

# QUALITY MANAGEMENT SYSTEM MANUAL

# SAN JOSE WATER QUALITY MANAGEMENT SYSTEM MANUAL

This manual is the primary document that defines the Quality Management System (QMS) of **SAN JOSE DEL MONTE CITY WATER DISTRICT (SAN JOSE WATER)** in compliance with the requirements of ISO 9001:2015 standards and demonstrates **SAN JOSE WATER** policies in ensuring quality of its services that meet the requirements of its customers. It contains a description of the Company's Quality Policy and how its requirements are integrated in the organization's day-to-day operations. It also contains how the company relates its quality policy to its commitment of providing excellent quality services.

This manual also includes a description of the organizational structure, responsibilities, procedures and resources of the organization in managing the quality of its services and maintaining its quality management system.

It is a mandatory requirement that all employees of **SAN JOSE WATER** adhere to the Quality Management System.

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# **1.0 INTRODUCTION**

# 1.1 San Jose Del Monte City Water District: An Overview

**SAN JOSE DEL MONTE CITY WATER DISTRICT (San Jose Water)** is a government-owned and controlled corporation established on July 22, 1980 by virtue of PD 198, as amended, otherwise known as the Provincial Water Utilities Act of 1973. It is a Category A water district serving the country's 19<sup>th</sup> most populated city, the City of San Jose Del Monte in the Province of Bulacan.

San Jose Water started with only 200 service connections, carried over from the old municipal waterworks system it replaced. In its early years, San Jose Water was beset with problems typical of small water districts such as water turbidity and scarcity, and lack of financial resources to expand the service. As a stop-gap measure and to appease the growing discontent of the customers, San Jose Water implemented the Tawid-Uhaw Project in the early '90s - structures made up of two communal metered faucets funded by the local government and civic organizations.

In 1997, San Jose Water completed the construction of its first Water Treatment Plant (WTP) and the Tawid-Uhaw Projects were slowly phased out to give way to individual water connections to the residents of the then Municipality of San Jose Del Monte. San Jose Water's second treatment plant was completed in 2006. A third water treatment plant with a capacity of 10,000 cum is set to be constructed and expected to be operational by the end of 2017.

A total of 50,000 cum raw water from Angat River is treated at the first two treatment plants. The same surface water will feed the third treatment plant.

Thirteen deepwell stations augment surface water from Angat River. Another source, the Angat Bulk Water Supply Project, provides San Jose Water with 12,000 cum of treated water per day.

San Jose Water is now one of the largest water districts in the country, serving all 59 barangays in the city. It brings safe and potable water through individual piped connection to more than a hundred thousand households, equivalent to about 600,000 people or roughly 60% of the city's population. It expects to cover 80% of the city within the next two years.

San Jose Water is one of the first five water districts in the country to implement a Septage Management Program. In compliance with the provisions of the Clean Water Act of 2004, the city government passed an ordinance in 2012 authorizing San Jose Water to collect septage in the city and treat and dispose the same according to prevailing environmental standards. By virtue of the ordinance and in compliance with the continuing mandamus issued by the Supreme Court for the rehabilitation of Manila Bay, San Jose Water constructed a fully mechanized 60 cum-capacity septage treatment plant where septage collected from residential and commercial structures in the city is brought and treated.

With the thousands of families being relocated by the national government to the City of San Jose Del Monte, San Jose Water is constantly on the look-out for new sources of water. It is currently looking forward to the implementation of the Bulacan Bulk Water Supply Project which is expected to boost water supply and allow further expansion of water service to a greater number of residents in the city.

In delivering our service, we are guided by our vision, mission, and values statements.

# Vision

A respected industry leader and trusted provider of water and septage services, delivering quality service with dedication, integrity, and genuine concern for the community.

# Mission

To improve the quality of life of the people we serve by providing 24/7 safe and potable water service and regular septage management service and to provide these services efficiently at the least possible cost and with utmost regard to the environment.

# Values

# Integrity.

We believe in the dignity of public service and we acknowledge our accountability as public servants. Thus, we do what we say and we do what is right. We employ the highest ethical standards in delivering our service, and demonstrate honesty and fairness in every action that we take.

# **Customer satisfaction.**

We exist for our customers. We strive to address their needs and expectations to the best of our ability with utmost efficiency, courtesy, and speed.

# Excellence

In delivering our service and in the performance of our duties, we have no room for mistakes and we do it "First Time Right". We choose the best people, employ the best practices, and always challenge ourselves to innovate to improve our service.

# Teamwork

We promote and support a diverse yet unified team that work together with enthusiasm to meet our common goals. We respect differences in opinion and make the differences work for the betterment of service.

# Community

We collaborate inside and outside the organization to maximize our shared knowledge and bring greater value to the community we serve. We support efforts and implement programs that will promote a healthy and vibrant neighbourhood, enhance environmental awareness, and protect our water resources.

#### 1.2 Water Sources

#### 1.2.1 Surface Water

#### MWSS Raw Water Allocation

San Jose Water has a total raw water allocation of 80,000 cmd from Metropolitan Waterworks and Sewerage System (MWSS). The allocated raw water supply comes from the Umiray-Angat-Ipo system in Norzagaray, Bulacan. The heart of the system is the Angat Dam, which is a multi-purpose dam and is intended for power, irrigation and water supply. To date, San Jose Water gets close to 50,000 cm of raw water per day through MWSS' Aqueduct No. 6 which passes adjacent to the Water Treatment Plant Compound of San Jose Water.

Water from the Angat River through the MWSS aqueduct is processed and treated at San Jose Water's two water treatment plants in Bgy. Minuyan before distribution to the concessionaires.

Water from WTP No. 1 is being pumped to ground reservoir in Fresh Air Booster Station (FABS). It will be collected and stored at Sto Niño II steel ground reservoir and Reservoir No. 4 and distribute it to the concessionaires of Sapang Palay Resettlement Project by gravity.

WTP 2 supplies water to areas outside Sapang Palay. The treated water is transmitted and stored at Igay Reservoir and then delivered by gravity to the barangays of Tungkong Mangga, San Manuel, Maharlika, Graceville, Gaya-gaya, Kaypian, Poblacion, Poblacion 1, Muzon, Mulawin, Guijo, Narra, Yakal, Dulong Bayan, and some portions of Sto Cristo. Water from WTP2 is also being pumpled to portions of Barangays Sto. Cristo, Kaybanban and San Isidro.

#### The Angat Bulk Water Supply Project (ABWSP)

The Angat Bulk Water Supply Project (ABWSP) produces 15,000 cmd treated water that augments the water requirement for Brgy. Muzon and some portions of Sapang Palay Resettlement Area. Brgy. Muzon is the city's biggest and most populous barangay and also the farthest from San Jose Water's Water Treatment Plants. Water from ABWSP undergoes regular chemical, bacteriological, and physical analysis.

Treated water from ABWSSP passes through transmission lines from Brgy. Donacion, Angat, Bulacan to Metrogate San Jose Subdivision, Sapang Palay Proper in San Jose Del Monte. Water that is supplied by ABWSSP augments the water requirement of the concessionaires in Brgy. Muzon and some areas in SPRP.

#### 1.2.2 Groundwater

In the early years of its operation, San Jose Water relied primarily on groundwater to provide water to its concessionaires. However, due to increasing level of salinity caused by overextraction, San Jose Water started to shift to surface water in the mid-1990s.

Out of more than sixty pumping stations, San Jose Water has 12 operational deep well stations with a rated capacity ranging from 25 to 190 gpm. The treatment for ground water involves the use of Liquid Calcium Hypochlorite.

Most of San Jose Water's ground water stations are carefully-selected sites located within the residential area of the city. Some of the groundwater stations were constructed by San Jose Water while some were donated by subdivision developers who opted to turn over the water system of their real estate projects to San Jose Water.

### 1.3 Water Treatment

### 1.3.1 Water Treatment Plant No. 1 (WTP1)

San Jose Water uses the standard coagulation-flocculation-clarification, rapid gravity media filtration and chlorine gas disinfection. WTP1, with a 20 MLD capacity uses the coagulation-flocculation process but employs the pulsator clarifier for turbidity removal. It undergoes single media filtration and final disinfection by chlorination. The system has capability for preliminary, intermediate and post- chlorination. The system also employs back-up use of liquid calcium hypochlorite if chlorine gas is not available. The water treatment plant uses Poly Aluminum Chloride for the coagulation, as well as provision for use of additives such as Polymer.

The first step of the process involves proper mixing of raw water with PAC (Poly Aluminum Chloride) with 10% minimum alumina content as coagulant with contact time of less than 1 min. Chlorine is also added for preliminary disinfection to eliminate the existing microorganism (algae, bacteria) that is likely to grow in the structures and sludge blanket.

Water contains colloidal suspended solid which must be gathered into heavy floc to allow settling which takes place into two steps: coagulation that involves destabilizing the colloid to precipitate and flocculation process that intends to increase the cohesion of the floc formed by coagulation.

Following this process is settling that allows the particles in suspension in the water to settle by gravity to improve water quality. Each of the two (2) pulsator clarifier is designed to treat half of the entire flow. Clarified water is then evenly collected over the whole surface by perforated troughs and flows into a canal feeding four filters. Sludge formed from the clarifier flows by gravity in the WTP 2 sludge lagoon for disposal.

Filtration is designed to remove particles suspended in water. The filters provide a 1.2m water depth above the filter media. The sand layer allows intensive washing with air and water without any grain size degrading or mud ball formation. Filter backwashing is carried out by air and water together with surface sweeping using clarified water. The wash water from the filter backwashing goes into the wash water recycling tank and allowed to stand

for one hour before recovery and pumped into the flash mixer. The filtered water flows by gravity from the filtered water channel outlet into a covered storage tank.

The final process involves injecting chlorinated water or Liquid Calcium Hypochlorite into the filtered water tank to disinfect any remaining contaminant in the water that may be dangerous to the health, as well as to meet the standard set in residual chlorine by the PNSDW to assure safe drinking water. Chlorinated water then flows into the Treated Water tank with capacity of 1,100 m<sup>3</sup>, which goes to the distribution system.

### 1.3.2 Water Treatment Plant No. 2 (WTP2)

Raw water flows to WTP2 under pressure from the MWSS aqueduct No. 6 via a 600mm diameter pipework. This raw water is then pre-treated in the form of screening and grit removal before flowing into the raw water tank to assist in equalizing any peaks of high turbidity and some minor setting. The 30mld flow then proceeds to the succeeding treatment process within WTP 2.

PAC together with chlorine gas is added and mixed uniformly with raw water by two installed paddle mixers. The system have back-up use of liquid calcium hypochlorite for chlorination like the WTP1 and also provision for polymer addition. Right after is the first stage of pre-treatment which is screening. Two screens will prevent large solids from further entering the WTP process. The automatic screen cleaning mechanisms and screening conveyor are activated by the measurement of differential level of water passing before and after the screen or after a preset time. The screenings collected are discharged into a discharge chute and then to a screening bin located at ground level adjacent to the raw water inlet structure.

A grit separation system is utilized after the screens to remove sand and grit particles from the raw water supply. In the aerated grit chamber, grit is removed by causing the raw water to flow in a spiral pattern. Air is introduced to the grit chamber via blowers and air diffusers along one side causing a perpendicular spiral velocity pattern to flow through the tank.

In the grit removal system, baffled walls are installed to faciliate flocculation process. This proces involves slow mixing of coagulated raw water that allows particles to gather to form larger, heavier particles called "floc" which will be settled in the raw water tank. In the raw water tank, the training walls promote long detention time in order to allow proper settling time for the heavier flocs to form as sludge at the bottom of the tank. A small inlet pipe inside the raw water tank supplies the two (2) Amiad Microfiber Filter with flow of 2,500 m<sup>3</sup>/day each unit.

Water then flows into the two flocculation tanks and flows again by gravity into the common inlet channel. From the inlet channel the water flow is divided into six (6) filter units for filtration of water. Dirty wash water from the filter units gravitates to one of two Sludge Separation Tanks (SST). The sludge from the SST gravitates in the sludge lagoon and supernatant is pumped back to the inlet chamber of WTP2.

The filtered water from the filter units and Amiad Microfiber Filter enters the contact channel where it is dosed with chlorine prior to entering the clear water tanks. The chlorinated clear water is then pumped into the distribution system.

# 1.3.3 Groundwater

San Jose Water's existing deep well facilities in areas outside the Sapang Palay Resettlement Area include 12 deep well stations, network of pipelines, elevated water tanks and reservoirs. These deep wells have rated capacity of 136 to 1,036 cmd. The treatment for ground water involves the use of Liquid Calcium Hypochlorite.

The deep well facilities augment water pressure in the high portions and far end of the pipelines of the service areas.

The water quality of the groundwater is compatible with the PNSDW and thus, do not require any treatment except for preventive disinfection using Liquid Calcium Hypochlorite.

References:

San Jose Water Water Safety Plan

Citizen's Charter

# **FIGURE 1. WATER TREATMENT PROCESS**

# Water Treatment Plant No. 1 Capacity: 20,000 cumd





Figure \_ \_ SCHEMATIC DIAGRAM - WATER TREATMENT PLANT NO. 2 Water Treatment Process

# 2.0 DESCRIPTION OF THE COMPANY'S QUALITY MANAGEMENT SYSTEM

# 2.1 Development of the QMS

The Quality Management System (QMS) of **SAN JOSE WATER** was developed through rigorous study of the existing system, applying improvements and various changes in compliance with the ISO 9001:2015 Standard.

This Quality Management System defines operating methods of controlling the quality management concerning work at each section for the purpose of embodying the company's Quality Policy as set by the Top Management.

**SAN JOSE WATER** shall maintain this Quality Management Systems to effectively control the business process of the company. The business process enables the organization to provide quality service in the most cost-effective manner and with the level of quality that meet customer requirements.

**SAN JOSE WATER** shall also periodically monitor, evaluate and implement quality control of the organization's activities and services and realize acceptable quality performance through continual Improvement.

# 2.2 Definition of Terms

- 2.1.1 Quality is the totality of features and characteristic of a product or service that bear on its ability to satisfy stated customers need.
  - 2.1.2 Audit the systematic, independent, and documented process to objectively determine the fulfilment of audit criteria.
  - 2.1.3 Customer Satisfaction customer's perception of the degree in which the customer requirements has been fulfilled.
  - 2.1.4 Continuous Improvement recurring activity to increase the ability to fulfil the requirements
  - 2.1.5 Effectiveness Extent to which planned activities are materialized and planned results achieved
  - 2.1.6 Corrective Action action to eliminate recurrence of detected non-conformity or other undesirable situation.
  - 2.1.7 Non-conformance non-fulfilment of a specific requirement, either of the standard or company policy, procedure and other planned arrangements.
  - 2.1.8 Quality Policy statement by the company of its intentions and principles in relation to its overall intentions and direction with regard to quality concerns, as formally expressed by the Top Management through the ISO Facilitator.
  - 2.1.9 Quality Objective overall goal, arising from the QMS Policy, that the company sets itself to achieve, and which are quantified where practicable.

# 3.0 QUALITY MANAGEMENT SYSTEM DOCUMENTATION

# 3.1 Documentation Structure

The documentation structure of the Quality Management System is shown in the diagram below:



**Level 1** – The QMS Manual describes the policies of the organization to meet and address the requirements of the ISO 9001:2015 standard. It provides an overview of the whole quality management system of **SAN JOSE WATER.** 

**Level 2** – Quality Management System Procedures & Work Instructions describes the operations that are carried out and maintained under specified conditions including details of the documented information that are part of the Quality Management System and dependent on the complexity of the process, methods, training and competence of the personnel involved in the implementation of the procedures and work instructions.

**Level 3** – Forms and records are aligned to this level, which is an object evidence to prove that a particular activity has been done and complied.

# 4.0 CONTEXT OF THE ORGANIZATION

# 4.1 Understanding the Organization and its Context

- 4.1.1 The General Manager, Assistant General Managers, Department Managers and Division Managers, collectively the Management, used the SWOT Analysis in determining the Internal and External Issues that might arise in achieving the strategic direction of the organization.
- 4.1.2 The General Manager reviewed the SWOT analysis to determine the internal and external issues of the organization in achieving the strategic direction of the organization.
- 4.1.3 The diagram below depicts the SWOT analysis done by the organization and on how the Strengths, Weaknesses, Opportunities and Threats interact with each other to establish strategic options.



4.1.4 Actions were formulated in such a way that the identified Strengths, Weaknesses, Opportunities and Threats has been considered to establish strategic option.

References:

ISO 9001:2015 Clause 4.1 Understanding the organization and its context

*Risk & Opportunities Procedure (SJWD-QP-ISO-002)* 

# 4.2 Review and Actions on the Internal and External Issues

- 4.2.1 Actions relating to the identified internal and external issues were accomplished by the Department Heads.
- 4.2.2 Actions were identified in such a way that the identified Strength, Weaknesses, Opportunities and Threats were considered.

# 4.3 Needs and Expectations of the Interested Parties

4.3.1 The needs and expectations of the interested parties, as identified by **SAN JOSE WATER**, are the following:

Interested Parties	<b>Needs</b> (stated Services / Requirements)	<b>Expectations</b> (Implied Requirements)
Concessionaires/Customers	24/7 water service	reliable and efficient service
Local Government officials	Proper coordination of project implementation	Recognition of its role in the delivery of water service
MWSS	Payment of water bill	Proper coordination of water requirements
LWUA	Timely submission of reports and requirements	Compliance with regulatory requirements
Commission on Audit	Immediate compliance with COA directives	Compliance with regulatory requirements
Department of Budget and Management	Timely submission of reports and requirements	Compliance with regulatory requirements and DBM issuances
Civil Service Commission	Timely submission of personnel appointment	Compliance with CSC rules and regulations
National Water Resources Board	Payment of water extraction fees	Attendance to coordination meetings
Department of Public Works and Highways	Timely coordination of pipelaying projects along public roads	Attendance to coordination meetings
Department of Environment and Natural Resources	Timely submission of reports	Compliance with environmental standards
Bureau of Fire	Reliable water supply during incidence of fire	Coordination with the BFP on fire hydrant locations, functionality, repair, and maintenance
Meralco	On-time payment of utility bills	Proper coordination of projects requiring power supply
Philippine National Police	Immediate coordination of safety concerns	Recognition of its role in peace-keeping
Homeowners Associations	updated information on new policies, water interruption schedule	information materials disseminated within affected areas ahead of time
Employees	Timely release of salaries and benefits	Conducive work environment and continuing employee development programs
Other water districts and water sector institutions	Sharing of best practices	Participation in water sector-related activities
Suppliers/External service providers	Timely release of payment for products and services delivered	Complete information regarding product specifications

References:

ISO 9001:2015 Clause 4.2 Understanding the Needs and Expectations of Interested Parties

#### 4.4 Overview of the Quality Management System and Exclusions

- 4.4.1 The quality management system described in this document applies to the process of collection, treatment, and distribution of drinking water of **SAN JOSE WATER.** Inputs that are considered in planning and developing the QMS includes the requirements of the customers, processes for product realization, process interactions, criteria for product and process performance, and corresponding methods of measurements and analysis of product including the process for corrective action and continual improvement.
- 4.4.2 This manual is prepared to demonstrate and document our commitment to maintaining a high-level of quality and strong customer service within an environment that is focus on the customers and fosters continual improvement. It describes procedures that reflect our strategic decision to adopt a process approach across all areas of our operations in order to ensure compliance with international standards in addressing customer requirements and enhancing customer satisfaction.

### 4.4.3 Exclusion:

The clause of the standard not included in this manual is QMS 8.3 Design and Development because SAN JOSE WATER does not engage in the design and development of any product.

The design for the service, which is water provision, shall be based on the national standards set by the government agencies such as LWUA, DOH, DENR. The organization established Procedures and Work Instructions to ensure that all the product requirements are compliant with these standards and the requirements of the customers.

The Quality Management System of the organization shall be reviewed and revised, if necessary, to ensure the effectiveness in meeting its objectives and action plans. Review shall be done during management review meetings and on special meetings conducted to address urgent concerns that may affect the QMS. All revision that may occur on the system shall be recorded and shall follow the Control of Documented Information Procedure and other related procedures.

# 5.0 LEADERSHIP AND COMMITMENT

## 5.1 Leadership and Management Commitment

- 5.1.1 **SAN JOSE WATER** shows its commitment to have an efficient and effective Quality Management System through the following:
  - 5.1..1 Establishing and promoting awareness and understanding of the Quality Policy to all level of organization.
  - 5.1.1.2 Relevant quality objectives and plans are set, maintained and achieved.
  - 5.1.1.3 Communicating the company goals and values on Quality Management System.
  - 5.1.1.4 Assessing the performance of the QMS through management reviews and identifying areas that need improvements.
  - 5.1.1.5 Providing the necessary resources to fulfil the company's plan and objectives.
  - 5.1.1.6 The planning of the QMS is carried out to meet the requirements specified in the ISO 9001:2015.
  - 5.1.1.7 The integrity of the Quality Management System is maintained when changes to the QMS are planned and implemented.
- 5.1.2 Quality issues are recognized and where appropriate, are controlled and managed.

# References:

ISO 9001:2015 Clause 5.1 Leadership and Commitment

#### 5.2 Responsibility, Authority and Communication

- 5.2.1 The Board of Directors shall set the policy directions of San Jose Water and participate in the review of the agency's implementation of the Quality Management System. The Board shall likewise approve annual operating budget a=nd contracts that will be entered into by San Jose Water.
- 5.2.2 The Office of the General Manager shall be responsible for the following:
  - 5.2.2.1 Realize the vision and attain the mission of the agency. It is responsible for developing the short, medium, and long term plans of the agency, including fund sourcing strategies. It is where all the instructions for the implementation of policies emanate, and where the agency's operation is directed and controlled.
  - 5.2.2.2 Provide adequate resources, set priorities and establish the organization in fulfilling the requirements for the implementation and deployment of the Quality Management System.
  - 5.2.2.3 Appoint the ISO Facilitator

- 5.2.2.4 Implement the Quality Policy.
- 5.2.2.5 Ensure the Quality Management System requirements are established, implemented and maintained in accordance with ISO 9001:2015 Standard.
- 5.2.2.6 Overall responsibility for the operations of the company, including Quality Management System.
- 5.2.3. The Assistant General Manager for Administrative Services exercises overall direction, supervision, and control of all human resources management and development functions, general services, property and supply management, budget and cash management, accounting, customer services and customer account activities.
- 5.2.4. The Assistant General Manager for Operations exercises overall direction, supervision, and control on all construction, maintenance, water treatment, and water distribution activities.
- 5.2.5 The Administrative and Finance Department Manager is responsible in the formulation and development of policies relative to HR Management, General Services, Property and Supply, Budgeting, Accounting and Cash Management and the correction and legality of all administrative and financial transactions of the district. The department manager also coordinates with other Departments and External Offices (such as DBM, Department of Finance Bureau of Training, Civil Service Commission, Commission on Audit and others) and facilitates compliance with the requirements of these demands units.
- 5.2.6 The Commercial Department Manager supervises and monitors the day-to-day operation and activities of the department, prepares management report relative to commercial activities and status, prepares and implements programs for the improvement of the Commercial Department.
- 5.2.7 The Engineering Department Manager exercises decision making and discretion in the areas of planning, organizing, staffing, directing, controlling, coordinating, reviewing and budgeting of Water District resources with regards to the department's role in achieving management targets as assigned and approved by the Office of the General Manager. He also oversees the operation and maintenance of the septage treatment facility.
- 5.2.8 The Production and Distribution Department Manager oversees the operation, safeguarding and maintenance of all production, treatment and storage facilities /appurtenances of the Water District. He/she is also responsible for the production, quality control / monitoring, storage and distribution of safe water to consumers, analyzes system operation and recommends improvements / expansion programs to the Management.
- 5.2.9 The Corporate Affairs Division Manager is responsible for managing the development and implementation, and assessment of internal and external communication, information, and public relations strategies with the goal of establishing and maintaining a favourable image of the company to its service subscribers, potential customers, employees, and the general public.
- 5.2.10 The ISO Facilitator is responsible for:

- 5.2.10.1 Ensuring the Quality Management System requirements are established implemented and maintained in accordance with ISO 9001:2015 standards.
- 5.2.10.2 Reporting the performance of the Quality Management System to the General Manager and Board of Directors for review to ensure its effectiveness and suitability.
- 5.2.10.3 Ensuring that Internal Audit and Management Review are being conducted on a regular basis.
- 5.2.10.4 Ensuring non-conformances are resolved with the appropriate corrective action to correct any system deficiencies promptly
- 5.2.10.5 Liaison with third party certification body.
- 5.2.11 All Division / Section Managers are responsible for the following
  - 5.2.11.1 Establishing and implementing the set Quality Management System.
  - 5.2.11.2 Promoting the defined Quality Policy at all level of organizations.
  - 5.2.11.3 Ensuring that Quality Management System is understood and implemented within the respective areas and personnel's are adequately trained.
  - 5.2.11.4 Establishing document and implementing applicable procedures, working direction in support of the Quality Management System

#### References:

ISO 9001:2015 Clause 5.3 Organizational Roles, Responsibilities and Authorities

Control of Position Description and Table of Organization Procedure (SJWD-QP-ADM-002)

Functional Chart

# 6.0 PLANNING OF THE QUALITY MANAGEMENT SYSTEM

### 6.1 Actions to Address Risk and Opportunities

- 6.1.1 In determining the actions required for the Risks and Opportunities identified during the analysis of the context of the organization and the needs and expectations of the interested parties, the organization established a procedure in determining the required action.
- 6.1.2 All identified risks are analysed by the Department / Division Manager using the Risk Assessment Registry.
- 6.1.3 All opportunities are addressed during the Management Review under the continuous improvement agenda.
- 6.1.4 Monitoring of status of all actions taken for all identified risks are based on the Risk Assessment Registry which will be reviewed during the management review.
- 6.1.5 Monitoring of status of all opportunities are discussed during the management review which will be done at least twice a year.

### References:

ISO 9001:2015 Clause 6.1 Actions to Address Risks and Opportunities

Risks and Opportunities Procedure (SJWD-QP-ISO-002)

#### 6.2 Corporate Quality Objectives Framework

- 6.2.1 Planning for QMS Objectives
  - 6.2.1.1 The quality objectives of **SAN JOSE WATER** shall be based on the requirements of the customers, the regulatory standards of the government and in accordance with the approved Quality Policy. To achieve these objectives, relevant department / divisions generate plans for Quality Objectives wherein the objectives as well as the plan of activities are indicated. Resources and investments needed, accountable functions, target dates of start and completion, and the proposed roadmaps are also provided.
  - 6.2.1.2 **SAN JOSE WATER** established the quality objectives of the organization based on information and data gathered from the following:
    - Customer feedback/ complaints
    - Defined customer needs and expectations
    - Supplier performance
  - 6.2.1.3 The quality objectives aim to continually improve the operation and services of the company including enhancement of customer satisfaction.

6.2.1.4 The Department / Division Managers shall monitor the performance of **SAN JOSE DEL MONTE CITY WATER DISTRICT** against its quality objectives quarterly. Data collected shall be consolidated, analysed and presented to the management. Where appropriate, the results of the monitoring and review shall be the basis in determining / fine-tuning the Company's objectives and plans for the next calendar year.

# References:

ISO 9001:2015 Clause 6.2 Quality Objectives Planning to achieve them

LWUA Form A and Form A-1 and OPCR as submitted annually to the Local Water Utilities Administration

# 6.3 Planning

- 6.3.1 Providing Resources
  - 6.3.1.1 The management shall determine and provide resources needed in the implementation, maintenance and improvement of the Quality Management System and in the fulfilment of the quality objectives. These resources include, but are not limited to, human resource, materials, training, work environment and infrastructure (office buildings, associated facilities, and transportation and communication tools).

# 7.0 SUPPORT

### 7.1 Management Process

- 7.1.1 Human Resources
  - 7.1.1.1 San Jose Water shall ensure that it provides sufficient staffing for the effective operation of the management system, as well its identified processes.
  - 7.1.1.2 San Jose Water shall ensure that staff members performing work affecting the quality of service are competent on the basis of appropriate education, training, skills and experience.
  - 7.1.1.3 The management is aware of the importance and the vital role of each personnel in the organization. The management shall invest on personnel development by providing series of training needed for the assigned activity to achieve the maximum potential to do such activity. The management shall also ensure that all personnel are aware of the relevance and importance of these activities in the accomplishment of the quality objectives.
  - 7.1.1.4 HRM shall be responsible for the development of Annual Training Plan and ensure the overall coordination to guarantee systematic and on-time implementation of the training program.
  - 7.1.1.5 All Department/Division Managers shall be responsible for identifying their personnel's training needs and submit the same to the Human Resource Management for review and consolidation, and final approval by the General Manager
  - 7.1.1.10 HRM shall conduct Training Needs Analysis in all departments/division every year. The following shall be the sources of TNA: Result of Performance Appraisal, Departmental Input, Industry Practice, Management Direction, Survey, Process Performance.
  - 7.1.1.11 Trainers can evaluate the effectiveness of the training either by written report after conduct of training or verbal question and answer. In case of question and answer, the trainers shall establish the questions, record the result, and discuss the result with the concerned individual trainee.
  - 7.1.1.12 Training results shall be recorded in the individual training history.

# Reference:

ISO 9001:2015 Clause 7.1.2 People ISO 9001:2015 Clause 7.2 Competence ISO 9001:2015 Clause 7.3 Awareness ISO 9001:2015 Clause 7.1.6 Organizational Knowledge Human Resource Management Procedure (SJWD-QP-ADM-004) Competence, Training and Awareness Procedure (SJWD-QP-ADM-001)

# 7.1.2 Infrastructure

- 7.1.2.1 The Management takes responsibility for ensuring the work environment is adequately supported by existing utilities, work facilities or support services necessary to achieve conformity to client requirements.
- 7.1.2.2 No unusual requirements shall exist beyond normal office, warehouse and distribution needs. Infrastructure needs shall be subject to annual planning or management review as needed. This infrastructure includes, but is not limited to:
  - Buildings, workspace and associated utilities
  - Process equipment; both hardware and software
  - Supporting services such as transport and communication
- 7.1.2.3 The Engineering Department and Administrative Department shall be responsible for determining the needed infrastructure for **SAN JOSE WATER.** Any Department requesting for additional requirement should request approval from the General Manager.
- 7.1.2.3 All infrastructures shall be subjected to preventive maintenance in accordance with Preventive Maintenance & Repair Control Procedure.

References:

ISO 9001:2015 Clause 7.1.3 Infrastructure

Maintenance Procedure (SJWD-QP-PAD-003)

Equipment Commissioning Procedure (SJWD-QP-ADM-005).

- 7.1.3 Environment for the operation processes
  - 7.1.3.1 The work environment that **SAN JOSE WATER** requires to carry out its operations shall be determined and provided. Proper lighting and adequate ventilation shall be provided. Air conditioning shall also be provided where appropriate and necessary.
  - 7.1.3.2 Safety Rules and Regulations to maintain efficiency in production shall be documented and communicated to all associates. More specific description of the work environment requirements shall be included in the quality plans and relevant procedures.

# Reference:

ISO 9001:2015 Clause 7.1.4 Environment for the operation processes

- 7.1.4 Control of Monitoring and Measuring Equipment
  - 7.1.4.1 **SAN JOSE WATER** determines the monitoring and measurement to be undertaken and the monitoring and measuring equipment needed to provide evidence of conformity of service/ product to determined requirements.

- 7.1.4.2 **SAN JOSE WATER** has established processes to ensure that monitoring and measurement can be carried out and are carried out in a manner that is consistent with the monitoring and measurement requirements.
- 7.1.4.3 Where necessary to ensure valid results, measuring equipment are:
  - Calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification is recorded.
  - Adjusted or re-adjusted as necessary
  - Identified in order to determine its calibration status
  - Safeguarded from adjustments that would invalidate the measurement result
  - Protected from damage and deterioration during handling, maintenance and storage.
- 7.1.4.3 In addition, the organization assesses and records the validity of the previous measuring results when the equipment is found not to conform to requirements. The organization shall take appropriate action on the equipment and any product affected.
- 7.1.4.4 Records of the results of calibration and verification area maintained according to Control of Documented Information Procedure.

# Reference:

ISO 9001:2015 Clause 7.1.5.2 Measurement Traceability

Calibration Control Procedure

- 7.1.5 Organizational Knowledge
  - 7.1.5.1 **SAN JOSE WATER** also determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This may include knowledge and information obtained from:
    - Internal sources, such as lessons learned, feedback from subject matter experts, and/or intellectual property;
    - External sources such as standards, academia, conferences, and/or information gathered from customers or suppliers.
  - 7.1.5.2 This knowledge shall be maintained, and made available to the extent necessary.
  - 7.1.5.3 When addressing changing needs and trends, **SAN JOSE WATER** shall consider its current knowledge and determine how to acquire or access the necessary additional knowledge.

Reference:

ISO 9001:2015 Clause 7.1.6 Organizational Knowledge

Competence, Training and Awareness Procedure (SJWD-QP-ADM-001)

### 7.2 Control of Documented Information Procedure

- 7.2.1 Control of Documented Information Procedure is established to describe the requirement for controlling internal and external documents, as well as establishing a system for document preparation, review, approval, registration, distribution, retrieval, disposal, numbering and traceability relating to ISO 9001:2015 requirements.
- 7.2.2 Documents are approved for adequacy prior to issue.
- 7.2.3 Documents are reviewed, and where necessary, updated and re-approved.
- 7.2.4 The nature of revision in the document is clearly identified.
- 7.2.5 Current versions of relevant documents are available at point of use.
- 7.2.6 Documents remain legible and readily identifiable.
- 7.2.7 Obsolete documents, which are retained for any purposes, are prevented from unintended use through proper marking.
- 7.2.8 All Department / Division / Section Managers shall be responsible for the identification of new procedure or procedures for amendment.
- 7.2.9 The ISO Facilitator shall be responsible for reviewing and verifying the document approved by the section if it complies with the ISO 9001:2015 requirements respectively.
- 7.2.10 Documents, before issuance to the user and concerned section are reviewed and approved by proper authorities in accordance with the Control of Documented Information Procedure.
- 7.2.11 All documents shall be registered with the Document Control Custodian (DCC) and shall be reproduced according to the number of department listed in the Distribution List.
- 7.2.12 The DCC shall preserve and maintain the master copies without damage and unauthorized release until its retention and preservation period.
- 7.2.13 The DCC shall preserve separately the obsolete master copies of documents as QMS records.
- 7.2.14 Obsolete and/or revised document and compliance obligations are retrieved and replaced promptly from all department/section issued upon. These obsolete controlled documents shall be disposed by DCC. Only the obsolete original copy shall be kept by the DCC until its preservation period expires. Disposal shall be made through shredding or recycling if it does not contain any confidential data.
- 7.2.15 Legibility of the document shall be maintained by using permanent ink in all the documents.
- 7.2.16 The document audit shall be performed by the Lead Auditor during the scheduled internal audit to

check the document control of all departments.

- 7.2.17 Documented information for identifying, filing, storing, maintaining and disposing of records was established and maintained. Records are handled, retained and stored in manners that prevent damage and deterioration.
- 7.2.17 All Department / Division / Section concerned shall be responsible for registering the list of their QMS records.
- 7.2.18 The DCC shall be responsible for maintaining the Master Record Control Register from the List of Records submitted by all Department / Division / Section.
- 7.2.19 The DCC shall be responsible for preserving of all records after their maintenance period.
- 7.2.20 The ISO Facilitator shall be responsible for the approval of records submitted by the concerned section for registration in DCC.
- 7.2.21 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 crossing out the word then the responsible person shall affix his/her signature. Liquid eraser shall not be used to ensure traceability of the origin of the erasures.
- 7.2.22 The proper disposal shall be done by shredding or recycling while the document data shall be disposed by crossing them out. Records/documents that contain technical data of the product shall be also subjected for disposal.
- 7.2.23 All documents pertaining to the disposal of record shall be maintained and safeguarded from unintended reproduction and use.

Reference:

ISO 9001:2015 Clause 7.5 Documented Information Control of Documented Information Procedure (SJWD-QP-DCC-001)

# 80 IMPLEMENTATION AND OPERATION OF QUALITY MANAGEMENT SYSTEM

# 8.1 Service Realization

# 8.1.1 Planning for Service Realization

- 8.1.1.1 In order to ensure that applicable requirements are met, all processes from receiving of requirements to delivery of service shall be identified, and these processes shall be carried out under controlled conditions in accordance with the standard operating procedures and the established Citizens Charter of **SAN JOSE WATER**.
- 8.1.1.2 Concerned department/divisions/sections shall ensure that services are delivered with quality and in consonance with established procedures.
- 8.1.1.3 Review of the overall performance of the QMS is conducted during scheduled internal audit to ensure consistency with the documented procedures and Management Review includes the identification of potential non-conformities and its prevention, opportunities for improvement for quality policy.

# Reference:

ISO 9001:2015 Clause 8.1 Operational Planning and Control Production Control Procedure on WTP Planning and Design Control Procedure (SJWD-QP-ENG-005) Budget Control Procedure (SJWD-QP-FIN-004)

- 8.1.2 Customer Related Processes
  - 8.1.2.1 Concerned department/division/section providing services to customers shall determine requirements related to the service to be offered. Procedures were established for services offered by the Water District and requirements to avail such services are defined.
  - 8.1.2.2 Concerned department/division/section shall review the requirements and ensure its completeness prior to processing of service. Service shall not be provided unless requirements are satisfied.
  - 8.1.2.3 Concerned department/division/section shall communicate any of the following to its customers:
    - Service Information
    - Amendments of service requirements
    - Response to customer feedbacks
    - Response to Administrative Complaints
  - 8.1.2.4 Customer Complaints shall be handled by the Commercial Department.

8.1.2.4 Administrative Complaints on erring employees shall be handled by the Administrative Department.

Reference:

ISO 9001:2015 Clause 6.2.1 Customer Communication

ISO 9001:2015 Clause 8.2.2 Determining the Requirements for products and services

ISO 9001:2015 Clause 8.2.3 Review of the Requirements for products and services

ISO 9001:2015 Clause 8.2.4 Changes to Requirements for Products and Services

Service Application Procedure (SJWD-QP-CSD-004)

Handling Aftersales Services Procedure (SJWD-QP-CSD-002)

Human Resources Management Procedure (SJWD-QP-ADM-004)

# 8.1.3 Purchasing

- 8.1.3.1 Purchasing procedure provides the guidelines on the requisition and purchase of all goods and services of the **SAN JOSE WATER.**
- 8.1.3.2 Requesting Department/Division/Section shall prepare the Purchase Request (PR) and submit to Property and Supplies Management Section (PSMS) which shall endorse the PR to the Bids and Awards Committee (BAC) to identify the Mode of procurement to be applied. The head of the procuring entity may designate the PSMS as BAC secretariat to assist the BAC in its functions.
- 8.1.3.3 The PSMS shall monitor all purchase orders against delivery using the Purchase Request Monitoring Form.
- 8.1.3.4 The BAC shall be responsible for the eligibity check, evaluation, approval and disqualification of suppliers.
- 8.1.3.5 The PSMS and the end-user shall be responsible for checking the quantity and description as shown in the invoice delivery receipt if these conform to the PO.
- 8.1.3.6 The General Services Section (GSS) shall be responsible for the supplier performance evaluation.
- 8.1.3.7 BAC shall be responsible for maintaining and updating the registry of suppliers in accordance with the guidelines set by RA 9184.
- 8.1.3.8 All existing suppliers shall be automatically included in the registry of suppliers, subject to their compliance with PhilGEPS registration requirements, but are not exempted from performance evaluation.
- 8.1.3.9 The PSMS and GSS shall devise a criteria by which the suppliers shall be be evaluated and

recommend for the retention or disqualification of supplier in accordance with trhe criteria set.

8.1.3.10 The GSS shall inform the supplier of their annual performance rating.

Reference:

ISO 9001:2015 Clause 8.4 Control of Externally provides processes, products and services External Providers Performance Monitoring Procedure (SJWD-QP-ADM-007) Purchasing Control Procedure (SJWD-QP-ADM-007) Bidding Control Procedure (SJWD-QP-ADM-010)

- 8.1.4 Service Provision
  - 8.1.4.1 In order to ensure that applicable requirements are met, all processes from receiving of requirements to delivery of service shall be identified, and these processes shall be carried out under controlled conditions in accordance with the standard operating procedures and the established Citizens Charter of the **SAN JOSE WATER.**
  - 8.1.4.2 Concerned department/division/section shall ensure that services are delivered with quality and in consonance with established procedures.

Reference:

ISO 9001:2015 Clause 8.5.1 Control of Production and Service Provision ISO 9001:2015 Clause 8.5.2 Identification and Traceability ISO 9001:2015 Clause 8.5.3 Property belonging to customers or external providers ISO 9001:2015 Clause 8.5.4 Preservation ISO 9001:2015 Clause 8.5.5 Post-Delivery Activities Pumping Facilities Management Procedure (SJWD-QP-PAD-001) Maintenance Procedure (SJWD-QP-PAD-003) Meter Maintenance Program Control Procedure (SJWD-QP-ENG-001) Water Meter Testing Control Procedure (SJWD-QP-ENG-002) Turnover of Housing Projects / Subdivisions Water System Monitoring Control Procedure (SJWD-QP-ENG-004) Project Work Implementation Procedure (SJWD-QP-ENG-006) Gender and Development Control Procedure (SJWD-QP-ADM-012) Management and Disposal of Fixed Assets Procedure (SJWD-QP-ADM-012) Planning and Design Control Procedure (SJWD-QP-ENG-005) Billing and Collection Procedure (SJWD-QP-FIN-005) Disbursement Control Procedure (SJWD-QP-FIN-001) Service Application Procedure (SJWD-QP-CSD-004) Quality Plan & Work Instructions

# 9.0 MONITORING AND MEASUREMENT OF QMS PERFORMANCE

# 9.1 Customer Satisfaction

- 9.1.1 The Commercial Department shall be responsible for receiving and acknowledging the receipt of the complaints and coordinate the investigation to all concerned department / division / section.
- 9.1.2 Customer Satisfaction can be measured through the following:
  - 9.1.2.1 Quality Performance indices
  - 9.1.2.2 Promptness of service to clients
  - 9.1.2.3 Surveys/Questionnaires to clients
  - 9.1.2.4 Rating coming from the clients
- 9.1.3 The Manager of Corporate Affairs Division shall ensure the conduct of public assessment of service twice a year or as the need arises, check data analysis, recommend course of action, if needed, and present the survey results and recommendations to the General Manager and during the Management Review.
- 9.1.4 The Survey Team Leader shall analyze the data tabulated by the Survey Team, and generate charts and figures.
- 9.1.5 The Survey Team members shall 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 Division manager any complaint/commendation/reports expressed by the respondents during the survey.
- 9.1.6 The Information Officer shall collect and summarize content of suggestion boxes, monitor negative publicities about the agency in internet forums, social media, and the tri-media, and report the negative publicities to immediate supervisor.
- 9.1.7 The General Manager shall issue further instructions as he may see fit with respect to the results of the survey and feedback summary.
- 9.1.8 All Department Managers shall ensure the implementation of instructions of the General Manager with respect to the results of the survey.

# Reference:

ISO 9001:2015 Clause 9.1.2 Customer Satisfaction

ISO 9001:2015 Clause 8.2.1 Customer Communication

Monitoring and Measurement of Client Satisfaction Procedure (SJWD-QP-OGM-001)

Handling Aftersales Services Procedure (SJWD-QP-CSD-005)

IEC Control Procedure (SJWD-QP-OGM-002)

# 9.2 Internal Audit

- 9.2.1 Internal Audit shall be implemented to verify and to determine the implementation and effectiveness of the Quality Management System. To continuously improve the documented procedures for the performance of Quality Management System an internal audit shall be carried out, taking into consideration the status and importance of processes, areas to be audited as well as the results of previous audits.
- 9.2.2 An audit shall be conducted within the organization at least twice a year or when a circumstance arise as determined by the General Manager requiring immediate audit to measure the effectiveness of the established quality management system.
- 9.2.3 The General Manager shall appoint the lead auditor and auditors and specify their functions, approve the annual audit plan and the detailed audit itinerary.
- 9.2.4 The ISO Facilitator shall maintain the record of internal auditors.
- 9.2.4 The auditors of **SAN JOSE WATER** must have attended and completed the internal auditing training course conducted by a qualified trainer.
- 9.2.5 The Lead Auditor shall prepare the Annual Audit Plan, have it reviewed and approved by the General Manager. It also includes matters such as training, non-conformances, corrective action, customer complaints or the degree of importance depending on the QMS and process performance monitoring during the implementation and review on the effectiveness of the QMS.
- 9.2.6 The internal auditors shall prepare the audit checklist, perform the audit according to audit plan, prepare the audit report, and the non-conformances found during the audit based on the checklist, documented Quality Management System and ISO standard. The internal auditor shall also verify the closing of the non-conformance based on the committed implementation date in the CAR
- 9.2.7 Upon completion of the audit and before the closing meeting, the audit team shall have an auditor's wrap-up meeting to evaluate the audit results and prepare the corrective action request (CAR) to the non-conformances found during the audit and all other agenda in the review input in the standard.
- 9.2.8 Within three days from the audit team meeting, the lead auditor shall hold the closing meeting with the supervisors and managers of the audited functions and present the audit results to ensure that these are understood and accepted.
- 9.2.9 The Lead Auditor shall verify effectiveness of the actions taken during the audit, including nonconformances, and report it to the General Manager, and present the report during the management review.
- 9.2.10 The term of validity of the qualification of the auditor is one (1)year, and he shall acquire the requalification 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 for new auditor.

Reference:

ISO 9001:2015 Clause 9.2 Internal Audit Internal Audit Procedure (SJWD-QP-ISO-005)

# 9.3 Monitoring and Measurement of QMS Processes & Services

- 9.3.1 Departments/Divisions/Sections shall monitor and measure the performance indicators of their processes to ensure conformance with the Quality Management System requirements. When targets are not met, correction and corrective actions shall be taken as appropriate.
- 9.3.2 **SAN JOSE WATER** shall employ a monitoring system to measure and verify that the service requirements are met and are carried out under controlled condition during all stages of service realization process.

# Reference:

ISO 9001:2015 Clause 9.1.1 General (Monitoring, Measurement, Analysis and Evaluation)

Service Application Procedure (SJWD-QP-CSD-004)

Meter Maintenance Control Procedure (SJWD-QP-ENG-001)

Water Meter Testing Control Procedure (SJWD-QP-ENG-002)

- 9.4 Control of Non-Conforming Services
- 9.4.1 To detect and manage non-conformances on the implementation of the Quality Management System, nonconforming services shall be handled in one or more of the following ways:
  - 9.4.1.1 By taking action to eliminate the detected nonconformity
  - 9.4.1.2 By authorizing its use, or acceptance under concession of a relevant authority where applicable, by the customer/interested party.
  - 9.4.1.3 By taking action to preclude its original intended use or application
  - 9.4.1.4 By taking action appropriate to the effects, or potential effects, of the nonconformity after the service has been delivered.

# Reference:

ISO 9001:2015 Clause 10.2 Nonconformity and Corrective Action

Control of Non-Conforming Services Procedure (SJWD-QP-ISO-004)

Corrective Action Procedure (SJWD-QP-ISO-003)

# 9.5 Analysis of Data

9.5.1 The analysis and collection of data shall focus on the areas of customer satisfaction, service

performance trends, internal audit results and non-conformance found during the execution of the service. The results of the analysis can contribute to the improvement of the QMS and measurement of the quality objectives.

# Reference:

ISO 9001:2015 Clause 9.1.3 Analysis and Evaluation Management Review Procedure (SJWD-QP-ISO-001)

# 9.6 Corrective Action

- 9.6.1 Corrective Action Procedure shall investigate and determine the causes of the problems and nonconformities occurring in all quality assurance stages such as in dealing with suppliers, monitoring, measurement, production process, customer complaints, internal and external audit and any system improvement processes of **SAN JOSE WATER**. This procedure also involves the process of taking the follow-up activities to prevent and eliminate recurrence of the nonconformance or problems encountered.
- 9.6.2 The prepared CAR shall be forwarded to General Manager for approval before recording in the CAR Control Register.
- 9.6.3 The CAR Number shall be given by the DCC and the CAR form shall be sent to the concerned department after recording in the CAR Control Register.
- 9.6.4 The concerned department/division/section that received the Corrective Action Request (CAR) shall record the cause of nonconformity, the corrective action taken, and the date of completion of corrective action after the analysis of the cause of nonconformity and return the CAR to the requesting section or auditor for verification of the implementation of the corrective action given. Upon closing the CAR, the original copy shall be sent to the DCC while the duplicate shall be disposed.
- 9.6.5 The effectiveness of the action taken shall be checked by the requesting section or auditor after two(2) months of implementation to determine if the established corrective action is suitable and to verify if it is continuously being implemented.
- 9.6.6 The ISO Facilitator shall be responsible for monitoring the status of the total controlled CAR recorded in the CAR Control Register every month and report them in the scheduled management review.

# Reference:

ISO 9001:2015 Clause 10.2 Nonconformity and Corrective Action

Corrective Action Procedure (SJWD-QP-ISO-003)

# 9.7 Management Review

9.7.1 The Management Review is established to check and ensure the effectiveness and suitability of the quality management system being implemented by **SAN JOSE WATER.** 

- 9.7.2 The management review shall be done twice a year. This shall be undertaken in accordance with the management review procedure.
- 9.7.3 To allow the management to carry out meaningful evaluation of the QMS, necessary information and data shall be collected and made available during the review process. The agenda for the management review shall include the following:
  - 9.7.3.1 The status of actions from previous management reviews
  - 9.7.3.2 Changes in:
    - External and internal issues that are relevant to the QMS
    - Needs and expectations of interested parties
    - QMS Policy and QMS Objectives
  - 9.7.3.3 Information on the performance and effectiveness of the QMS including trends in:
    - Customer satisfaction and feedback from relevant interested parties;
    - The extent to which quality objectives have been met;
    - Process performance and conformity of products and services;
    - Nonconformities and Corrective actions;
    - Monitoring and Measurement results:
    - Audit results;
    - The performance of external providers
  - 9.7.3.4 Adequacy of Resources
  - 9.7.3.5 Relevant communications from interested parties, including complaints;
  - 9.7.3.6 The effectiveness of actions taken to address risks and opportunities
  - 9.7.3.7 Opportunities for improvement
- 9.7.4 Irregular committee meetings can be held if the General Manager needs the committee, or if the ISO Facilitator or any member of the committee suggests special matters to the General Manager. In such cases, the committee meeting can only be held if the General Manager has reviewed and approved it.
- 9.7.5 ISO Facilitator shall notify the committee members to hold the committee meeting at least a week before the actual meeting. Members shall prepare needed documents and materials before holding the regular committee meetings.
- 9.7.6 The General Manager shall decide the schedule, responsible members for the decided corrective

action, and notify them to complete the corrective action within the due date under the cooperation of section concerned if needed.

9.7.7 The ISO Facilitator / Department & Division Managers shall monitor the status of the resolution during the meeting.

Reference:

ISO 9001:2015 Clause 9.3 Management Review

Management Review Procedure (SJWD-QP-ISO-001)

# **ATTACHMENT 1: QUALITY POLICY**

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# Our Quality Policy

We define quality as conformance to our customer's needs, both internal and external, and conformance to all quality parameters required by international and national standards. With this in mind, we strive to be a positive force in the water industry while providing professional and ethical water and septage management services with a total commitment to maximum customer satisfaction.

In order to achieve our goal of keeping our customers satisfied and exceeding their expectations, we think and act as a team to give them the best service that we can give. Towards this end, we commit:

- a. To implement programs and projects aimed at providing our customers with a service that will ensure their continuing trust, make us easy to do business with, and show that we care.
- b. To meet, if not exceed the standards set by the Philippine National Standard for drinking water.
- c. To constantly look for water sources to meet and sustain the volume required by the rapidly increasing population and increasing economic activity in the city.
- d. To meet the expenses required for system improvement and expansion as well as day-to-day operation within our revenue level;
- e. To make continuous improvement and innovation through learning from the lessons of the past and the experience of other service providers.
- f. To communicate our quality policy with our customers, and all other interested parties and encourage our employees to embrace quality as their personal commitment to **SAN JOSE WATER.**
- g. To identify areas for improvement by conducting a regular review of the Quality Management System and subjecting the performance of SAN JOSE WATER to regular internal audit.

Approved by:

LORETO G. LIMCOLIOC General Manager

# **ATTACHMENT 2: QUALITY OBJECTIVES**

# SAN JOSE DEL MONTE CITY WATER DISTRICT QUALITY OBJECTIVES\*

FOCUS AREA	QUALITY OBJECTIVES	STRATEGY	TIMETABLE	RESPONSIBLE DEPARTMENT
Water Supply	Sufficient water supply for existing and potential	Continue the rate of withdrawal from all current water sources	ongoing	Production Department
	concessionaires	Withdraw additional 7,000 cmd from Angat Bulk Water Supply Project	2016	Engineering Department
		Purchase water, as committed, from the Bulacan Bulk Water Supply Project, ( <b>if</b> already operational and available)	2018	
		Activate selected groundwater stations	ongoing	
		Identify pipelines that should be replaced	ongoing	
		Assess, update and present water supply and demand projections to the Board	annually	
		Reduce and maintain non-revenue water at 25%	ongoing	
		Assess and determine areas for improvement in non-revenue water reduction program, including response time for meter and pipeline maintenance and formation of District Metering Areas and District Metering Zones	2017	
	Keep water quality at opti- mum level	Comply with the standards of PNSDW	ongoing	Production Department
		Implement San Jose Water's Water Safety Plan	2016	
		Assess reliability of current testing systems and processes and identify areas for im- provement	2017	
	Manage infrastructure to ensure reliability and continuity of service, manage risk, and maximize the useful life of facilities	Construct, on a per phase basis, the third water treatment plant to be able to utilize the additional 30,000 cmd allocation from Angat River		Production Department and Engineering Department
		Phase 1 - 10,000 cmd Phase 2 - 10,000 cmd Phase 3 - 10,000 cmd	1st Qtr - 2017 1st Qtr - 2018 1st Qtr - 2019	
		Construct additional storage facilities to maximize existing production facilities	2017	
		Construct receiving facilities, including pipe- lines and reservoirs, to inject water from BBWSP to the existing system and improve, upon technical evaluation, the acceptance capability of existing infrastructure vis-a-vis Bulacan Bulk Water Supply Project	2018, at the earliest	
		Identify and rehabilitate aging pipelines	ongoing	

\*as stated in San Jose Water Strategic Plan 2016-2025

FOCUS AREA	QUALITY OBJECTIVES	STRATEGY	TIMETABLE	RESPONSIBLE DEPARTMENT
Customer Satisfaction and Feedback Generation	Improve two-way communication processes with the concessionaire and the community	Establish a Call Center Unit which will entertain complaints and inquiries made through telephone (landline or mobile)	2017	Commercial Depart- ment
	Generate feedback to measure customer satisfaction and monitor service performance	Utilize technology in generating customer feedback by improving the website to incorporate survey forms in addition to suggestion boxes and printed survey forms	2017	Corporate Affairs
	Develop programs that will better respond to customer needs	Strengthen and improve the Text Blast system for announcement of water interruptions and new policies and programs	ongoing	Commercial Depart- ment
		Study the feasibility of online bill calculator, online billing inquiry and online payment system	2017	
		Increase the number of accredited payment centers	2017	
		Assess current billing system and determine areas for improvement, such as inclusion of online bill calculator	ongoing	
Information Management	Provide external and in- ternal public with updated	Conduct continuing barangay education program	ongoing	Corporate Affairs
	programs, projects, and activities of San Jose Water	Improvement of content of corporate publications for concessionaires and employees	ongoing	
		Enhance website to encourage regular visit from concessionaires	2016	
		Evaluate current corporate citizenship programs and develop programs that will actively engage the community in environmental protection programs	2016	
	Develop a reliable management information systems to aid in decision	Develop a strategic technology plan, including data recovery and business continuity plan	2017	Corporate Affairs
	making processes, enhance customer interaction, and streamline workflow processes	Implement an agency-wide process that tracks and monitors customer inquiries, service requests and complaints for timely resolution of customer concerns	2017	Commercial Department
		Invest in information technology that will maintain an effective data and secure telecommunications network across the management group	2018	Corporate Afffairs Administrative and Finance Department

FOCUS AREA	QUALITY OBJECTIVES	STRATEGY	TIMETABLE	RESPONSIBLE DEPARTMENT
Financial Management	Capital improvement and program funding	Optimize capital financing mix to achieve the lowest cost of funds and minimize interest	ongoing	Administrative and Finance Department
		Develop detailed cost projections for capital improvement projects and operations to develop long-term rate projects	2016	
	Integrity of rates and charges	Monitor revenues and expenses to ensure budgets are updated and variances are identified	ongoing	Administrative and Finance Department
		Implement internal controls and procedures necessary and sufficient to ensure efficient use of government resources	2017	
	Financial stakeholder relations	Maintain solid credit standing with government financial institutions and other funding agencies by ensuring on-time payment of loans and amortizations	ongoing	Administrative and Finance Department
		Provide relevant, accessible and usable financial data to relevant authorities upon request	ongoing	

# ATTACHMENT 3: DIAGRAM OF BUSINESS PROCESS



# **ATTACHMENT 4: ORGANIZATIONAL STRUCTURE**



#### **ATTACHMENT 5: FUNCTIONAL CHART**

# **BOARD OF DIRECTORS**

The policy-making body of San Jose Water is the Board of Directors who represent various sectors. They are appointed by the local chief executive to a renewable term of six years.

# **OFFICE OF THE GENERAL MANAGER**

The office of the General Manager is responsible for developing the short, medium and long-term plans of the agency, including fund sourcing strategies. It is where all the instructions for the implementation of policies emanate, and where the agency's operation is directed and controlled.

# **AGM for ADMINISTRATIVE SERVICES**

The Administrative Services, deaded by an Assistant General Manager, is responsible for the overall direction, supervision, and control of all human resources management and development functions, general services, property and supply management, budget and cash management, accounting, customer services and customer account activities.

#### **AGM for OPERATIONS**

The Operations Group, headed by an Assistant General Manager, is responsible for the overall direction, supervision, and control on all construction, maintenance, water treatment, and water distribution activities.

# **COMMERCIAL DEPT.**

The Commercial Department is responsible for marketing the services of the agency, takes care of customer needs and complaints, and collects payment for water supply service.

# ADMINISTRATIVE AND FINANCE DEPT.

The Administrative and Finance Department is responsible for the formulation, development, and implementation of policies relating to human resources, property and supply, general services, budgeting, accounting and cash management.

# PRODUCTION AND DISTRIBUTION DEPT.

The Production Department is responsible for water production, storage and distribution. It also ensures water quality and conducts studies on new treatment methods to keep up with the trend of modern technology.

# **ENGINEEERING DEPT.**

Engineering The Department develops, recommends, plans, and implements all construction and maintenance works. It coordinates with local governments and nongovernment agencies, local including and foreign consultants, as may required for project design, planning and implementation.

# ATTACHMENT 6: RISK ASSESSMENT MATRIX

Risk for internal and external issues is determined by multiplying the highest score in the severity criteria with the score in the likelihood of occurrence based on a predetermined score matrix, where a score of 12 is considered a significant risk.

# I. SEVERITY RATING

# 1.1 Impact to Operation and Management

CONSEQUENCE OF IDENTIFIED RISK	SCORE
Zero interruption, will not cause significant interruption	1
Interruption in one specific process only for up to five days	2
Interruption in specific processes for more than five days without negative effect on finances	3
Zero or minimal interruption to processes but with significant negative effect on finances	4
Total shutdown of operation and closure of the organization	5

# 1.2 Impact to Reputation

CONSEQUENCE OF IDENTIFIED RISK	SCORE
No adverse publicity	1
Adverse comments from confined groups (e.g. barangay level / homeowners, other sectors)	2
Adverse comments from local government officials	3
Adverse comments in Local Media / Trending on Social Media (300 negative comments); Loss of confidence	4
Adverse comments in National Media; Loss of Trust	5

# 1.3 Impact to Water Service

CONSEQUENCE OF IDENTIFIED RISK	SCORE
No discernible effect on provision of service	1
Interruption is contained to a specific area or specific areas only, water rationing implemented	2
Interruption is contained to two or more adjacent barangays, water rationing implemented	3
Interruption affects half of the service area, water rationing implemented	4
Total water interruption affects more than half of the service area, no water rationing implemented	5

# II. LIKELIHOOD OF OCCURRENCE OF RISK

Likelihood of occurrence	SCORE
Remote - not heard of in the local water industry but has happened in other countries	1
Very unlikely - has happened in the local water industry in the last ten years but is no longer the trend	2
Likely - is happening to the water industry since the last five years	3
Very likely - Has happened to the Company at least once or twice per year	4
Almost certain - likely to happen to the Company more than twice a year	5

			(	s	EVERIT	Y			ŭ	ONTROL	(Use "X	" Symbo	()	
STRATEGIC DIRECTION	Identified Internal and External Issues (Weaknesses & Threats)	RISK	гікегіноос	IMPACT TO WATER SERVICE	ΙΜΡΑCΤ ΤΟ ΟΡΕΑΑΤΙΟΝ	ΙΜΡΑCΤ ΤΟ ΝΟΙΤΑΤΙΟΝ	OVERALL RATING Note: Value is auto- calculated	SIGNIFICANT RISK? (Yes/No) Note: Value is auto- calculated	AsiA biovA	ו מאפ אומא לסר Opportunity Eliminate Risk	Likelihood or Cnange Source	Consequence Share the Risk	Retain Risk	RISK TREATMENT (Action Plan)
Integrity and sustainability of water sources	High turbidity level	rationing at elevated service areas	4	3	5	4	16	YES					×	utilize available water sources and construct addiitonal treatment facilities to increase supply
	Continuing depletion of groundwater source	exhaustion of groundwater sources	5	5	0	0	10	Q					×	look for potential sources other than what is available e.g. bulk water supply
	Water pollution due to urbanization	contamination of surface water source	e	2	-	N	ω	Q				×		work with the community to minimize pollution
24/7 Water Supply Service	Lack of water tankers	increased complaints during service interruption	ю	e	N	с	6	Q			×			purchase water tankers to deliver water to areas with service interruption
	Political interference in management and operation	disruption in operations	3	-	e	З	6	OZ		×				more active promotion of San Jose Water in the local government
	Limited number of suppliers of chemicals	current suppliers may run out of stock in emergency situations	Ŧ	4	4	4	4	Q			×			look for more suppliers of chemicals

### ATTACHMENT 7: RISK ASSESSMENT AND TREATMENT PLAN

RISK ASSESSMENT AND TREATMENT PLAN Revision 0 As of October 23, 2016

				S	EVERIT	×			0	<b>ONTR</b>	or (Use	e "X" Syr	(lodn		
STRATEGIC DIRECTION	Identified Internal and External Issues (Weaknesses & Threats)	RISK	гікегіноо	IMPACT TO WATER SERVICE	ΙΜΡΑCΤ ΤΟ ΟΡΕΑΑΤΙΟΝ	IMPACT TO REPUTATION	OVERALL RATING Note: Value is auto- calculated	SIGNIFICANT RISK? (Yes/No) Note: Value is auto- calculated	AeiЯ biovA	Take Risk for Opportunity	Cusuge Source Curce	Likelihood or Consequence	Share the Risk	Retain RisteR	RISK TREATMENT (Action Plan)
0% service verage	Large number of inactive connections	Loss of potential revenue	4	-	Э	1	12	YES				×		E Ø	lore aggressive "Balik- erbisyo Program"
	Rapid increase in population	exhaustion of water sources	4	e	F	3	12	YES						× ad lo	ok for potential sources ther than what is vailable e.g. bulk water upply
eduction of Non- svenue Water	Illegal connections	increase in non- revenue water	5	-	5	-	10	ON			×			ัตั 3	lore intensive campaign gainst illegal connection
	Old pipes still serving the system/ substandard pipes from turned-over subdivisions/ undersized pipes in some areas	increase in probability of incidences of pipeline leaks; increase in non- revenue water	4	n	e	e	12	YES			×			Ð	splace old pipelines
	Undetected pipeline leakages	increase in non- revenue water	4	ε	F	5	12	YES			×			i, q. p.	urchase of leak etection equipment and creasing DMAs

RISK ASSESSMENT AND TREATMENT PLAN Revision 0 As of October 23, 2016

	Retain Risk TREATMENT (Action Plan)	use internal funds for major projects or partner with other agencies for major infra projects; consider PPP	<ul> <li>Comply with latest regulations</li> </ul>	public bidding for purchase of materials and chemicals as prescribed by RA 9184	negotiate for better terms of employment should SJ Water enter into PPP	fill-up vacant positions	provide manpower x training for other areas of operation
Symbol)	Share the Risk	×					
Jse "X" S	Uikelihood or Consequence					×	
<b>BOL</b> (L	Eliminate Risk Source						
CONT	Take Risk for Opportunity				×		
	AsiA biovA						
	SIGNIFICANT RISK? (Yes/No) Note: Value is autical	YES	Q	Q	Q	ON	ON
	OVERALL RATING Note: Value is auto- calculated	12	G	œ	σ	6	4
Y	OT TOA9MI NOITATU93Я	N	-	-	N	N	1
EVERIT	OT TJA9MI NOITAA39O	N	N	-	e	ю	1
S	IMPACT TO WATER SERVICE	m	N	N	N	-	-
	гікегіноор	4	m	4	e	ε	4
	RISK	delayed project implementation of major infrarustrure projects	difficulty in adjusting or compliance to new regulations	potential negative effect on finances	loss of GSIS benefits	burnout; quality of work compromised	halt in promotion
	Identified Internal and External Issues (Weaknesses & Threats)	Tedious process in securing Monetary Board opinion	Changes in regulatory requirements (LWUA, DBM, COA, BIR, CSC, etc.)	Increasing cost of materials and chemicals	Private participation	Insufficient number of manpower	Emergence of new automation technologies
	STRATEGIC DIRECTION	Strong financial position			Empowered employees		

RISK ASSESSMENT AND TREATMENT PLAN Revision 0 As of October 23, 2016

		~	ú	ğ
RISK TREATMENT (Action Plan)		purchase additional SIN card exclusive for text blasting	include online billing inquiry/bill calculator to the website interface, introduce more graphic:	Study the possibility of utilizing social media to address inquiries and complaints from customers in a containe site
(	Retain Risk			
Symbo	Share the Risk			
Ise "X"	Likelihood or	×	×	×
SOL (U	Eliminate Risk Source			
CONTE	Take Risk for Opportunity			
Ũ	AsiЯ biovA			
	SIGNIFICANT RISK? (Yes/No) Note: Value is auto- calculated	YES	ON	ON
	OVERALL RATING Note: Value is auto- calculated	12	ω	ω
	ОТ ТЭА٩МІ ИОІТАТИЯЗЯ	ю	N	N
EVERIT	ОТ ТЭАЧМІ ОРЕААТІОИ	-	-	-
S	IMPACT TO WATER SERVICE	-	-	-
	гікегіноор	4	4	4
	RISK	increased number of customer complaints	customer's convenience and information needs not addressed	customer's online complaints scattered in social media and not contained in a single site
	Identified Internal and External Issues (Weaknesses & Threats)	Insufficient hotline numbers for customer complaints and text blasting system	Website is "stiff" and not engaging	Power of social media not utilized
STRATEGIC DIRECTION		Heightened Information dissemination		

### **ATTACHMENT 8: SWOT ANALYSIS**

# SWOT ANALYSIS

			EXTERNAL ISSUES		
BUSINESS	INTERNAL ISSUES		(issues arising from leg	al, technological, com-	
DoomEco	(issues related to values	s, culture, knowledge, and	petitive, market, cultura	I, social and economic	
ASPECTS	penormance or	the organization)	regional or local)		
	STRENGTHS	WEAKNESSES	OPPORTUNITIES	THREATS	
Water Supply Distribution	Water treatment plants Reliable and sufficient	Insufficient back-up units	Construction of ad- ditional water treatment plant	Right of way issues Rolling terrain / Topog-	
	source of raw water.	system resulting to non- revenue water (NRW)	Additional water source	raphy	
	Well trained and experienced technical personnel	Insufficient number of water tankers.	(Bulacan Bulk Water Supply Project)	I urbidity level and manganese at source	
	Online measurement	Lower production in times	Reduction of NRW	Proximity to fault line.	
	of water quality param- eters	of highly turbid raw water. Insufficient water produc-	Rehabilitation of old and undersized pipes	Changes in regulatory requirements for water supply	
	95% of service area enjoying 24/7 service	tion facilities to handle existing demand.	Availability of new technology for water filtration	Rapid population	
	Familiarity with the service area	Undersized pipes in some areas	Procurement of addi- tional water tankers	Pollution due to urban- ization	
	Round the clock per- sonnel on-duty	Substandard pipes from turned over subdivisions.		Depletion of ground water source	
	Water Safety Plan in place	Limited number of suppliers of chemicals.	and leak detection equipment	Water treatment plant	
	Established Quick Re- sponse Team	Undetected pipeline leak- ages	Use of alternative chemicals for water	flooding	
	Implementation of leak repair activities beyond regular office hours		Study emerging tech- nology for pre-paid wa-	niegai connections	
	Outsourcing of connec- tion and disconnection of services		ter system for possible adaption		
Septage Man- agement	Fully mechanized septage treatment plant.	Insufficient plant capacity	Expansion of existing plant capacity	Inaccessible location of septic tank of struc- tures	
	Well trained and experi- enced personnel.		Outsourcing of des- ludgers	Changes in regulatory requirements	
	Affordable septage fee on installment basis.		Further personnel training	Unavailability of chemi- cals	
	Strategic plant location.		Expansion of market to include neighboring	-	
	and DENR require- ments.		municipalities		

INTERNAL ISSUES		EXTERNAL ISSUES		
BUSINESS ASPECTS	(issues related to values performance of	s, culture, knowledge, and the organization)	(issues arising from legal, technological, com- petitive, market, cultural, social and economic environments whether international, national, regional or local)	
	STRENGTHS	WEAKNESSES	OPPORTUNITIES	THREATS
BUSINESS ASPECTS Customer Sat- isfaction and Public Rela- tions	(issues related to values performance of <b>STRENGTHS</b> 100% service coverage Competitive water rates Operational text blast system and 24/7 hotline number Wide circulation of infor- mation materials Historically, has strong partnership with the LGU Third party payment col- lection centers Intensive marketing campaign for inactive connections Outstanding rating by CSC on Citizen's Char- ter / ARTA compliance Convenient customer's waiting area and use of queueing system Reward system for informants of illegal connections and leaks Compliance with Senior Citizens Act Conduct of orientation for new service appli- cants and barangay-lev- el orientation on water and septage manage- ment services	s, culture, knowledge, and the organization) <b>WEAKNESSES</b> Social media not fully utilized for information dissemination Understaffed Insufficient hotline num- bers Website needs further de- velopment and promotion Large number of inactive connections Incomplete database of customers' contact numbers	(Issues arising from leg petitive, market, cultura environments whether regional OPPORTUNITIES Establishment of call centers Additional alternative payment centers Use of social media for information dissemina- tion Market expansion Use of website for online billing inquiry, payment system, and customer satisfaction survey	al, technological, com- al, social and economic international, national, or local) THREATS Unstable network con- nections Market competition with private providers
	Implementation of corporate citizenship programs			
	Internal system of assessing customer satisfaction			
	website			

	INTERNAL ISSUES		EXTERNAL ISSUES	
BUSINESS ASPECTS	INTERNAL ISSUES (issues related to values, culture, knowledge, and performance of the organization)		(issues arising from legal, technological, com- petitive, market, cultural, social and economic environments whether international, national, regional or local)	
	STRENGTHS	WEAKNESSES	OPPORTUNITIES	THREATS
Workforce De- velopment and Organizational Management	Well-trained and skilled personnel CSC accredited agency (Level 2)	Outdated Organizational Structure Manpower shortage	Revision of organiza- tional structure consis- tent with existing work requirements	Changes in govern- ment regulations
Organizational Management	CSC accredited agency (Level 2) High Staff Productivity Index Conduct of orientation for new employees Most employees choose to stay with San Jose Water instead of trans- ferring to other offices/ companies Utilization of different media for posting of job vacancy Harmonious relation- ship between Board and Management Highly disciplined em- ployees Supportive work envi- ronment for all staff. Established person- nel mechanism (PSB, PRAISE, SPMS, etc.,) Use of collaborative team to tackle issues and problems Continuous implemen- tation of manpower de- velopment and improve- ment programs Established Employees' Provident Fund Pro- gram Crisis Management Plan in place	Manpower shortage Work overload Insufficient fitness pro- gram for employees Slow implementation employee improvement programs Understaffed Small office space for office-based employees Lack of centralized records management system	tent with existing work requirements Construction of ad- ditional offices Construction of new main administration building Strengthening fitness programs and provision of fitness facilities Establishment of feed- back system for non- frontline services Hiring of additional staff / Outsourcing of manpower. Standardization of pro- cesses in accordance with ISO 9001:2015	

BUSINESS ASPECTS	INTERNA (issues related to values performance of	AL ISSUES s, culture, knowledge, and the organization)	EXTERNAL ISSUES (issues arising from legal, technological, com- petitive, market, cultural, social and economic environments whether international, national, regional or local)	
	STRENGTHS	WEAKNESSES	OPPORTUNITIES	THREATS
Financial Man- agement	On-time payment of loans Financial stability Prudent fiscal manage- ment On-time processing of payment for accounts payable High water bill collection efficiency On-time release of employees' salaries and benefits Implementation of policy on Source Development Share Disbursement of fund based on priority proj- ect.	Partial implementation of NGAS Lack of internal audit service (per AO 70) Non-compliance om schedule of implementa- tion of approved projects implementation schedule Lack of strategy to collect accounts receivables (other sources)	Full implementation of e-NGAS Possibility of obtain- ing funds from LGU to finance small scale improvement projects and from funding sourc- es other than LWUA for major infrastructure projects Availability of softwares for computerization of financial management processes Increased revenue from market expansion	Frequent changes in government accounting regulations Tedious process in securing bank require- ments for loan pro- cessing No immediate source of funds for urgent major infrastructure projects

# ATTACHMENT 9: LIST OF INTERNAL DOCUMENTS

# LIST OF INTERNAL DOCUMENTS Effective December 1, 2016

ORIGINATOR	DOCUMENT NO.	DOCUMENT TITLE	
ISO FACILITATOR	SJWD-QP-ISO-001	Management Review Procedure	
	SJWD-QP-ISO-002	Risks And Opportunities Procedures	
	SJWD-QP-ISO-003	Corrective Action Procedure	
	SJWD-QP-ISO-004	Control Of Non-Conforming Services Procedure	
	SJWD-QP-ISO-005	Internal Audit Procedure	
DOCUMENT CONTROLLER	SJWD-QP-DCC-001	Control Of Documented Information Procedure	
OFFICE OF THE GENERAL MAN-	SJWD-QP-OGM-001	Feedback Generation Control Procedure	
	SJWD-QP-OGM-002	Administrative Control Procedure	
	SJWD-QP-OGM-003	lec Control Procedure	
	SJWD-QP-OGM-004	Legal Control Procedure	
	SJWD-QP-FIN-001	Disbursement Control Procedure	
FINANCE DEPARTMENT	SJWD-QP-FIN-002	Financial Statement Reporting Procedure	
	SJWD-QP-FIN-003	Liquidation Preparation Procedure	
	SJWD-QP-FIN-004	Budget Control Procedure	
	SJWD-QP-FIN-005	Billing And Collection Procedure	
	SJWD-QP-ADM-001	Competence Training And Awareness Procedure	
	SJWD-QP-ADM-002	Control Of Position Description And Table Of Organization Proce- dure	
	SJWD-QP-ADM-003	Service Vehicle Control Procedure	
	SJWD-QP-ADM-004	Human Resources Management Procedure	
	SJWD-QP-ADM-005	Equipment Commissioning Control Procedure	
	SJWD-QP-ADM-006	Warehousing Management Procedure	
	SJWD-QP-ADM-007	Purchasing Control Procedure	
	SJWD-QP-ADM-008	Control Of Infrastructure Procedure	
	SJWD-QP-ADM-010	Bidding Control Procedure	
	SJWD-QP-ADM-011	External Provider Performance Monitoring Procedure	
	SJWD-QP-ADM-012	Gender And Development Control Procedure	
	SJWD-QP-ADM-013	Management And Disposal Of Fixed Asset Control Procedure	
COMMERCIAL DEPARTMENT	SJWD-QP-CSD-001	Water Sales Control Procedure	
	SJWD-QP-CSD-002	Handling After Sales Service Procedure	
	SJWD-QP-CSD-003	Service Disconnection Procedure	
	SJWD-QP-CSD-004	Service Application Procedure	
	SJWD-QP-CSD-005	Marketing Of New Connection Procedure	

ENGINEERING DEPARTMENT	SJWD-QP-ENG-001	Meter Maintenance Control Procedure
	SJWD-QP-ENG-002	Water Meter Testing Procedure
	SJWD-QP-ENG-003	Installation And Maintenance Control Procedure
	SJWD-QP-ENG-004	Turnover Of Housing Projects/Subd. Water System Monitoring Control Procedure
	SJWD-QP-ENG-005	Planning And Design Control Procedure
	SJWD-QP-ENG-006	Project Works Implementation Schedule
	SJWD-QP-STP-001	Septage Collection Control Procedure
	SJWD-QP-STP-002	Septage Treatment Control Procedure
PRODUCTION DEPARTMENT	SJWD QP-PAD-001	Pumping Facilities Management Procedure
	SJWD QP- PAD -002	Non-Revenue Water Procedure
	SJWD QP- PAD -003	Maintenance Procedure
	SJWD-QP-	Calibration Control Procedure
	SJWD-QP-WTP-001	Water Sampling Control Procedure
	SJWD-QP-WTP-002	Water Quality Control Procedure
	SJWD-QP-WTP-003	Laboratory Testing Procedure
	SJWD-QP-WTP-004	Water Production Control Procedure
	SJWD-QP-WTP-005	Water Treatment Control Procedure On WTP
	SJWD-QP-WTP-006	Compliance Obligations Control Procedure
	SJWD-QP-WTP-007	Chemical Control Procedure

# ATTACHMENT 10: LIST OF EXTERNAL DOCUMENTS

# LIST OF EXTERNAL DOCUMENTS

- 1. Government Accounting Manual (GAM)
- 2. Manual for New Government Accounting System
- 3. COA Manual
- 4. Handbook on Philippine Government Procurement
- 5. COA Manual on Internal Control on Property and Supply Management
- 6. Philippine National Standard for Drinking Water 2007 Edition
- 7. The 2016 Revised IRR of RA 9184 Government Procurement Reform Act and It's IRR
- 8. COA Circular No. 2012-001 Revised Documentary Requirements for Common Government Transaction
- 9. General Appropriations Act Section 85 of FY 2012, Section 19, FY 2016
- 11. LWUA Memorandum Circular No. 004-015
- 12. Ground Microphone Product Manual
- 13. The Manager's Non-Revenue Water Handbook
- 14. Standard Methods for the Examination of Water and Waste Water 21st Edi-tion 2005
- 15. Leak Detection Practices and techniques and Repair Guidance Notes
- 16. New Government Accounting System Corporate (NGAS) Manual
- 17. COA Circular No. 2013-001 dated January 10, 2013
- 18. COA Circular No. 2012 001 dated June 12, 2012
- 19. COA Circular No. 97 002 dated February 10, 2007
- 20. Omnibus rules Implementing Book V of Executive Order 292 and Other Pertinent Civil Service Laws
- 21. Code of Conduct and Ethical Standards of Public Officials and Employees (RA No. 6713)
- 22. Revised Local Water District Manual on Categorization, Re-categorization and Other Related Matters (LWD MaCRO)
- 23. CSC Omnibus Rules on Appointment and Other Personnel Actions
- 24. Office Memorandum dated December 18, 2014 on Designation of OIC
- 25. Executive Order No. 65
- 26. Philippine Regulations on Sanitation and Wastewater Systems (International Edition)
- 27. LWUA Inspectors' Construction Manual DPWH Standards