



TITLE: QUALITY MANUAL

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Republic of the Philippines
City of Koronadal Water District

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

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1. INTRODUCTION

The CITY OF KORONADAL WATER DISTRICT formulated this manual to define the Quality management system (QMS) of the district in compliance to the requirement of ISO 9001:2015 standars. This includes the description of the District’s Quality Policy and the integration of its requirements with that of th organization’s business of providing excellent water services to all its concessionaires.

This Quality Manual contains the general information about the agency, its underlying function, mandates, organization and operating procedures and is established in order to guide the CKWD officers and employees in the performance of their duties and responsibilities in ensuring quality services delivered to the concessionaires, clients and other interested parties.

The CKWD management will make sure that it will conduct a yearly evaluation of the systems and policies of the district and effect all its amendment and corrective measures in this Manual every first quarter of the fiscal year as part of the continual improvement process. The General Manager is the authorized personnel to initiate the revisions of this manual subject for review and approval of the Board of Directors of the district.


Approved by:

Date:

MR. REY J. VARGAS
 General Manager

February 3, 2017

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1.2 CITY OF KORONADAL WATER DISTRICT: OVERVIEW


In consonance with the mandate of PD 198 which is also known as The Provincial Water Utilities Act of 1973, Koronadal Water District (KWD) was established by virtue of the Sangguniang Bayan (SB) Resolution No. 92 series of 1980 of the Municipality of Koronadal under the leadership of then Mayor Ismael D. Sueno. It was issued with Conditional Certificate of Conformance (or CCC) No. 156 by the LWUA on July 17, 1981.

At that time the water system was operated and managed by the municipality. The system was composed of a deep well and an old elevated tank just beside the detention cell of the municipality, and the pipelines connecting thirty (30) concessionaires with just three (3) personnel.

In the year 2000, the KWD's category was then upgraded from Small to Average, and the office was transferred to del Pilar St., City of Koronadal which was originally from the Koronadal Public Market. The LWUA, however, took over the full management and policy-making functions effective March 2007 because of the management crisis which resulted to legal battles between the Board, Management and employees. In 2008, the Interim Management changed the name of Koronadal Water District (KWD) to City of Koronadal Water District or CKWD by virtue of Resolution No. 26, in consonance with the development of Koronadal which has transformed the place into a bustling city. Along with that, with the strong support of the LWUA, the CKWD has availed of loan facilities from the Express Savings Bank for the construction of its administration building. On September 16, 2010, the policy-making and the management of the CKWD was given back to the local management

To date, the City of Koronadal Water District has a total active service connection of 15,068 concessionaires (as of December 2016) with 105 employees continuously exerting efforts towards the development of the district. It was classified as Category B on March of the same year.

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2.0 DESCRIPTION OF THE DISTRICT'S QUALITY MANAGEMENT SYSTEM

2.1 Development of the QMS


The Quality Management System (QMS) of CITY OF KORONADAL WATER DISTRICT identifies and understands the context of the district through the use of a SWOT (Strength-Weaknesses-Opportunities-Threats) ANALYSIS. The district considered the external and internal issues, feedback from the interested parties that are relevant to the quality management system and the requirements of these interested parties that are relevant to the quality, and the services of the organization.

A sequential process of Plan -Do -Check -Act (PDCA) Cycle is being adopted in the QMS in developing, implementing and improving the effectiveness in delivery of services while meeting the satisfaction of its concessionaires. Planning stage would involve establishment of the objectives, risk treatments & processes necessary to deliver results. Doing stage is the implementation of the processes identified. Checking stage on the other hand covers monitoring and measuring processes and service against plan & report results. And finally, the acting stage is to take actions to continually improve process performance.

CITY OF KORONADAL WATER DISTRICT maintains Quality Management Systems that effectively control the business process of the organization. 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 .

The organization shall also periodically monitor, analyse and evaluate the performance an effectiveness of its QMS. Results of analysis and evaluation shall be used as input for the continual improvement of the organization and its Quality Management System.

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2.2 Definition of Terms

Quality – is the totality of features and characteristic of a product or service that bear on its ability to satisfy stated and implied needs.

Audit – the systematic, independent, and documented process to objectively determine the fulfilment of audit criteria.

Customer Satisfaction – customer’s perception of the degree in which the customer requirements has been fulfilled.

Continual Improvement – is an ongoing effort to improve products, services, or processes. These efforts can seek "incremental" improvement over time or "breakthrough" improvement all at once.

Effectiveness – Extent to which planned activities are materialized and planned results are achieved.

Corrective Action – action to cause(s) of nonconformity in order to prevent its recurrence or prevent occurrence elsewhere.

Non-conformance – non-fulfilment of a specific requirement, either of the standard or company policy, procedure and other planned arrangements.


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.

Quality Objective – overall goal, arising from the QMS Policy, that the company sets itself to achieve, and which is quantified where practicable.

Risk – effect of uncertainty on objectives. It is often expressed in terms of a combination of the consequences of an event including changes in circumstances and the associated likelihood of its occurrence.

Interested Parties – person or organization that can affect, be affected by, or perceive itself to be affected by a decision or activity.

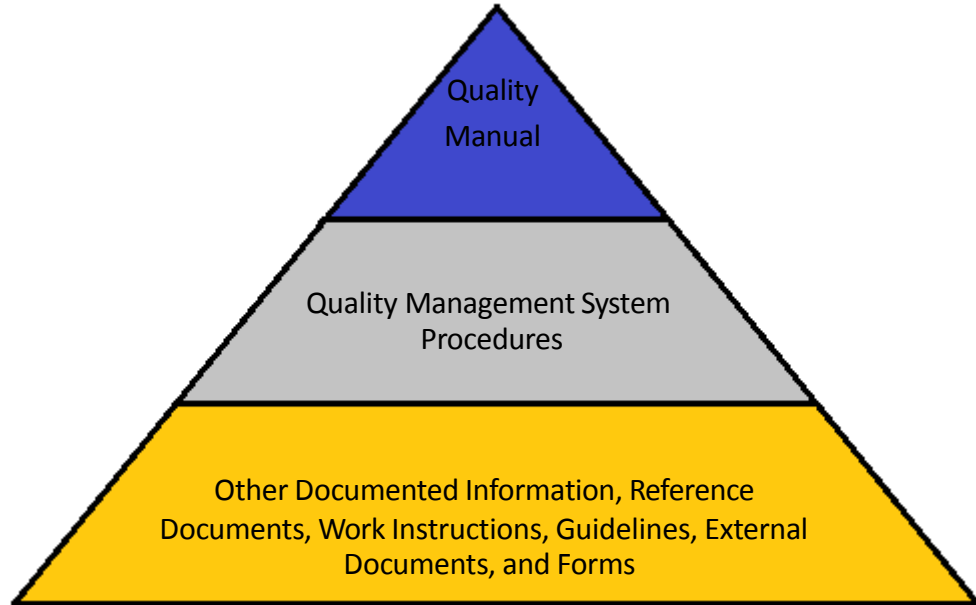
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3.0 QUALITY MANAGEMENT SYSTEM DOCUMENTATION

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 CITY OF KORONADAL WATER DISTRICT.

Level 2 – Quality Management System Procedures 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.

Level 3 - Other documented information such as Work Instructions, Guidelines, other reference documents, external documented information including forms and records are aligned to this level.

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4.0 CONTEXT OF THE ORGANIZATION

4.1 Understanding the Organization and its Context

The Top Management, Department Managers and Division Managers used the SWOT (Strength, Weaknesses, Opportunities, and Threats) Analysis in determining the internal and External Issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve intended result (s) of its quality management system. Once identified, they shall be monitored and reviewed.

The SWOT analysis done by the organization shows how the Strengths, Weaknesses, Opportunities and Threats interact with each other to establish strategic options. The said SWOT Analysis shall be reviewed and updated at least once a year as a basis for annual planning.

4.2 Understanding the Needs and Expectations of the Interested Parties


The needs and expectations of the interested parties were identified by the organization as part of determining requirements that needs to be satisfied by the organization and to anticipate the potential effect of the organization’s ability to consistently provide quality products and services.

4.3 Overview of the Quality Management System

The Quality Management System described in this document applies to the process of production, water quality monitoring and distribution, billing and collection, engineering planning and design, people development and financial management of CITY OF KORONADAL WATER DISTRICT. Inputs that are considered in planning and developing the QMS includes the requirements of the customers as well as the needs and expectations of interested parties, processes for operational controls, support processes, criteria for product and process performance, and corresponding methods for monitoring, measurement, analysis and evaluation of our services including the process for corrective action and continual improvement.

This manual is prepared to demonstrate and document our commitment in maintaining a high-level of quality and strong customer service within an environment that focuses 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.

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This Quality Manual documented by CITY OF KORONADAL WATER DISTRICT (herein referred to as CKWD) provides guidance for conducting our business within a quality management system compliant with ISO 9001:2015. Specifically, the scope of the QMS shall define and communicate our commitment to continually enhance customer satisfaction through:

1. Serving our customers with utmost respect and dedication imbued with it the principles of transparency, integrity and accountability.
2. Adapting and introducing new systems and procedures for continuous efficiency and innovative services
3. Facilitating inquiries and complaints and ensuring immediate action and resolution;and
4. Empowering our customers' access to information on policies, programs, procedures, rules and regulations, activities and services.

5.0 LEADERSHIP AND COMMITMENT

5.1 Leadership and Management Commitment


The Top Management provides full support in the development, implementation and improvement of the QMS towards achieving its effectiveness. Evidence of leadership commitment to development and improvement of the quality management system is provided through the following manner:

1. Establishing and promoting awareness and understanding of the Quality Policy to all levels of organization as well as relevant interested parties.
2. Setting, maintaining and achieving of relevant Quality Objectives and plans.
3. Maintaining Customer Focus.
4. Engaging, directing and supporting persons on how they can contribute to the effectiveness of the QMS.
5. Assessing the performance of the QMS through management reviews and identifying areas for improvement.
6. Providing the necessary resources to fulfil the company's plans and objectives.
7. Planning of the QMS to meet the requirements specified in the ISO 9001:2015.
8. Maintaining the integrity of the Quality Management System when changes to the QMS are planned and implemented.

5.2 Customer Focus

The top management also sees to it that CITY OF KORONADAL WATER DISTRICT is customer-focused particularly exerting much effort in consistently meeting the expectations of its customers. Customer complaints and feedback are likewise monitored and addressed accordingly. The General Manager or his representative is tasked to handle the responsibility. The data gathered will be used to identify actions for further improvement.

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5.3 Responsibility, Authority and Communication

✚ Office of the General Manager shall be responsible:

- For realizing the vision and attaining 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.
- For providing adequate resources, setting of priorities and establishing the organization in fulfilling the requirements for the implementation and deployment of the Quality Management System.
- For appointing the ISO Facilitator
- For implementing the Quality Policy.
- For ensuring the Quality Management System requirements are established, implemented and maintained in accordance with ISO 9001:2015 Standard.
- For overseeing the entire operations of the company, including Quality Management System.
- 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.


✚ AHRD shall exercise supervision and control on all the activities of the Department. It is responsible in the formulation and development of policies relative to Recruitment and Personnel Welfare, and Training & Development. The department coordinates with other departments for their manpower needs and external agencies such as the Civil Service Commission.

✚ Administrative and General Services Department handles the management for buildings, grounds transportation and water meter maintenance. The department also handles the procurement process of goods, outsourced processes and service needs of the organization.

✚ The Accounting, Budget, and Cash Management Division is responsible for Accounting, Budgeting, and Cash Management. It is also responsible for the correction and legality of all administrative and financial transactions of the district. It coordinates with other Departments and external offices (DBM, Department of Finance, Commission on Audit and others) and facilities compliance with the requirements of these demand units. It also provides information and recommendations to the General Manager regarding the financial status of the District necessary for decision making of future project expansions.

✚ Customer Services Division handles the activities from handling customer inquiries, new service connections, survey of areas for pipeline extension, customer feedbacks, billing, collection and accounts monitoring processes.

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✚ Planning and Water Resources Division shall be responsible in developing plans of all WD's expansion and infrastructure projects. The department coordinates internally with other departments and externally with local consultants, government and other utility companies necessary in planning, developing, and implementing WD projects. It also analyzes system operation and recommends improvements / expansion programs to the Management.


This Division is also responsible for the production, water quality monitoring, storage and distribution safe water to consumers. It provides system operation analysis and recommends improvements expansion programs to the Management. It assists the Office of the General Manager regarding Water Permit Applications to NWRB and Environmental the Office of the General Manager regarding Water Permit Applications to NWRB and Environment Compliance Certificate to EMB. It shall also be responsible to conduct studies on new treatment methods / chemicals to cope with the trend of modern technology, attend to customer complaints / requests as to availability and safety of water, and coordinates with other Departments regarding the daily operation of the Water District.


✚ Construction and Maintenance Division shall oversee the operation, safeguarding and maintenance of all pipelines and appurtenances of the Water District. This Division will also handle the water distribution process and leakage control.

✚ ISO Facilitator shall be responsible in:


1. Ensuring the Quality Management System requirements are established implemented and maintained in accordance with ISO 9001:2015 standards.
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.
3. Ensuring that Internal Audit and Management Review are being conducted on a regular basis.
4. Ensuring non-conformances are resolved with the appropriate corrective action to correct any system deficiencies promptly
5. Liaison with third party certification body.

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 Department / Division Managers

1. Establishing and implementing the set Quality Management System.
2. Promoting the defined Quality Policy at all level of organizations.
3. Ensuring that Quality Management System is understood and implemented within the respective areas and personnel's are adequately trained.
4. Establishing document and implementing applicable procedures, working direction in support of the Quality Management System.

 All Employees

1. Implements all programs and activities to ensure achievement of quality objectives and adherence to the organization's Quality Policy.
2. Ensures that the processes are delivering their intended outputs.

References:

ISO 9001:2015 Clause 5.3 Organizational Roles, Responsibilities and Authorities
 Control of Position Description and Organizational Structure Procedure (CKWD-QP-AAHRD-002)

6.0 PLANNING OF THE QUALITY MANAGEMENT SYSTEM


6.1 Actions to address Risk and Opportunities

The organization established a procedure in 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. It is deemed that when these risks are addressed, these will give assurance that the quality management system can achieve its intended results, enhance desirable effects, prevents or reduces undesired effects and achieve improvement.

All identified risks were analyzed by the Department / Division Manager using the Risk Assessment Book while opportunities are discussed during the Management Review under the "Opportunities for Improvement" agenda.

Based on the records in the Risk Assessment Book and Opportunities Action Plan respectively, all actions taken for all identified risks as well as status of the opportunities for improvement will be monitored and reviewed at least twice a year during the scheduled

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Management Review.

References:

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

Risks and Opportunities Procedure (CKWD-QP-ISO-001)

6.2 Quality Objectives Framework

6.2.1 Quality Objectives and Planning to Achieve Them

The CITY OF KORONADAL WATER DISTRICT Top Management formulated its Quality Objectives based on the strategic direction of the district. This shall be aligned on the Company's Quality Policy. The relevant department / divisions generate plan of activities for the attainment of the said objectives. Resources needed, responsible person, planned dates, evaluation results and the proposed roadmaps are also provided.

Customer feedbacks/ complaints, customer needs and expectations, and the performance of external providers are also considered in the determination of the framework for establishment of the district's Quality Objectives which is done during its annual planning.

The quality objectives aim to continually improve the operation and services of the company including enhancement of customer satisfaction.

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


References:

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

6.3 Planning of Changes

The CITY OF KORONADAL WATER DISTRICT shall ensure that integrity of the Quality Management System is maintained even when planned changes are implemented. It shall consider also the purpose of changes and its potential consequences (risks). Additional risks may be

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encountered due to the changes or possible that existing risks may be eliminated. And if needed, there shall be allocation or reallocation of responsibilities and authorities. Resources shall also be provided to ensure that changes will be implemented as planned.

References:

- ISO 9001:2015 Clause 6.3 Planning of Changes
- Planning Control Procedure (CKWD-QP-OGM-003)

7.0 SUPPORT

7.1 Resources

7.1.1 Providing Resources

The Top Management shall ensure to provide appropriate resources needed in the implementation, maintenance and improvement of the Quality Management System and in the attainment of the quality objectives. These resources shall include trained employees, environment for the operation of the organization's processes (e.g. temperature, lighting, providing priority lanes to senior citizens and PWD, etc.), facilities (office buildings, associated facilities, and transportation and communication skills), resources needed to ensure valid and reliable results when monitoring or measuring and organizational knowledge.

References:


- ISO 9001:2015 Clause 7.1 Resources

7.1.2 Human Resources

The CITY OF KORONADAL WATER DISTRICT ensures to provide sufficient staffing for the effective operation of the management system, as well its identified processes. Staff members performing work affecting the quality of service are competent on the basis of appropriate education, training, skills and experience. The top management is aware of the importance and the vital role of each personnel in the organization. The management invests on personnel development by providing series of training needed for the assigned activity and achieves the maximum potential to do such activity. The management also ensures that all personnel are aware of the relevance and importance of these activities in the accomplishment of the quality objectives.

The General Manager has the over-all responsibility and authority for the management and control of the entire CITY OF KORONADAL WATER DISTRICT. Department / Division Managers shall be responsible in managing their respective departments / divisions and ensuring that services are delivered to clients with a

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mark of quality. AHRD shall be responsible for the over-all activities of the personnel administrative function of the entire CITY OF KORONADAL WATER DISTRICT.

The General Manager shall be responsible for the final review and approval of Annual Training Plan. AHRD shall be responsible for the development of Annual Training Plan and ensure the overall coordination with other departments to guarantee systematic and on- time implementation of the training program. All Department/Division Manager shall be responsible for identifying their personnel’s training needs and submit the same to the Human Resource Management for review and consolidation. AHRD shall conduct Training Needs Analysis to all departments/division every year.

The following shall be the sources of TNA: Result of Performance Appraisal, Individual Development Plan, Result of Strategic Performance Management System. AHRD shall evaluate the effectiveness of the training either by written report after training or, whenever applicable, conduct re-echo. 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 (CKWD-QP-AHRD-001)


Competence, Training and Awareness Procedure (CKWD-QP-AHRD-003)

7.1.3 Infrastructure

The Top Management takes responsibility for ensuring the work environment is adequately supported with existing utilities, work facilities or support services necessary to achieve conformity to client requirements. No unusual requirements exist beyond normal office, warehouse and distribution needs. Infrastructure needs shall be subjected to annual planning or management review as needed and shall be included on the organization’s Annual Procurement Plan (APP). This infrastructure includes, but is not limited to:

- Buildings and associated utilities
- Equipment including hardware and software
- Transportation resources
- Information and communication technology

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Maintenance activities are performed to ensure that the abovementioned infrastructure would remain in good condition. The Administrative and General Services Department handles the maintenance of building, grounds and transportation including the maintenance of water meters. Construction and Maintenance Division handles the management and restoration of pipelines.

All infrastructures issued for whatever purpose it may serve shall be subjected to preventive maintenance in accordance with Preventive Maintenance & Repair Control Procedure.

References:

ISO 9001:2015 Clause 7.1.3 Infrastructure

Maintenance of Conduit Procedure (CKWD-QP-CMD-002)

Water Distribution Restoration Procedure (CKWD-QP-CMD-003)

Housekeeping, Office Equipment Maintenance and Waste Management Procedure (CKWD-QP-GSD-002)

Housekeeping and proper management of wastes are handled by the Administrative and General Services Department. Priority lanes shall be provided to senior citizens and persons with disabilities (PWD). Safety compliance shall be observed during construction activities.

Reference:

ISO 9001:2015 Clause 7.1.4 Environment for the operation processes


Housekeeping, Office Equipment Maintenance and Waste Management Procedure (CKWD- QP-GSD-002)

7.1.4 Monitoring and Measuring Resources

The CITY OF KORONADAL WATER DISTRICT determines the monitoring and measurement resources needed to provide evidence of conformity of service/product requirements. Its established processes to ensure that monitoring and measurement can be carried out in a manner that is consistent with the monitoring and measurement requirements.

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; and protected from damage and deterioration during handling, maintenance and storage.

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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 perform necessary action to address failed tests.

Records of the results of calibration and verification are maintained according to Control of Documented Information Procedure.

7.1.5 Organizational Knowledge

CKWD 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.

This knowledge shall be documented, maintained and made available to the extent necessary. When addressing changing needs and trends, CKWD 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 (CKWD-QP-AHRD-003)

7.2 Communication


Communication process covering both internal and external communication was established to ensure that necessary information reaches the concerned party.

✚ Internal Communication:

The normal communication methods shall be by means of meeting, newsletter, memo, e-mail, departmental briefing and awareness training. The person who initiates the flow of information shall ensure that the communicated information is documented. Minutes of the meeting shall be accomplished if meetings were held.

✚ External Communication:

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The Office of the General Manager shall handle communications with external parties.

Customer feedback, particularly complaints, shall be forwarded to the Commercial Services department for proper action. Concessionaires shall be informed when water service interruption are planned and scheduled by providing advisories. For scheduled service interruption, notice of service interruption is distributed on affected customers, casted through SMS, posted on social media and website and aired on radio. For emergency service interruptions, advisories are casted through SMS, posted on social media and website and aired on radio.

Reference:

ISO 9001:2015 Clause 7.4 Communications

Communication Management Procedure (CKWD-QP-OGM-001)

Legal Control Procedure (CKWD-QP-OGM-002)

Handling Customer Complaints Procedure (CKWD-QP-CSD-003)

7.3 Control of Documented Information Procedure

Control of Documented Information Procedure was 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.


Documents are approved for adequacy prior to issue. Documents are reviewed, and where necessary, updated and re-approved. The nature of revision in the document is clearly identified. Current versions of relevant documents are available at point of use. Documents remain legible and readily identifiable. Obsolete documents, which are retained for any purposes, are prevented from unintended use through proper marking.

All Department / Division Managers shall be responsible for the identification of new procedure or procedures for amendment.

The ISO Facilitator shall be responsible for reviewing and verifying the document approved by the Department if it conforms with the ISO 9001:2015 requirements. 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.

All documents shall be registered to the DCC and shall be reproduced according to the number of departments listed in the Distribution List. The DCC shall preserve and maintain the master

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copies and ensure that there will be no unauthorized release of documents. The DCC shall preserve separately the obsolete master copies of documents as QMS records. Obsolete and/or revised documents are retrieved and replaced promptly from all copy holders. These obsolete controlled documents shall be disposed by the DCC. Only obsolete master copy shall be kept by the DCC until its preservation period expires. Legibility of the documented information shall be maintained by using permanent ink. The document audit shall be performed by the ISO Facilitator during the scheduled internal audit to check the document control of all depts. Documented information for identifying, filing, storing, maintaining and disposing of records was established and maintained. Records are handled, retained and stored in a manner that prevents damage and deterioration.

All Department / Division concerned shall be responsible for registering the list of their QMS records. The DCC shall be responsible for maintaining the Master Record Control Register from the List of Records submitted by all Department / Division. The DCC shall be responsible for preserving of all records after their maintenance period.

The ISO Facilitator shall be responsible for the approval of records submitted by the concerned section for registration in DCC. 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 entry then the responsible person shall affix his/her signature. Liquid eraser shall not be used to ensure traceability of the origin of the erasures.

The proper disposal shall be done by shredding or recycling. Records/documents that contain technical or confidential data are not allowed to be recycled. 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 (CKWD-QP-DCC-001)(CKWD- QP-GSD-001)

Service Vehicle Control and Other Machineries/Equipment Management Procedure (CKWD- QP-GSD-002)

7.4 Environment for the Operation Processes

The work environment that CITY OF KORONADAL WATER DISTRICT requires to carry out its operations shall be determined and provided. Proper lighting and adequate ventilation shall also be provided.

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8. IMPLEMENTATION AND OPERATION OF QUALITY MANAGEMENT SYSTEM

8.1 Operational Planning and Control

8.1.1 Planning for Product and Service Realization

In order to ensure that applicable requirements are met, all processes from receiving of application for new service connection up to the 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 CITY OF KORONADAL WATER DISTRICT.

Pipeline expansion and infrastructure projects are planned based on the approved projects for the year. The Plan and Design Division shall be responsible in ensuring that technical documents needed for the execution of projects are complete and updated as appropriate.

Concerned department/divisions shall ensure that services are delivered with quality and in consonance with established procedures. The budget plan shall be prepared based on the Annual Procurement Plan of the water district.

Reference:

ISO 9001:2015 Clause 8.1 Operational Planning and Control Planning Control Procedure (CKWD-QP-OGM-003)

Project Planning and Design Development Control Procedure (CKWD-QP-PWRD-002)

Budget Control Procedure (CKWD-QP-AFD-002)

8.2 Requirements of Products and Services

8.2.1 Customer Communication

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

Customer Complaints shall be handled by the Commercial Services Division while the Administrative Complaints shall be handled by the AHRD based on Revised Rules on Administrative Cases in the Civil Service.

8.2.2 Determining Requirements for Products and Services

The CITY OF KORONADAL WATER DISTRICT shall determine requirements related to the service to be offered, establish procedures for services offered by the Water District and the requirements to avail

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such services shall be defined in the CKWD’s Citizen’s Charter. 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.

The Philippine National Standards for Drinking Water shall serve as the basis for determining the requirements for water quality.

Reference:

ISO 9001:2015 Clause 8.2.1 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

Handling Customer Complaints Procedure (CKWD-QP-CSD-003)

New Service Connection Application Procedure (CKWD-QP-CSD-001)

8.3 Control of Externally Provided Processes, Products and Services

Procurement procedure provides the guidelines on the requisition and purchase of all goods and services needed by CITY OF KORONADAL WATER DISTRICT. Requesting Department / Division shall forward the Purchase Request to the Procurement Officer who shall endorse the PR to the BAC to identify the Mode of Procurement.

BAC shall be responsible for the selection, evaluation, approval and disqualification of external providers. It shall be responsible for the registration and disqualification of a potential and existing supplier and also be responsible for maintaining and updating the Supplier’s List.

The Administrative and General Services Department shall monitor all purchase orders against delivery using the Purchase Order Monitoring. It shall also be responsible for the supplier performance evaluation.


Reference:

ISO 9001:2015 Clause 8.4 Control of Externally provided processes, products and services

List of External Providers Procedure (CKWD-QP-GSD-004)

Procurement Control Procedure (CKWD-QP-AHRD-004)

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8.4 Production and Service Provision

8.4.1 Control of Production and Service Provision

The production of water is performed under controlled conditions by ensuring that:

- Submersible pumps and boosters are maintained in good running condition.
- Water is treated with chlorine prior to distribution.
- Testing to ensure that it conforms to the PNSDW requirements;

Bacteriological testing is conducted weekly, at one sample for every 1,000 service connection Physical and Chemical analysis, in the other hand is conducted semi-annually at sources

Qualified personnel are deployed to operate the pumping stations and perform water quality monitoring. Pump Operators conducts the monitoring, recording and reporting to crystal base of the following parameters:


- Residual Chlorine
- Voltage supply at the load side.
- Current reading of the sub-motor.
- Flow rate reading at flow meter.
- Pressure reading at discharge line.
- Level of water at ground reservoir or elevated steel tanks.

Water is then distributed to the concessionaire through the constructed pipelines.

The Customer Services Division performs the meter reading and bill distribution and collection of payments for water bills and other fees shall be the responsible of the Accounting, Budgeting and Cash Management Division. Delinquent accounts are monitored and are ordered for disconnection if no actions were made.

Another service provided by the water district is the conduct of bacteriological analysis from outside sources (clients). Test shall be performed based on the defined procedure and the Work Instruction for bacteriological analysis.

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8.4.2 Identification and Traceability

The Construction and Maintenance Division shall be responsible in preparation of water meter numbers for schedule of releasing in series order. Water meter numbers are recorded on the accounts of each concessionaire for traceability.

8.4.3 Property Belonging to Customer or External Providers

The water meters are maintained in accordance with the Water Meter Management Procedure. Unserviceable water meters are identified and are dismantled for disposal. Customers shall be notified and a new water meter shall be installed.


8.4.4 Preservation

A Stockroom Control Procedure was defined to provide guidance on the identification, storage, handling and protection of supplies.

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
- Water Production Procedure (CKWD-QP-PWRD-001)
- ISO 9001:2015 Clause 8.5.5 Post-Delivery Activities
- New Service Connection Application Procedure (CKWD-QP-COMD-001)
- Generator Set Operating Procedure (CKWD-QP-PWRD-002)
- Meter Reading and Bill Distribution Procedure (CKWD-QP-COMD-004)
- Maintenance of Conduit Procedure (CKWD-QP-CMD-002)
- Water Meter Management Procedure (CKWD-QP-CMD-001)
- Water Quality Monitoring Procedure (CKWD-QP-PWRD-001)
- Water Distribution Restoration Procedure (CKWD-QP-CMD-003)
- Leakage Control Management Procedure (CKWD-QP-CMD-001)

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9.0 PERFORMANCE EVALUATION

9.1 Monitoring and Measurement of Processes & Services

9.1.1 General

Departments/Division/Section 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 action shall be taken, as appropriate.

The External Service Provider shall be employed to conduct, tabulate and summarize the data gathered during the survey. It shall also interpret results of the survey through charts, figures and narratives. The survey shall be conducted within the established time frame and be reported to the Corporate Planning Committee. The Commercial Services Division shall monitor negative publicities about the agency in internet forums, social media, and the tri-media, and reports the negative publicities to immediate supervisor. It shall also collect and summarize content of feedback forms, monitor accomplishments of service requests and reports the results to the concerned department and to the OGM.

The General Manager issues further instructions as he may see fit with respect to the results of the survey and feedback summary. All Department/Division Managers and/or Section Heads shall ensure 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

Customer Satisfaction Control Procedure (CKWD-QP-OGM-004)

The CITY OF KORONADAL WATER DISTRICT 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)


Customer Accounts Monitoring Procedure (CKWD-QP-COMD-002)

Water Quality Monitoring Procedure (CKWD-QP-PWRD-001)

Leakage Control Management Procedure (CKWD-QP-CMD-001)

Financial Statement Preparation Procedure (CKWD-QP-AFD-004)

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9.1.2 Customer Satisfaction

The Commercial Services Division shall be responsible for receiving and acknowledging the receipt of the complaints and coordinate the investigation to all concerned department / division / section. Customer Satisfaction can be measured through the following:

- Quality Performance indices
- Promptness of service to clients
- Surveys/Questionnaires to clients
- Customer Feedback form
- Rating coming from the clients

The Corporate Planning Committee shall ensure the conduct of public assessment of service, through an external service provider, twice a year or as the need arises.

9.1.2.1 It shall also check data analysis, recommend course of action, if needed, and submit the survey results and recommendations to the Management.

9.1.3 Analysis and Evaluation

The analysis and collection of data shall focus on the areas of customer satisfaction, service performance trends, external providers' performance, effectiveness of actions to address risks and opportunities, 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 (CKWD-QP-ISO-002)


List of External Providers Control Procedure (CKWD-QP-GSD-004)

Risk & Opportunities Control Procedure (CKWD-QP-ISO-001)

9.2 Internal Audit

Internal Audit is planned to implement, verify and to determine the effective implementation of the Quality Management System. To continuously improve the documented procedures for the performance

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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, an audit is to be conducted within the organization at least twice a year or as need arises depending on the implementation of the QMS to measure the effectiveness of the established quality management system.

The ISO Facilitator shall select and train the lead auditor and auditors, quality team, that shall maintain the record of certifying auditor qualification. The auditors of CITY OF KORONADAL WATER DISTRICT must have attended and completed the internal auditing training course conducted by a qualified trainer.

The ISO Facilitator 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. The ISO Facilitator shall approve the Detailed Audit Itinerary.

The auditor shall conduct the verification and investigation on the basis of the objective evidence to the specified requirement and record on the checklist. The auditor shall record and summarize the audit contents and the non-conformances found during the audit based on the checklist, documented Quality Management System and ISO standard.


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.

After the audit team meeting, the lead auditor shall hold the closing meeting and present the audit results to ensure that these are understood and accepted by the audited section. The auditor shall verify the closing of the non-conformance based on the committed implementation date in the CAR.

The ISO Facilitator shall verify effectiveness of the action taken and report it to the General Manager. The report shall be presented during the management review meeting.

Auditors are required to participate for at least twice (2) a year. If the auditor is inactive and is not participating during audits, the auditor is required to undergo re-qualification process before being reactivated to join the audit team.

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Reference:

ISO 9001:2015 Clause 9.2 Internal Audit

Internal Audit Procedure (CKWD-QP-ISO-005)

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

Control of Nonconforming Services Procedure (CKWD-QP-ISO-004)

9.3 Management Review


Management Review is established to effectively manage the conduct of a Quality Management Review System to check and ensure the effectiveness and suitability of the quality management system being implemented by the entire CITY OF KORONADAL WATER DISTRICT.

The review shall be done twice a year. This shall be undertaken in accordance with the management review procedure.

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:

- ✚ The status of actions from previous management reviews
- ✚ Changes in External and internal issues that are relevant to the QMS, Needs and expectations of interested parties, QMS Policy and QMS Objectives
- ✚ 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
- ✚ Adequacy of Resources
- ✚ Relevant communications from interested parties, including complaints
- ✚ The effectiveness of actions taken to address risks and opportunities
- ✚ Opportunities for improvement

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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 the case, the committee meeting can only be held if the General Manager has reviewed and approved it.

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.

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.

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

Reference:

ISO 9001:2015 Clause 9.3 Management Review
 Management Review Procedure (CKWD-QP-ISO-002)


10.0 IMPROVEMENT

10.1 Nonconformity and Corrective Action

Corrective Action Procedure was established to investigate and determine the causes of the problems and nonconformities (including complaints) occurring to all quality assurance stages such as in dealing with external providers, monitoring, measurement, production process, customer complaints, internal and external audit and any system improvement processes of CITY OF KORONADAL WATER DISTRICT. This procedure also involves the process of taking the follow-up activities to prevent and eliminate recurrence of the nonconformance or problems encountered.

The prepared CAR shall be reviewed by the requesting section head and the CAR form shall be forwarded to MR for approval before recording in CAR Control Register.

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The CAR No. shall be given by the DCC and the original copy of the CAR shall be sent to the concerned department/division/section after recording it in the CAR Control Register. Upon closing the CAR, the original copy shall be sent to the DCC while the duplicate shall be disposed.

The effectiveness of the action taken shall be closed after two (2) months of implementation to determine if the established corrective action is suitable and verify if it is continuously being implemented.

The ISO Facilitator shall be responsible for finding 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 (CKWD-QP-ISO-003)
- Control of Nonconforming Services Procedure (CKWD-QP-ISO-004)
- Handling Customer Complaints Procedure (CKWD-QP-COMD-003)


10.2 Continual Improvement

The CITY OF KORONADAL WATER DISTRICT determines areas for improvement based on the results of analysis and evaluation of data, review outputs of the Management Review and the Risks and Opportunities determined during the planning stage.

Reference:

- ISO 9001:2015 Clause 10.1 General
- ISO 9001:2015 Clause 10.3 Continual Improvement
- Corrective Action Procedure (CKWD-QP-ISO-003)
- Management Review Procedure (CKWD-QP-ISO-002)

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11.0 **ATTACHMENT 1: QUALITY POLICY**

Strategic Direction

VISION

A progressive self-sustaining provider of sufficient potable water supply and quality service in the City of Koronadal.

MISSION

As a public utility firm, CKWD is committed to promote the well-being of the people of Koronadal through effective and efficient delivery of potable and sustainable water supply, better quality and responsive services, utilization of modern technology, enhancement of its human resource capability and the transformation of the district into one of the most progressive and viable water district in the Province of South Cotabato.

QUALITY POLICY

With the commitment to provide high-quality water services at all times to the public and maintain quality of service and consistency in its operation, we in the CITY OF KORONADAL WATER DISTRICT, a water service provider shall adopt and adhere to the following principles:

1. We conscientiously adhere to our service standards and strive for excellence in our operational efficiencies in customer service.
2. Compliance to all applicable statutory and legal requirements.
3. Well-balanced communication to all our employees and stakeholders.
4. Engage competent personnel and provide continuous personnel training and development
5. Consistently implement all the controls identified in all our processes.
6. We adapt new systems and procedures for continuous efficiency and innovative services.
7. Regularly review the performance of our Quality Management System and the result will be one of the inputs to continual improvement.

Approved by:

MR. REY J. VARGAS

General Manager

ATTACHMENT 2: BUSINESS PROCESS

ATTACHMENT 3: ORGANIZATIONAL STRUCTURE

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