 <p style="text-align: center;"> Republic of the Philippines City of Koronadal Water District Block I, Casa Subd., Zone III, City of Koronadal, South Cotabato </p>	DOC ID No.: CKWD-QP-ISO-003	Date of Issuance: 02-03-2017
	Division/Section: -	Revision No.: 0
TITLE: MANAGEMENT REVIEW PROCEDURE		Date of Revision: -

1.0 OBJECTIVE

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

2.0 SCOPE

This documentation covers all the elements of the CITY OF KORONADAL WATER DISTRICT Quality Management System as required by ISO 9001:2015 incorporating all activities affecting service quality concerns.

3.0 DEFINITION OF TERMS

4.0 REFERENCE DOCUMENTS

- 4.1 Control of Nonconforming Services Procedure
- 4.2 Internal Audit Procedure
- 4.3 Corrective Action Procedure

5.0 RESPONSIBILITY AND AUTHORITY

5.1 General Manager shall be responsible for the following:

- 5.1.1 Planning and managing the operation of the Quality Management Committee.
- 5.1.2 Controlling proper corrective action in resolving nonconformities for decision of the committee.
- 5.1.3 Confirming the implementation and result of the corrective action taken.

5.2 ISO Facilitator shall be responsible to

- 5.2.1 Perform administrative operation of the committee such as recording and maintaining proceedings of decided matters made by the Quality Management Committee.
- 5.2.2 Verify if decided matters are implemented effectively and inform members of the committee of notice of meetings.

5.3 The DCC shall act as the Secretary during the Management Review.

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

- 5.4.1 Reviewing and evaluating matters brought to the committee.
- 5.4.2 Suggesting matters of continuous improvement related with quality concerns to the committee.
- 5.4.3 Supporting the concerned sections' required resources for the implementation of all the matters decided by the committee.
- 5.4.4 Conforming if decided matters are implemented effectively and submitting above notice to the General Manager.

This document is updated and controlled if it bears the red "CONTROLLED COPY" stamp. Otherwise, please refer to the Document Control Center (DCC) for updated copy.	Registration Date:	-
	Distribution Date:	-
	Page Number:	Page 1 of 26



Republic of the Philippines
City of Koronadal Water District
 Block I, Casa Subd., Zone III,
 City of Koronadal, South Cotabato

DOC ID No.:
CKWD-QP-ISO-003

Date of Issuance:
02-03-2017

Division/Section:
 -

Revision No.:
0

TITLE: **MANAGEMENT REVIEW PROCEDURE**

Date of Revision:
 -

6.0 PROCEDURE DETAILS

6.1 Communication and Consultation

Proces	In-charge	Process Description	Records
Start			
General Notice	ISO Facilitator	Shall notify the committee members to conduct the committee meeting at least a week before the actual meeting. Members shall prepare needed documents and materials before holding the regular committee meetings.	Notification Letter or Memorandum
Committee Meeting	Committee	Shall conduct a regular management review at least twice a year as determined by the General Manager. Note: Irregular committee meetings can be held if the GM needs the committee, or if the ISO Facilitator or any member of the committee suggests special matters to the Top Management. In this case, the committee meeting can only be held if the GM has reviewed and approved it.	Minutes of the Meeting
Mngt. Review	Quality Management Committee	Shall review and evaluate the quality management system in consideration of the following items: 1) Results of Audit 2) Customer Feedback / Customer Complaints 3) Changes in the Internal and External issues that are relevant to QMS 4) Corrective Action & Nonconformities Status 5) Adequacy of Resources 6) Performance of External Providers 7) Effectiveness of the actions taken for Risks and Opportunities	
A			

This document is updated and controlled if it bears the red "CONTROLLED COPY" stamp. Otherwise, please refer to the Document Control Center (DCC) for updated copy.

Registration Date: -

Distribution Date: -

Page Number: Page 2 of 26



Republic of the Philippines
City of Koronadal Water District

Block I, Casa Subd., Zone III,
 City of Koronadal, South Cotabato

DOC ID No.:
CKWD-QP-ISO-003

Date of Issuance:
02-03-2017

Division/Section:
 -

Revision No.:
0

TITLE: **MANAGEMENT REVIEW PROCEDURE**

Date of Revision:
 -


A			
↓			
Mngt. Review	Quality Management Committee	7) Effectiveness of the actions taken for Risks and Opportunities 8) Performance and Service on formity 9) Review of Quality Policy & Quality Objectives 10) Follow-up action from previous management reviews 11) Changes that could affect the Quality Management System 12) Recommendation for Improvement	Minutes of the Meeting Management Review Report Quality Objectives
↓	General Manger and QMR	Shall have to attend the regular or irregular meeting. Note: To establish a quorum, two-thirds (2/3) of the members of the committee or more shall attend the committee meetings, but concerned persons with related matters are required to attend	Attendance Sheet
Recording	ISO Facilitator Designated Representative	Shall Record and take the minute of the meeting.	Minutes of Meeting
↓	GM	Shall decide on actions to be taken on the following matters: <ul style="list-style-type: none"> • Opportunities for Improvement • The Need to Change the QMS • Resource Needs 	Minutes of Meeting
Action Planning and Monitoring	ISO Facilitator	Shall minitor status of the resolution during the meeting	Management Review Report
↓			
End			

This document is updated and controlled if it bears the red "CONTROLLED COPY" stamp. Otherwise, please refer to the Document Control Center (DCC) for updated copy.

Registration Date: -

Distribution Date: -

Page Number: Page 3 of 26

 <p>Republic of the Philippines City of Koronadal Water District Block I, Casa Subd., Zone III, City of Koronadal, South Cotabato</p>	DOC ID No.: CKWD-QP-ISO-003	Date of Issuance: 02-03-2017
	Division/Section: -	Revision No.: 0
TITLE:	MANAGEMENT REVIEW PROCEDURE	
		Date of Revision: -

6.1 Reports

Reports	Frequency	Responsible
Management Review Report	Twice a year	AGM, OGM, Department & Division Heads

7.0 PERFORMANCE INDICATOR

7.1 The Division Heads, Department Heads, Assistant General Manager and General Manager shall ensure that the Management Review shall result to Improvements to the Quality Management System.

8.0 ATTACHMENTS AND FORMS

8.1 Form 1 – Minutes of the Meeting Form

This document is updated and controlled if it bears the red "CONTROLLED COPY" stamp. Otherwise, please refer to the Document Control Center (DCC) for updated copy.	Registration Date:	-
	Distribution Date:	-
	Page Number:	Page 4 of 26