



Activity: 2017 First Management Review

Venue: CKWD Board Room

Date: June 13, 2017

Time Started: 1:30 PM

Ended: 3:00 PM

I. Attendance

The Management Review was participated by 9 key officials of the City of Koronadal Water District.

- | | |
|----------------------------------|---|
| 1. Rey J. Vargas | -General Manager B |
| 2. Ma. Lourdes G. Solatorio | -Department Manager B, Admin and General Services |
| 3. Josephine J. Cosep | -Division Manager B, Accounting, Budget And Cash Management |
| 4. Genelyn E. Caballo | -OIC Division Manager, Customer Accounts and Services |
| 5. Engr. Dionisio B. Duragos Jr. | -OIC Division Manager, Engineering and Operations |
| 6. Engr. Jonathan Q. Gadayan | -Supervising Engineer A, Planning |
| 7. Eduardo A. Panes Jr. | -Water Maintenance General Foreman |
| 8. Amy P. Aguirre | -Division Manager B, Human Resources |
| 9. Engr. Milborn Nombre | -Supervising Engineer A, Construction and Maintenance |

II. Agenda

1. Overview of the Management Review
2. Customer Services Issues and Concerns

Review Proper:

The meeting was called to order and presided by GM Rey J. Vargas.

1. Ms. Genelyn E. Caballo, gave a general overview of the management review. She said that the 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 CKWD.

She also added that the review shall be conducted twice a year.

2. As the OIC Division Manager for Customer Accounts and Services Division, she presented Frontline Concerns for review and emphasized the following:
 - a) Quality Performance Indices
 - b) Promptness of service to clients
 - c) Surveys/Questionnaires to clients
 - d) Customer Feedback Form
 - e) Rating coming from the clients

Mr. Ed Panes, Water Maintenance General Foreman then suggested to focus more on the Complaints and Service Requests that the office is receiving every day. GM Vargas then agreed and also said that in order to address the complaints, there

must be an outright response every time there will be complaints and service requests.

DM Ma. Lourdes G. Solatorio then suggested improving monitoring strategies on the complaints and service requests if each has been addressed properly to avoid recurrence of complaints.

Ms. Caballo then said that currently, the CASD is improving its strategies and tasks are delegated to CASD personnel. GM Vargas also suggested to have time bounded strategies on monitoring and installation of service connections.

Ms. Amy Aguirre, Division Manager for Human Resources also suggested to intensify the use of feedback forms in the frontline service.

After thorough discussion, management has agreed for the following improvements to encourage concessionaires in filling up the feedback forms:

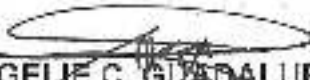
1. Paper Quality- the management agreed that in order to encourage concessionaires, paper quality of the form should be improved.
2. Creative Feedback Form- the CASD can also utilize personnel from different divisions to assist in the lay-out and design of the feedback form.
3. Shorter Feedback Form- So concessionaires will not find longer time to answer the form.

Furthermore, it was also agreed by the body to have the random survey forms distribution to concessionaires but, management will still identify as to how many times a year it will conduct random survey form distribution. Out of the survey, a report will be generated and CASD will recommend courses of actions to the management.

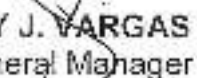
DM Solatorio also suggested to transfer the feedback/suggestion box from front desk to the Guardhouse, where concessionaires can easily see, and so answering will be more convenient for them.

With no other matters to discuss, meeting was adjourned at 3:00 PM.

Prepared by:


ANGELIE C. GUADALUPE
Secretary A

Attested by:


REY J. VARGAS
General Manager B



Activity: 2017 Second Management Review
Venue: CKWD Board Room
Date: December 4, 2017
Time Started: 10:30 AM
Ended: 12:00 NN

I. Attendance

The Management Review was participated by 9 key officials of the City of Koronadal Water District.

- | | |
|----------------------------------|---|
| 1. Rey J. Vargas | -General Manager B |
| 2. Ma. Lourdes G. Solatorio | -Department Manager B. Admin and General Services |
| 3. Josephine J. Cosep | -Division Manager B, Accounting, Budget And Cash Management |
| 4. Genelyn E. Caballo | -OIC Division Manager, Customer Accounts and Services |
| 5. Engr. Dionisio B. Duragos Jr. | -OIC Division Manager. Engineering and Operations |
| 6. Engr. Jonathan Q. Gadayan | -Supervising Engineer A, Planning |
| 7. Eduardo A. Panes Jr. | -Water Maintenance General Foreman |
| 8. Amy P. Aguirre | -Division Manager B, Human Resources |
| 9. Engr. Milborn Nombre | -Supervising Engineer A, Construction and Maintenance |

II. Agenda

1. Management Review on Adequacy of CKWD Resources

Review Proper:

The meeting was called to order and presided by GM Rey J. Vargas.

Ms. Ma. Lourdes G. Solatorio presented to the body that in continuation of the Management Review held last June 13, 2017, she will be presenting the proposed improvement strategies of Admin and General Services for more adequate CKWD Resources.

She said that the queuing machine has been requested for the convenient use of the concessionaires during payment and complaints. She also added that there are proposed additional CCTV installation for CKWD Stockyard and pumping stations to be implemented for the year 2018.

For transportation concerns on the other hand, DM Solatorio added that 5 motor vehicles were already approved by the LWUA and the Department of Budget and Management, and were set for bidding this December 2017. However, for the four wheel vehicle requested, approval is yet to be issued by the Department of Public Works and Highways (DPWH) and it is expected to be purchased in the 1st quarter of 2018.

Furthermore, she also said that additional motor vehicles were also included in the budget for 2018.

For Additional human resources, DM Aguirre also said that she will inquire to the Department of Budget and Management if it is possible to include meter readers in the Index of Occupational Services, since no plantilla item is yet available for them.


Management also agreed hiring the following additional personnel;

1. Additional staff for storekeeping
2. Motorpool staff for vehicles


GM Vargas also suggested activating personnel lockers for field workers and demolition of Garage Comfort Room to give space for additional parking of increasing number of CKWD vehicles.

With no other matters to discuss, meeting was adjourned at 3:00 PM.

Prepared by:


ANGELIE C. GUADALUPE
Secretary A

Attested by:


REY J. VARGAS
General Manager B



CERTIFICATION

This is to certify that the City of Koronadal Water District has conducted a Management Review in relation to its Quality Management System Implementation on June 13, and December 4, 2017 at CKWD Board Room, City of Koronadal Water District, Koronadal City.

This certification is issued in compliance with the requirement of the Agency Transparency Seal for the year 2017.

Issued this 18th day of December 2017 at City of Koronadal South Cotabato.

REY J. VARGAS
General Manager B