment plant that supplies treated water to the majority of Non-Area Operations. The treated water is delivered first to Sto. Cristo Reservoir Station.
- 3.14 PEO C – Plant Equipment Operator B
- 3.15 PEO C – Plant Equipment Operator C
- 3.16 SWRFT – Senior Water Resources Facilities Technician
- 3.17 WRFT – Water Resources Facilities Technician

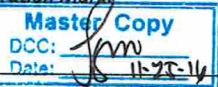
4.0 REFERENCE DOCUMENTS

- 4.1 Water Quality Control Procedure
- 4.2 Water Production Control Procedure on WTP
- 4.3 Work Instruction on Jar Testing
- 4.4 Work Instruction on PAC Pump Feedrate Verification
- 4.5 Work Instruction on Dosing Pump Activation and Adjustment
- 4.6 Working Instruction: Adjustment and Control of Raw Water Flowrate on WTP
- 4.7 Work Instruction on Chlorine Gas Feeder System Activation and Adjustment
- 4.8 Work Instruction on Filter Operation and Filter Backwashing
- 4.9 Work Instruction on Liquid Calcium Hypochlorite Facilities Activation and Dosing Adjustment
- 4.10 Philippine National Standard For Drinking Water, 2007 Edition
- 4.11 WTP1 Plant Manual
- 4.12 WTP2 Plant Manual

5.0 RESPONSIBILITY AND AUTHORITY

- 5.1 Duty Chemist shall be responsible in chemical dosing and water quality monitoring on different stages of water treatment process. Shall also responsible in assessing flowrate capability of the plant, as a result of collaboration of various water quality test data.
- 5.2 Duty Operator / Technician of the plant shall be responsible in the efficient operation and monitoring of all treatment equipment and pumping equipment of WTP. Shall have direct responsibility in attaining sufficiency in supply by considering the maximum flowrate capability of the plant at the time of its current water demand.
- 5.3 Sr. Engineer A shall be responsible in verifying the flowrate capability of the plant and coordinate the same to the Duty Chemist and Duty Operators/Technicians of the plant.
- 5.4 Engineer A shall be responsible in validating treatment operation data, reviewing equipment and system performance, and notifying the Division Manager regarding any feedback of abnormality in operation, urgent maintenance required to prevent interruption and other recommended improvement activity on the operation.
- 5.5 Division Manager shall be responsible in the direct supervision of WTP operation and maintenance and in the direct coordination of major activity and issues of the plant with the Department Manager/AGM for Operations Services.

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6.0 PROCEDURE DETAILS

Process Flow	In-charge	Process Description	Records
Start			
Raw Water Quality Testing and Review	Laboratory Chemist: Chemist A Chemist B Sr. Chemist	Shall test the raw water quality in terms of turbidity, pH and temperature. Note: Frequency of testing shall be: a. Every 3 hours at raw water turbidity below 10NTU b. Every 2 hours at raw water turbidity 10-30 NTU c. Every 1 hour or as frequent as possible for more than 30NTU and during erratic trend of raw water turbidity	WTP1 Water Quality Monitoring Record, WTP2 Water Quality Monitoring Record
	Sr. Engineer A	Shall review the test result of routine turbidity-pH-temperature analysis and update reference data necessary for treatment operation and control Shall confirm the Flowrate Capability of the plant and coordinate the same to the Duty Chemist and Duty Operators/Technicians of the plant. Note: The flowrate capability is in accordance with the Process Flow: Testing at Raw Water Inlet of Water Quality Control Procedure	
Application of Chemical Dosages	Laboratory Chemist: Chemist A Chemist B Sr. Chemist	Shall conduct Jar Testing of current raw water turbidity to determine optimum and appropriate dose of treatment chemicals. Jar testing shall also be conducted in case of turbidity changes (trending up or down) in order to apply the appropriate chemical dose as the raw water enter the plant. Note: 1. For specific procedure on Jar testing, refer to Work Instruction on Jar Testing	Jar Test Report WTP1 Water Quality Monitoring Record WTP2 Water Quality Monitoring Record
A			

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<div style="border: 1px solid black; padding: 5px; text-align: center;">A</div>			
		<p>Shall advise from time to time the Duty Plant Operator/Technician of the PAC dose to be applied on the water treatment in any of the following event:</p> <ol style="list-style-type: none"> changes in raw water turbidity, and changes in raw water flowrate <p>Shall verify PAC feedrate using calibration cylinder to confirm actual PAC dose Note: For specific procedure on verifying PAC dose, refer to Work Instruction on PAC Pump Feedrate Verification</p>	
	<p>Duty Plant Operators/Technicians:</p> <p>PEO B PEO C SWRFT WRFT</p>	<p>Shall operate and adjust the chemical dosing pumps based on appropriate chemical feedrate to meet the required dose of chemicals as advised by the Duty Chemist. <i>Note: For specific procedure on dosing pump operation, refer to Work Instruction on Dosing Pump Activation and Adjustment</i></p> <p>Shall operate Flash Mixer and confirm from time to time the continuity of its operation.</p> <p>Shall regularly check the PAC distributor pipe if it is working and functional.</p>	<p>WTP1 Daily Operation Record WTP2 Daily Operation Record</p>
<div style="border: 1px solid black; padding: 10px; text-align: center;"> Receiving and Regulating the Raw Water Inflow </div>	<p>Duty Plant Operators/Technicians:</p> <p>PEO B PEO C SWRFT WRFT</p>	<p>Shall regulate raw water control valve and set raw water flowrate based on water system demand and within the flowrate capability specified by the Duty Chemist. Adjustment shall be done only after the chemical feedrate has been adjusted first.</p> <p><i>Note:</i></p> <ol style="list-style-type: none"> For specific procedure on flowrate adjustment, refer to Working Instruction: Adjustment and Control of Raw Water Flowrate on WTP The above should be in accordance with the Water Production Control Procedure on WTP. 	<p>WTP1 Daily Operation Record WTP2 Daily Operation Record</p>
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<div>B</div> <div>Disinfection by Prechlorination</div>	Laboratory Chemist: Chemist A Chemist B Sr. Chemist	Shall advise from time to time the Duty Plant Operator/Technician of the chlorine dose to be applied on the water treatment in any of the following event: 1. changes in raw water turbidity, and 2. changes in raw water flowrate	WTP1 Water Quality Monitoring Record WTP2 Water Quality Monitoring Record																																							
	Duty Plant Operators/ Technicians: PEO B PEO C SWRFT WRFT	Shall operate chlorine facilities and adjust the chlorinator based on appropriate chlorine dosing as advised by the Duty Chemist <i>Note: For specific procedure on disinfection facilities operation, refer to Work Instruction on Chlorine Gas Feeder System Activation and Adjustment</i>	WTP1 Daily Operation Record WTP2 Daily Operation Record																																							
<div>Coagulation / Flocculation / Settling</div>	Duty Plant Operators/ Technicians: PEO B PEO C SWRFT WRFT	FOR WTP1: Shall operate the Clarifier-Pulsator Equipment based on the recommended admission-discharge schedule: <table><tr><th>Raw Water Turbidity, NTU</th><th>Admission, sec</th><th>Discharge, sec</th></tr><tr><td>2 - 29</td><td>35</td><td>15</td></tr><tr><td>30 - 99</td><td>30</td><td>12</td></tr><tr><td>100 - 499</td><td>25</td><td>10</td></tr><tr><td>500 & above</td><td>20</td><td>7</td></tr></table> Shall operate Sludge Extraction System based on the recommended extraction schedule: <table><tr><th>Raw Water Turbidity, NTU</th><th>Open (Extraction), seconds</th><th>Close (Interval), minutes</th></tr><tr><td>2 - 9</td><td>30</td><td>240</td></tr><tr><td>10 - 29</td><td>40</td><td>60</td></tr><tr><td>30 - 99</td><td>40</td><td>30</td></tr><tr><td>100 - 299</td><td>50</td><td>15</td></tr><tr><td>300 - 599</td><td>50</td><td>10</td></tr><tr><td>600 - 999</td><td>60</td><td>5</td></tr><tr><td>1000 & above</td><td>60</td><td>3</td></tr></table>	Raw Water Turbidity, NTU	Admission, sec	Discharge, sec	2 - 29	35	15	30 - 99	30	12	100 - 499	25	10	500 & above	20	7	Raw Water Turbidity, NTU	Open (Extraction), seconds	Close (Interval), minutes	2 - 9	30	240	10 - 29	40	60	30 - 99	40	30	100 - 299	50	15	300 - 599	50	10	600 - 999	60	5	1000 & above	60	3	WTP1 Daily Operation Record WTP2 Daily Operation Record
Raw Water Turbidity, NTU	Admission, sec	Discharge, sec																																								
2 - 29	35	15																																								
30 - 99	30	12																																								
100 - 499	25	10																																								
500 & above	20	7																																								
Raw Water Turbidity, NTU	Open (Extraction), seconds	Close (Interval), minutes																																								
2 - 9	30	240																																								
10 - 29	40	60																																								
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Water Treatment Control Procedure on WTP

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<div>C</div>			
		<p>FOR WTP2: Shall manually drain raw water tank for 2 to 5mins. (depending on appearance of the last seconds of flushing, should be about 50NTU or less) based on following recommended schedule:</p> <ul style="list-style-type: none">a. 2 to 9NTU - every Monday 3rd shiftb. 10 to 99NTU – every Monday and Thursday 3rd shiftc. 100 and above – every 3rd shift	
<div>Water Quality Monitoring of Clarified Water</div>	<p>Laboratory Chemist: Chemist A Chemist B Sr. Chemist</p>	<p>Shall test and monitor the water quality of clarified water specifically turbidity and residual chlorine.</p> <p><i>Note:</i></p> <ul style="list-style-type: none">(1) Based on water quality test results and treatment analysis, the Duty Chemist may advise increase and decrease of WTP raw water inflow to Duty Plant Operators/Technicians to strike balance in operating the plant at its maximum flowrate capacity but within the standard turbidity and residual chlorine values set forth in PNSDW.(2) The above is in accordance with the Process Flow: Testing at Splitter Box (WTP2) & Testing at Clarified Water (WTP1) for Water Quality Control Procedure.	<p>WTP1 Water Quality Monitoring Record</p> <p>WTP2 Water Quality Monitoring Record</p>
<div>Filtration</div>	<p>Duty Plant Operators/Technicians: PEO B PEO C SWRFT WRFT</p>	<p>Shall operate the filtration equipment for normal filtration cycle. Shall operate backwashing equipment to conduct backwashing process of cleaning the filter media.</p> <p><i>Note: For specific procedure on filter operation, refer to Work Instruction on Filter Operation and Filter Backwashing</i></p>	<p>WTP1 Filter Backwashing Record</p> <p>WTP2 Filter Backwashing Record</p> <p>WTP1 Daily Operation Record</p> <p>WTP2 Daily Operation Record</p>
<div>D</div>			

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<p>D</p>			
<p>Final Disinfection by Postchlorination</p>	<p>Duty Plant Operators/ Technicians: PEO B PEO C SWRFT WRFT</p>	<p>Shall operate liquid calcium hypochlorite facilities and adjust the dosing pump based on appropriate liquid calcium hypochlorite dosing as advised by the Duty Chemist</p> <p><i>Note: For specific procedure on disinfection facilities operation, refer to Work Instruction on Liquid Calcium Hypochlorite Facilities Activation and Dosing Adjustment</i></p>	<p>WTP1 Daily Operation Record WTP2 Daily Operation Record</p>
<p>Water Quality Monitoring of Finished Water</p>	<p>Laboratory Chemist: Chemist A Chemist B Sr. Chemist</p>	<p>Shall monitor the water quality of finished water specifically turbidity and residual chlorine</p> <p><i>Note:</i></p> <p>(1) Based on water quality test results and treatment analysis, the Duty Chemist may advise increase and decrease of WTP raw water inflow to Duty Plant Operators/Technicians to strike balance in operating the plant at its maximum flowrate capacity but within the standard turbidity and residual chlorine values set forth in PNSDW.</p> <p>(2) The above is in accordance with the Process Flow: Testing at Transmission Line for Water Quality Control Procedure</p>	<p>WTP1 Water Quality Monitoring Record WTP2 Water Quality Monitoring Record</p>
<p>Pumping Operation</p>	<p>Duty Plant Operators/ Technicians: PEO B PEO C SWRFT WRFT</p>	<p>Shall operate booster and submersible pumps of the plant to meet water demand on the distribution system</p> <p><i>Note: This is in accordance with the Water Production Control Procedure on WTP</i></p>	
<p>E</p>			

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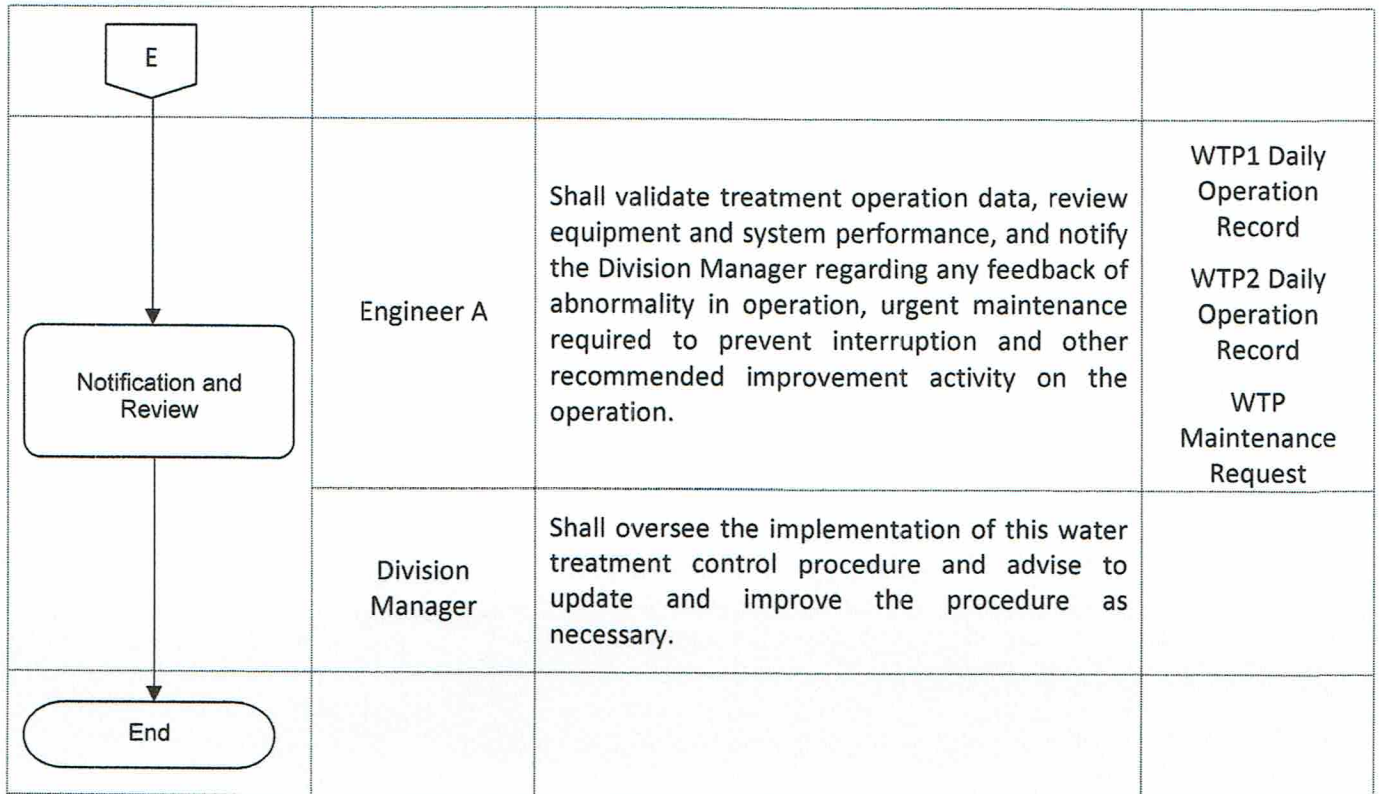


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6.1 Reports

Reports	Frequency	Responsible
WTP1 Daily Operation Record	Daily	WTP1 Operator/Technician: PEO B, PEO C, SWRFT, WRFT
WTP1 Filter Backwashing Record	Daily or as needed during incident of Filter Backwashing	
WTP2 Daily Operation Record	Daily	WTP2 Operators/Technicians: PEO B, PEO C, SWRFT
WTP2 Filter Backwashing Record	Daily or as needed during incident of Filter Backwashing	
WTP1 Water Quality Monitoring	Daily	Laboratory Chemist: Chemist A, Chemist B, Sr. Chemist
WTP2 Water Quality Monitoring Record	Daily	Laboratory Chemist: Chemist A, Chemist B, Sr. Chemist
Jar Test Report	Daily or as needed during event of turbidity fluctuations	Laboratory Chemist: Chemist A, Chemist B, Sr. Chemist

7.0 PERFORMANCE INDICATORS

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- 7.1 All laboratory testing conducted recorded in WTP1 and WTP2 Water Quality Monitoring Record.
- 7.2 All jar testing performed evaluated in order to verify effectiveness in the actual application of chemical dosage.
- 7.3 All treatment operation activities such as setting of water treatment equipment, changes in raw water inflow, variation in process operation, chemical dosage application and other activities conducted in the water treatment operation recorded in WTP1 and WTP2 Daily Operation Record.
- 7.4 All chemical dosages applied on the water treatment process conformed to the target residual chlorine and turbidity of treated water output of the plant.
- 7.5 Monitoring of raw water quality tested and recorded based on sampling frequency as specified on the Raw Water Quality Testing and Review.

8.0 ATTACHMENTS AND FORMS

- 8.1 Form No. WTP-001-0 - WTP1 Daily Operation Record
- 8.2 Form No. WTP-002-0 - WTP2 Daily Operation Record
- 8.3 Form No. WTP-003-0 - WTP1 Water Quality Monitoring Record
- 8.4 Form No. WTP-004-0 - WTP2 Water Quality Monitoring Record
- 8.5 Form No. WTP-008-0 - WTP1 Filter Backwashing Record
- 8.6 Form No. WTP-009-0 - WTP2 Filter Backwashing Record
- 8.7 Form No. WTP-011-0 – Jar Test Report
- 8.8 Form No. WTP-010-0 – WTP Maintenance Request Form

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