


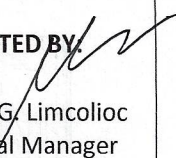
	<h2>Minutes of the Management Review Meeting</h2>		<p>PREPARED BY:  Ma. Kristine Mirabueno DCC</p> <p>REVIEWED BY:  Leah P. Javier Lead Auditor</p>	<p>CERTIFIED CORRECT:  Rosemarie Galvez AGM-Admin.</p> <p>NOTED BY:  Loreto G. Limcolioc General Manager</p>
<p>Date December 29, 2017</p>	<p>Venue Main Office Orientation Room</p>	<p>Time Started 2:00</p>	<p>Time Ended 4:00</p>	<p>Page 1 of 7</p>

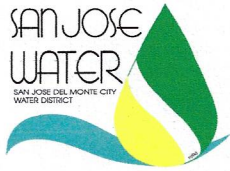
Attendees	Name	Position
	Loreto G. Limcolioc	General Manager
	Victor G. Canita, Jr.	AGM-Operations
	Rosemarie G. Galvez	AGM – Administration
	Exequiel P. Agapito	Manager, Production Dept.
	Iluminado B. Caramol, Jr.	Manager, Engineering Dept.
	Virginia S. De Silva	Manager, Admin. And Finance Dept.
	Noel R. Gappi	Manager, Maintenance Division
	Jogenes Bacinillo	Manager, PS and Distribution Division
	Resurreccion A. Agapito	Manager, Accounts Division
	Florencio O. Lorenzo	Manager, WTP Division
	Henry S. Portalio	Manager, Administrative Division
	Leah P. Javier	Manager, Corp. Affairs Division
	Claire G. San Jose	Sr. Engineer
	Susie E. Esmenda	Customer Service Officer
	Teresita D. Casas	Executive Assistant B
	Ma. Kristine Mirabueno	Information Officer B

MEETING OBJECTIVE:

Management review of the quality management system to ensure suitability, adequacy and effectiveness. The review includes the assessment of opportunities for improvement and any potential changes to the QMS including quality policy and objectives, and their alignment with business objectives and strategy.

REVIEW AGENDA:

1.	Call to Order
2.	Updates on Activities towards ISO 9001:2015 Certification
3.	Manual, policy and procedures status
4.	Result of internal audit
5.	Preventive and Corrective Action Status
6.	Customer feedback (Public Assessment of Water Service)
7.	Process Performance and product / service conformity
8.	Evaluation of External Providers
9.	Review of Quality Policy and Objectives
10.	Changes affecting the Quality Management System
11.	Review of Risks and Opportunities
12.	Recommendations for improvement



Minutes of the Management Review Meeting

PREPARED BY:

Ma. Kristine
Mirabueno
DCC

CERTIFIED CORRECT:

Rosemarie Galvez
AGM-Admin.

REVIEWED BY:

Leah P. Javier
Lead Auditor

NOTED BY:

Loreto G. Limcolioc
General Manager

Date

December 29, 2017

Venue

Main Office Orientation
Room

Time Started

2:00

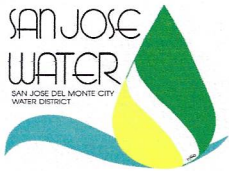
Time Ended

4:00

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MINUTES:

Agenda Item	HIGHLIGHTS	AGREEMENTS/ DECISIONS	RESPONSIBLE DEPARTMENT
1. Call to Order	The meeting was called to order at 2:00 PM.		
2. Updates On Activities For ISO 9001:2015 Certification	In compliance with the minimum requirements for the grant of PBB in relation to ISO 9001:2015 certification, San Jose Water conducted the Internal Audit last September 5 and 6, 2017.	The internal audit report and the minutes of the management review has to be uploaded to the website on or before December 31, 2017.	Manager, Corp. Affairs Division AGM – Administration
3. Manual, Policy And Procedures Status	The Quality Manual was completed and uploaded to the website on October 28, 2016. However, there are still work instructions that need to be submitted to complete the Work Instructions Manual. Quality procedures continue to be updated as a result of the internal audit and personnel movements.	The soft-copies of updated documentation should be updated on the system.	DCC All Department and Division Managers
4. Results Of Internal Audit	The first internal audit was conducted last September 5-6, 2017. The Internal Audit Report has already been approved by the General Manager. Of the 51 procedures registered with the DCC, 13 were found to have complied with the standards.	Implement corrective actions within the required timeframe Monitor implementation of corrective actions	Internal Auditors Corporate Affairs Division OGM AGM-Administration



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Leah R. Javier
Lead Auditor

NOTED BY:

Loreto G. Limcolioc
General Manager

Date

December 29, 2017

Venue

Main Office Orientation
Room

Time Started

2:00

Time Ended

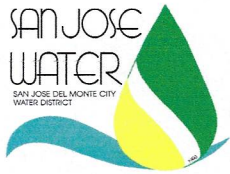
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In general, the non-conformances observed were use of forms that were not registered with the DCC, and absence of documented information in some processes to enable traceability of transactions.

Some of the non-conformances observed are the following:

- The correctness of all submitted reports of the CS Accounts division is attested by the department manager but this step was not included in the process flow. *(Procedure CSD-001 - Water Sales Control Procedure @ Extension Office)*
- Approval and signing of the service contract is done by the Department Manager prior to notarization of the contract, this process is not reflected in the written procedure. *(Procedure CSD-004 – Service Application)*
- Purchase request was being used to request a material instead of request and issue slip. *(Procedure ADM-007 – Purchasing Control)*
- Only one assessment was done for the period January to September, 2017 when the QMS provides for a quarterly assessment. *(Procedure ADM-011 –*



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NOTED BY:

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General Manager

REVIEWED BY:

Lean P. Javier
Lead Auditor

Date
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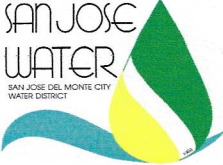
Venue
Main Office Orientation
Room

Time Started
2:00

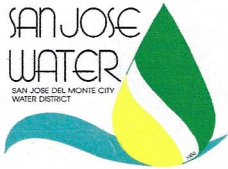
Time Ended
4:00

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Agenda Item	HIGHLIGHTS	AGREEMENTS/ DECISIONS	RESPONSIBLE DEPARTMENT
	<p><i>External Providers Performance Monitoring</i></p> <ul style="list-style-type: none"> Department has no record of implementation of meter maintenance since April 8, 2017 (<i>Procedure ENG-001 (Meter Maintenance Program)</i>) Letters addressed to the original owners of the service connection whose ownership is being requested to be changed does not include a verification process to check if the recipient of the notification/letter is the original owner. (<i>Procedure CSD-002 - Handling After Sales Procedure (Extension Office)</i>) 		
5. Preventive And Corrective Actions	<p>Corrective actions continue to be identified through audit and customer feedback and the new Quality and Environmental Reports. Legislation and Regulation updates are monitored proactively through constant communication with regulatory agencies and water sector organizations.</p> <p>While actions to prevent reoccurrence of non-conformity are captured by audit and quality report, additional preventive actions based on customer feedback are implemented.</p>	Update corrective action summary and monitor implementation of requests for corrective action.	Lead internal auditor All internal auditors

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<p>Date December 29, 2017</p>	<p>Venue Main Office Orientation Room</p>	<p>Time Started 2:00</p>	<p>Time Ended 4:00</p>	<p>Page 5 of 7</p>

Agenda Item	HIGHLIGHTS	AGREEMENTS/ DECISIONS	RESPONSIBLE DEPARTMENT
<p>6. Customer Feedback</p>	<p>The highlights of the survey are as follows:</p> <ul style="list-style-type: none"> ➤ 84.42% read the Citizen's Charter posted at our offices ➤ 98% of respondents said their primary reason in going to our offices is to pay their water bills. ➤ 97.13% were able to talk to our customer service staff within five minutes. ➤ 96.15% were comfortable waiting for their turn. ➤ 81.06% claim that they pay their water bills in our offices. ➤ 87.69% are satisfied with our service ➤ 98.94% will recommend the service of San Jose Water to others. ➤ 68.89% drink water straight from the tap; ➤ 29.20% of the respondents who do not drink our water said that the reason is that they taste/smell chlorine in our water while 21.56% said that water is "Malabo". ➤ 28.06 were able to read Tubig San Joseño; 	<p>Disseminate the results of the survey to all employees and customers.</p> <p>Consider increasing the circulation of the newsletter for customers.</p> <p>Investigate areas where chlorine strong as to affect taste of water.</p>	<p>Corporate Affairs Division</p> <p>Corporate Affairs Division</p> <p>Production Department</p>
<p>7. Process Performance And Product / Service Conformity</p>	<p>The performance of key services of San Jose Water were generally deemed satisfactory as noted through customer feedback.</p>	<p>Conduct two surveys per year</p>	<p>Corporate Affairs Division.</p>



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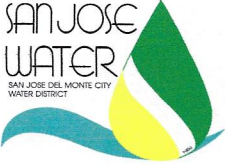
Leah P. Javier
Lead Auditor

NOTED BY:

Loreto G. Kimcolioc
General Manager

Date December 29, 2017	Venue Main Office Orientation Room	Time Started 2:00	Time Ended 4:00	Page 6 of 7
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Agenda Item	HIGHLIGHTS	AGREEMENTS/ DECISIONS	RESPONSIBLE DEPARTMENT
8. Evaluation Of External Performance Providers	Only one evaluation of external providers was conducted for 2017.	Conduct quarterly evaluation of suppliers by concerned departments.	Administrative Division
9. Review of Quality Policy and Objectives	The quality policy and objectives continue to be relevant to the organization vis-à-vis current political, social, technical, and financial environment.	Revisit quality policy and objectives after the signing of the JVA.	OGM
10. Changes Affecting Management System	Only one major change (potential Joint Venture Agreement with a private partner) was identified to affect the QMS.	Necessary revisions to the QMS, if any, will be made after the signing of the JVA.	OGM
11. Review of Risks Assessment and Treatment Plan	Some of the plans identified to address risks are not yet carried out. These include purchase of water tankers and online billing inquiry. However, most the of the risk treatment plan were either implemented or are ongoing. These are construction of the third treatment plant, subjecting procurement of chemicals to public bidding, and more extensive text blast coverage.	Update the Risks Assessment and Treatment Plan	OGM All Department Manager All Division Managers

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Agenda Item	HIGHLIGHTS	AGREEMENTS/ DECISIONS	RESPONSIBLE DEPARTMENT
<p>12. Recommendations for Improvement</p>	<p>Recommendations for improvement are generally those identified in the internal audit.</p> <p>These include the following:</p> <ul style="list-style-type: none"> ➤ Reconcile preservation period with the requirements of the National Archives Commission ➤ Include procedure to monitor action(s) taken by respective Department on customer feedback ➤ Scan documents for back-up, as provided for in the Crisis Management Plan ➤ More proactive marketing procedure ➤ Regular determination of competency gap through TNA ➤ Increase level of security at the stock room ➤ Ensure presence of GenSets in all pumping stations ➤ 	<p>All departments will strive to incorporate the areas for improvement in their processes as identified in the internal audit report.</p>	<p>All Departments All Divisions</p>
<p>13. Next Management Review</p>		<p>July, 2018</p>	<p>All AGMs and managers All internal Auditors</p>