



**MINUTES OF THE MANAGEMENT REVIEW OF SANTA MARIA WATER DISTRICT (SMWD)
HELD AT THE PEPPER'S GRILL, BAGBAGUIN, SANTA MARIA, BULACAN ON DECEMBER 13, 2017
AT 10:00 IN THE MORNING**

PRESENT:

DIR. TEODORA J. CATIIS	-	Board of Director
DIR. AMELIA S. DE JESUS	-	Board of Director
MOANA MARIE M. AGUPITAN	-	Minutes and Agenda Officer
ENGR. CARLOS N. SANTOS, JR.	-	General Manager
YUMI MAKEL J. ADIRANO	-	Secretary
JOVITA I. DALMACIO	-	Department Manager B
ENGR. EMMANUEL ENRICO A. DE VERA	-	Department Manager B
SARA JANE P. STA. ANA	-	Records Assistant
MIMIS KAY D. DAYANDAYAN	-	Management Information Analyst
CHARITO S. FERNANDO	-	Procurement Analyst B
JAY FEE D. DEL ROSARIO	-	Senior Corporate Accountant C
RAQUEL D. ANTONIO	-	Internal Control Officer B
MARIA LEONORA S. ROMARATE	-	Administrative/General Services Officer A
GINABELLE G. DATOLAYTA	-	Utilities/Customer Services Officer A
MARY DIANA S. DELA CRUZ	-	Utilities/Customer Services Officer A
VIVIAN P. POLICARPIO	-	Utilities/Customer Services Assistant B
RAMON A. VILLAMIN, JR.	-	Utilities/Customer Services Assistant B
ENGR. ERMELO R. PEREZ	-	Senior Engineer A
ENGR. EDGARDO E. DELA TORRE, JR.	-	Senior Engineer A
ENGR. GERSON L. FRANCISCO	-	Senior Engineer A
ENGR. MARK ANTHONY I. TONGOL	-	Senior Engineer A

Determination of Order

A quorum was declared by the presiding officer

Call to Order

The meeting was called to order at 10:00 in the morning with GM Carlos N. Santos, Jr. presiding.

The Agendum for the day's meeting is the Management Review of the Santa Maria Water District (SMWD)



Santa Maria
WATER DISTRICT

MANAGEMENT REVIEW

AS PER REQUIREMENTS OF ISO 9001:2015 AND OUR COMPANY QMS, SMWD'S TOP MANAGEMENT AND ALL DIVISION/DEPARTMENT MANAGER CONDUCTED THE QMS MANAGEMENT REVIEW, IN CONSULTATION WITH THE SMWD EMPLOYEES. THIS IS BEING CARRIED OUT TAKING INTO ACCOUNT THE RESULTS OF THE INTERNAL AUDIT AS REQUIREMENT FOR THE THIRD PARTY AUDIT ON THE SCHEDULED DATE OF TUV RHEINLAND.

REVIEW INPUT

A) THE STATUS OF ACTIONS FROM PREVIOUS MANAGEMENT REVIEWS;

- FIRST MANAGEMENT REVIEW OF THE DISTRICT

B) CHANGES IN EXTERNAL AND INTERNAL ISSUES THAT ARE RELIABLE

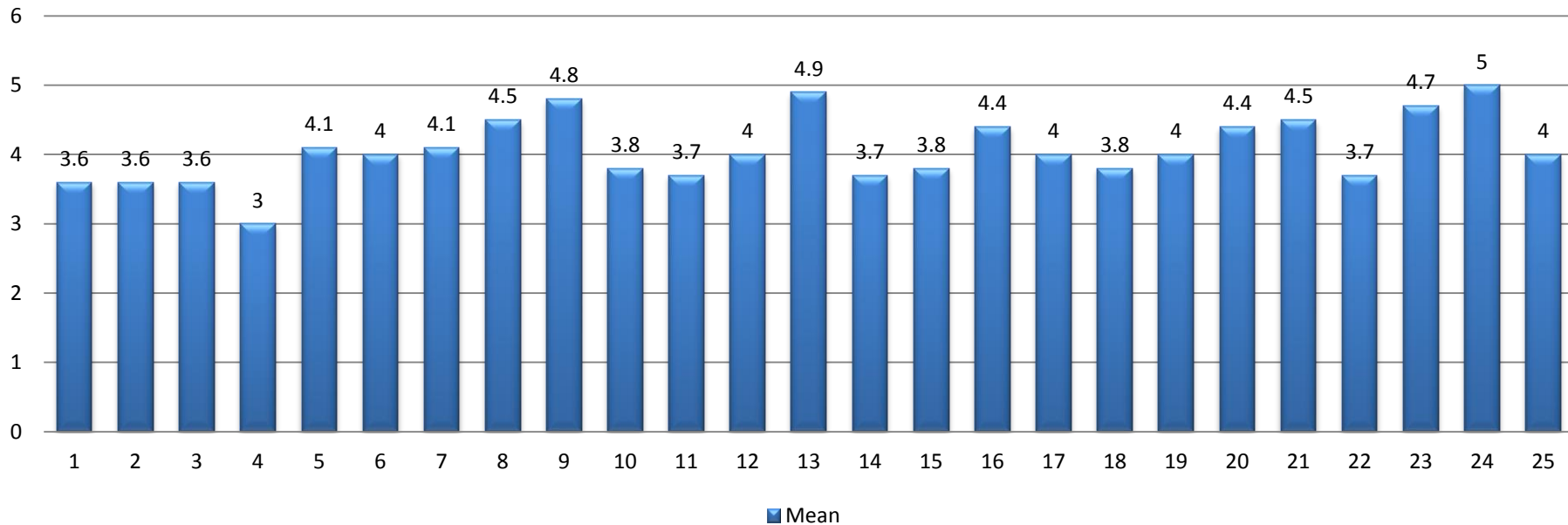
- INTERNAL AND EXTERNAL ISSUES WERE DISCUSSED AND IT WAS WRITTEN ON THE LIST OF EXTERNAL AND INTERNAL ISSUES. INTERNAL AND EXTERNAL ISSUES ARE WRITTEN UNDER SMWD'S CONTEXT OF THE ORGANIZATION THUS LISTING WAS ONLY CONDUCTED THIS YEAR. REVIEW AND UPDATING SHALL BE REFLECTED ON JANUARY 2018.

(PLEASE REFER TO THE CONTEXT OF THE ORGANIZATION)

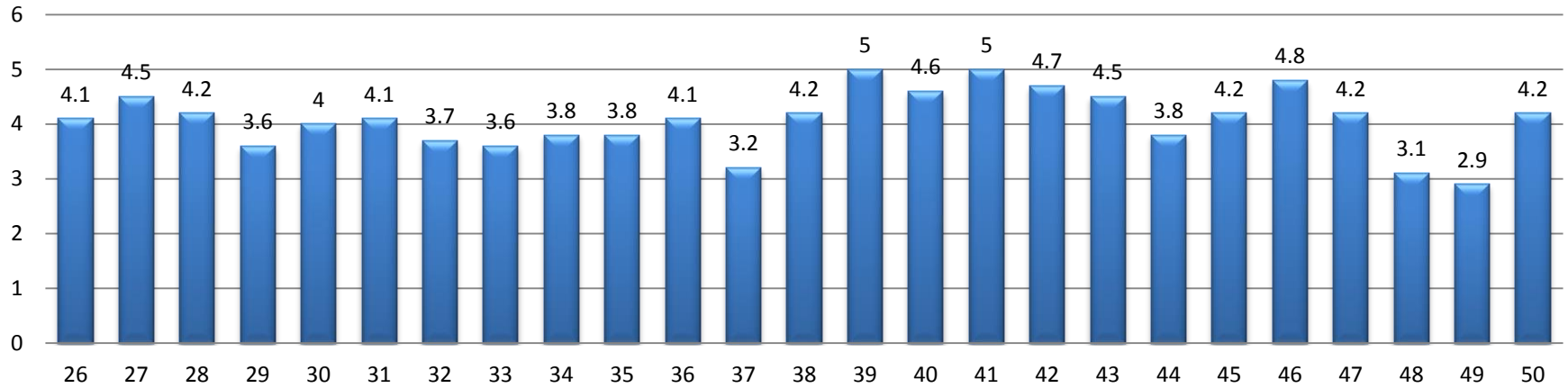
C) INFORMATION ON THE PERFORMANCE AND EFFECTIVENESS OF THE QUALITY MANAGEMENT SYSTEM, INCLUDING TRENDS IN:

1. EMPLOYEE'S SATISFACTION, CONCESSIONAIRE'S SATISFACTION AND FEEDBACK FROM RELEVANT INTERESTED PARTIES;

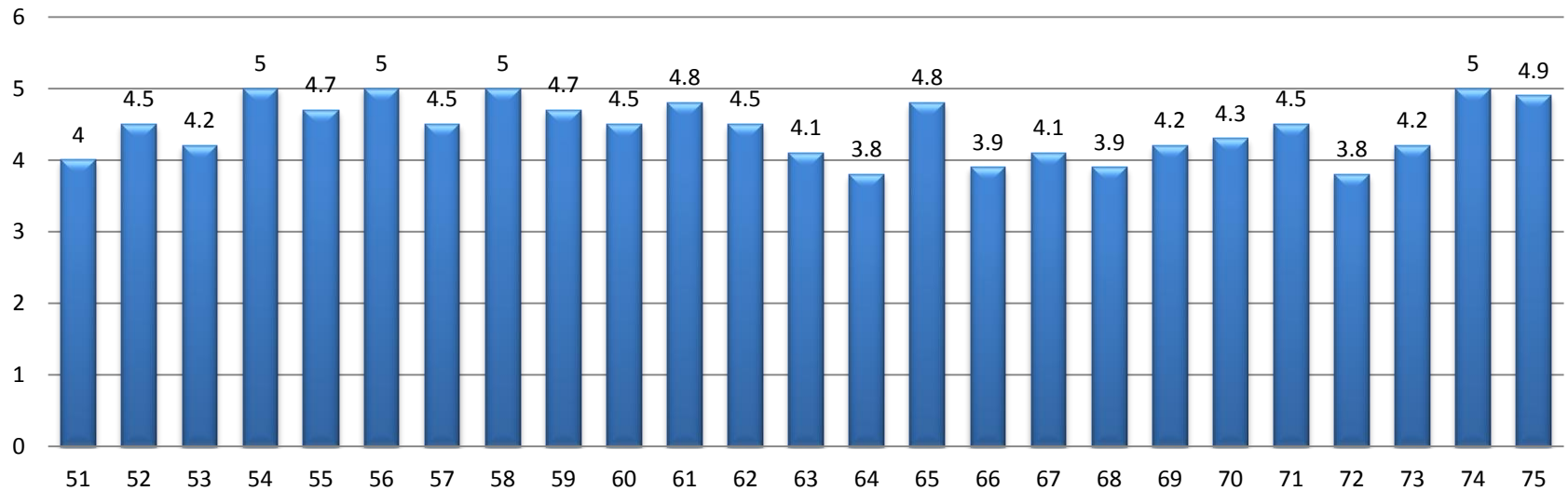
Employees 1-25



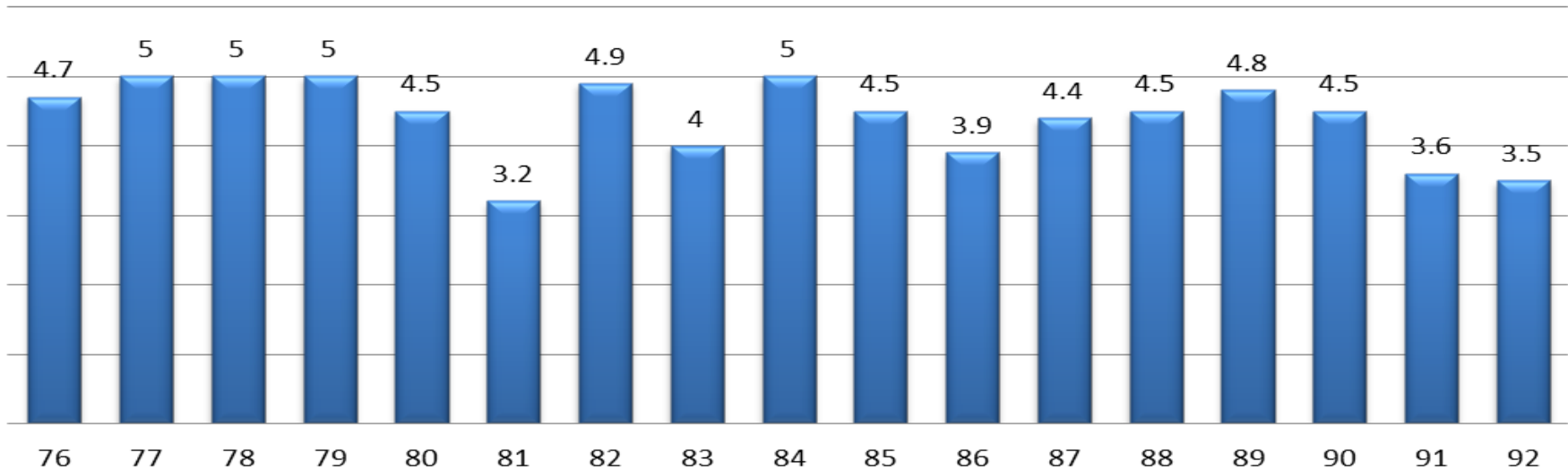
Employees 26-50



Employees 51-75



Employees 76-92



As for the result of the Employees' Satisfaction Survey, the over-all mean is 4.4 which is equivalent to VERY GOOD. In general employees of the Santa Maria Water District are satisfied with the District's assistance and leadership.

2. THE EXTENT TO WHICH QUALITY OBJECTIVES HAVE BEEN MET;

THE DISTRICT PROVIDED THE DPCR AND IPCR WHICH INDICATE THE TARGET AND MEASURES OR THE OBJECTIVES WHICH IS ALIGNED WITH THE QUALITY POLICY WHICH IS COMMITMENT TO THE CUSTOMER AS WELL AS STATUTORY AND REGULATORY REQUIREMENTS OF THE DISTRICT. QUALITY OBJECTIVES/TARGETS WERE MONITORED EVERY SEMESTER AND THUS THROUGH EVALUATION, THE DISTRICT'S OBJECTIVES ARE BEING MET. (INCLUDE THE OVER-ALL SUMMARY OF DPCR AND IPCR)

SPMS RESULT JAN - JUN. 2017

No.	NAME OF EMPLOYEES				Department/Division	1st	Ave.	Rating
	LAST NAME	FIRST NAME	EXT.	MIDDLE NAME				
1	AGUPITAN	MOANA MARIE		MATEO	Administrative	✓	4.83	VS
2	ALFARO	REGINE		MARTINEZ	Finance	✓	4.83	VS
3	AÑONUEVO	FELICISIMO		ANORE	Water Resource	✓	4.50	VS
4	ANTONIO	RAQUEL		DIAZ	Finance	✓	4.53	VS
5	BORABO	DOMINADOR		RONCESVALLES	Engineering	✓	4.00	VS
6	BROZO	JESS ANN		NATIVIDAD	Customer Accounts	✓	4.50	VS
7	CANONoy	JULIE ANN		SANTOS	General Services	✓	4.11	VS
8	CASTILLO	MARILYN		NICOLAS	Customer Accounts	✓	4.63	VS
9	CATIIS	ROMEO		SARMIENTO	Construction and Maintenance	✓	4.50	VS
10	CONCEPCION	NONELA		VILLAS	Customer Accounts	✓	4.80	VS
11	COOPER	JANE		CASTILLO	Finance	✓	4.58	VS
12	CORDERO	RESTITUTO		GIMENO	Construction and Maintenance	✓	4.43	VS
13	CRUZ	CYRENE ANN		ROSILLAS	Customer Services	✓	4.75	VS
14	CRUZ	OSCAR	JR	EBGOS	Construction and Maintenance	✓	4.58	VS
15	DALMACIO	JOVITA		IGNACIO	DivisionPCR - Finance	✓	4.51	VS
16	DATOLAYTA	GINABELLE		GUERRERO	Customer Services	✓	4.36	VS

17	DAYANDAYAN	MIMIS KAY		DUMANDAN	Administrative	✓	4.63	VS
18	DE GUIA	ALBERTO		JOSE	Customer Services	✓	3.13	S
19	DE GUZMAN	MARIA LANDA		AQUINO	Finance	✓	4.70	VS
20	DE LOS SANTOS	JANINE MARIZ		SABAYBAY	General Services	✓	4.37	VS
21	DE VERA	EMMANUEL ENRICO		AURE	DivisionPCR - Engineering	✓	4.42	VS
22	DEL ROSARIO	JAY FEE		DE CASTRO	Finance	✓	4.17	VS
23	DELA CRUZ	MARY DIANA		SANTOS	Customer Accounts	✓	4.17	VS
24	DELA TORRE	EDGARDO	JR	EVANGELISTA	Construction and Maintenance	✓	4.52	VS
25	DIOQUINO	JESUS	JR	CANILAO	Construction and Maintenance	✓	4.50	VS
26	DOMINGO	GEORGE		BAUTISTA	General Services	✓	4.03	VS
27	ESTELA	JESSIE		DOKE	Construction and Maintenance	✓	4.50	VS
28	EVANGELISTA	DENNIS		NONO	Water Resource	✓	4.64	VS
29	FERNANDO	CHARITO		SANTOS	Administrative	✓	4.11	VS
30	FRANCISCO	GERSON		LIQUIGAN	Construction and Maintenance	✓	4.56	VS
31	FRANCISCO	MARIZ ANN		GUZMAN	Customer Accounts	✓	4.13	VS
32	GAVENIA	MOLLIE RUCZELLE		REGALA	Customer Accounts	✓	4.50	VS
33	GEMARINO	JOHN RAFAEL		FELICIANO	Construction and Maintenance	✓	4.57	VS
34	GERMAN	MARIA LOURDES		VILLACORTE	Finance	✓	4.65	VS
35	GIMENO	JERRY		AROGANCIA	Construction and Maintenance	✓	4.54	VS
36	GONZALES	DIANNE		TORRES	Customer Services	✓	4.56	VS
37	GRAVADOR	MARILOU		DELA CRUZ	Finance	✓	4.81	VS
38	GUEVARRA	BEN JAMES		CRUZ	Customer Services	✓	3.13	S

39	GUNITA	ANALYN		ABELLA	Finance	✓	4.79	VS
40	HALILI	RAMON		BARTOLOME	Engineering	✓	4.00	VS
41	HATE	VILMA		GUEVARRA	General Services	✓	4.20	VS
42	IGNACIO	FERNANDO		MARTIN	Customer Accounts	✓	4.17	VS
43	ILAWAN	JADE		IGNACIO	Customer Accounts	✓	4.67	VS
44	JOLIN	NEILMARK		MIGUEL	Engineering	✓	4.67	VS
45	JOSE	JASMIN		LEGASPI	Administrative	✓	4.33	VS
46	JUAN	DONNA MAE		FULGENCIO	Administrative	✓	4.57	VS
47	LAFUERZA	DENNIS		GIMENO	Water Resource	✓	4.63	VS
48	LAURENA	KRISSELE ANNE		DE JESUS	Finance	✓	4.80	VS
49	LAZARO	ENGELBERT		RAMOS	Water Resource	✓	4.71	VS
50	LLANOS	SOLITO		TIMBANG	Water Resource	✓	4.63	VS
51	LOPEZ	JEFFREY		NAZARENO	Customer Accounts	✓	3.92	S
52	LORENZO	ROEL		VENTURA	Construction and Maintenance	✓	4.50	VS
53	MACASAET	MARY DARLEY		EDA	Water Resource	✓	4.50	VS
54	MARIANO	ARIEL		NICOLAS	Water Resource	✓	4.50	VS
55	MARTILLANO	VIVIAN		MARIANO	Finance	✓	4.70	VS
56	MENDOZA	RICHARD		BRIOSO	Customer Accounts	✓	4.08	VS
57	MUNSAYAC	RODELIO		POLON	Engineering	✓	4.50	VS

59	PAGKANLUNGAN	DENNIS		JUAN	Customer Services	✓	3.13	S
60	PANGAN	RODEL		RAMIREZ	General Services	✓	4.25	VS
61	PANGAN	ROGELIO		DIZON	Engineering	✓	4.50	VS
62	PARROCHA	MARCO POLO		ANTONIO	Construction and Maintenance	✓	4.50	VS
63	PEREZ	ERMELO		REYES	Engineering	✓	4.39	VS
64	PISCO	PETRONILO		PAGADOR	Water Resource	✓	4.50	VS
65	POLICARPIO	VIVIAN		POLICARPIO	Customer Services	✓	4.63	VS
66	PORCIUNCULA	MARK LACKIE		DE JESUS	General Services	✓	4.27	VS
67	RAMIREZ	MARY JOYCE		QUETUA	Administrative	✓	4.63	VS
68	RESURRECCION	JERALD		SAN DIEGO	Construction and Maintenance	✓	4.50	VS
69	ROMARATE	GERALD		MONTEMAYOR	Construction and Maintenance	✓	4.58	VS
70	ROMARATE	MARIA LEONORA		SANTIAGO	General Services	✓	4.16	VS
71	ROSILLAS	ANGELO		GERMAR	General Services	✓	4.19	VS
72	SAGADAL	ARDEAN		BARON	Water Resource	✓	4.50	VS

73	SANTOS	DANILO		CRUZ	Engineering	✓	4.50	VS
74	SAZON	RANDY		SALENGA	Administrative	✓	3.83	S
75	STA. ANA	SARA JANE		PEREZ	Administrative	✓	4.05	VS
76	TOLENTINO	MICHAEL ANGELO		REGALA	Water Resource	✓	4.25	VS
77	TONGOL	MARK ANTHONY		IGNACIO	Water Resource	✓	4.56	VS
78	VALENCIA	GERARD		AINZA	Customer Accounts	✓	3.92	S
79	VELARDE	ROMEO		PEREZ	Customer Services	✓	3.13	S
80	VILLAMIN	RAMON	JR	ANTONIO	Customer Services	✓	3.10	S
81	VILLEGAS	MA FELISA		CAMACHO	Customer Accounts	✓	4.78	VS
82	ZAFE	JEMMA		BAESA	Customer Accounts	✓	4.79	VS

3) PROCESS PERFORMANCE AND CONFORMITY OF PRODUCTS AND SERVICES;

AS FOR PROCESS PERFORMANCE AND CONFORMITY OF PRODUCTS AND SERVICES, THERE ARE MORE NUMBER OF COMPLAINTS RECEIVED DUE TO LOW PRESSURE, NO WATER, TASTE OR ODOR, SANDY, HIGH PRESSURE AND DIRTY WATER. THESE WERE GIVEN REPORT BY THE COMMERCIAL DIVISION THUS CORRECTION AND CORRECTIVE ACTIONS WERE ISSUED IN ORDER TO ANALYSE THE NON-CONFORMING PRODUCT OF THE DISTRICT.

d) THE ADEQUACY OF RESOURCES;

- RESOURCES NEEDED BY SMWD WERE PROVIDED BY THE TOP MANAGEMENT SINCE ALL ARE INCLUDED IN THE 2017 BUDGET OF THE DISTRICT.

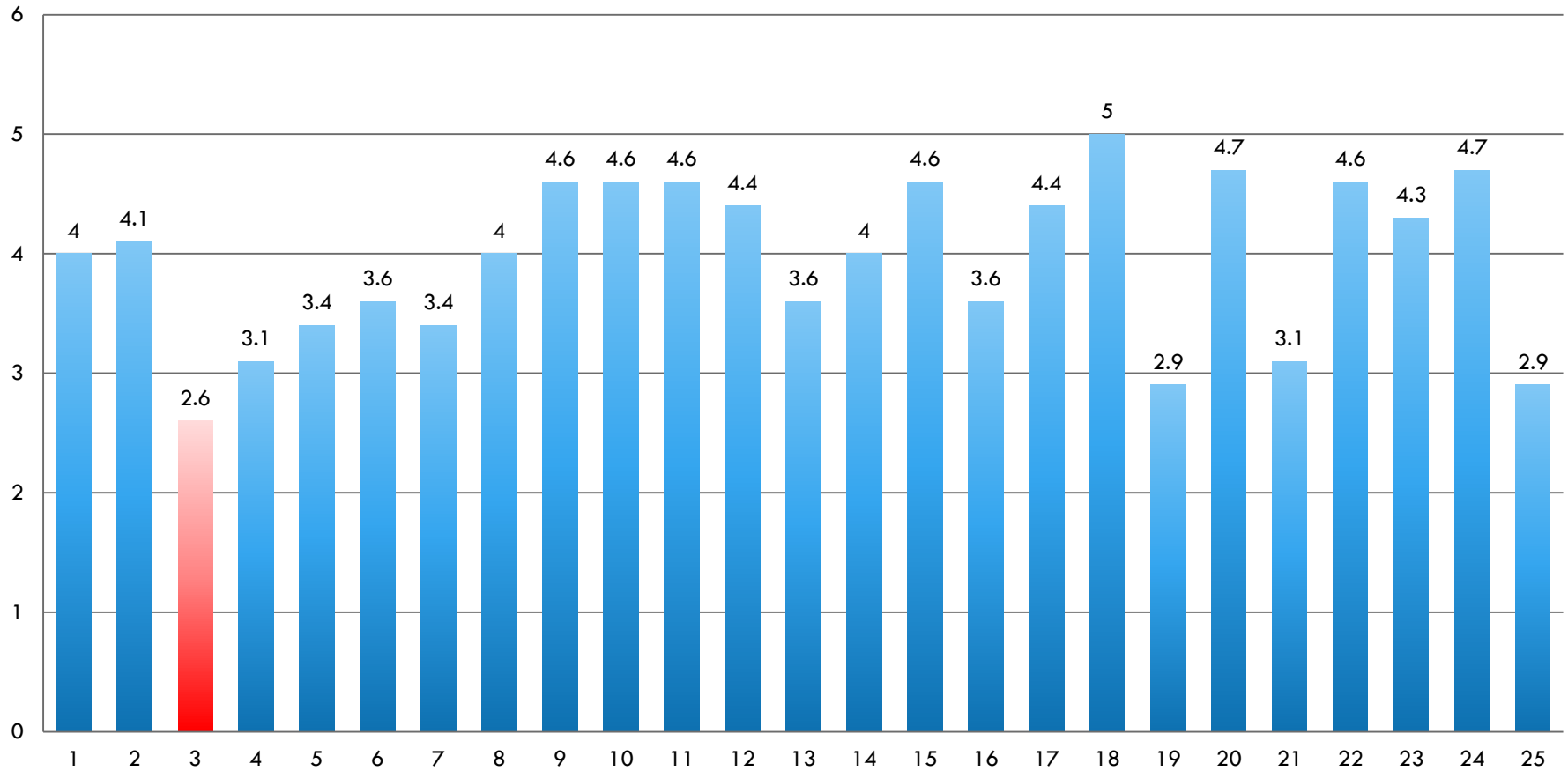
e) THE EFFECTIVENESS OF ACTIONS TAKEN TO ADDED RISKS AND OPPORTUNITIES;

- EVALUATION OF THE EFFECTIVENESS OF THE ADDED RISK AND OPPORTUNITIES SHALL BE REFLECTED ON THE NEXT MANAGEMENT REVIEW SINCE THIS IS THE FIRST IMPLEMENTATION OF THE RISK ASSESSMENT OF THE SMWD.

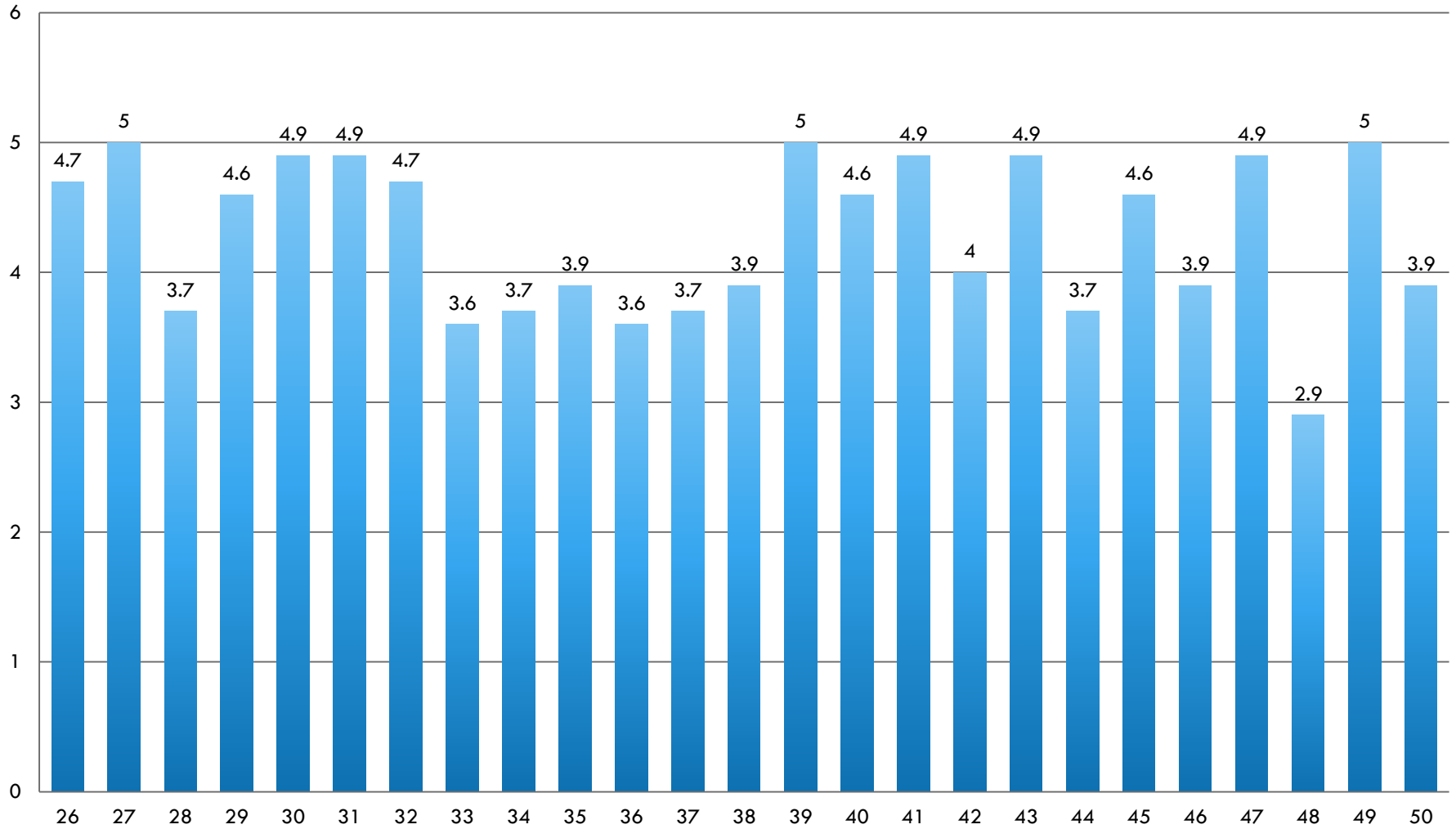
CONCESSIONAIRE'S EVALUATION 2017

Concessionaire's Survey

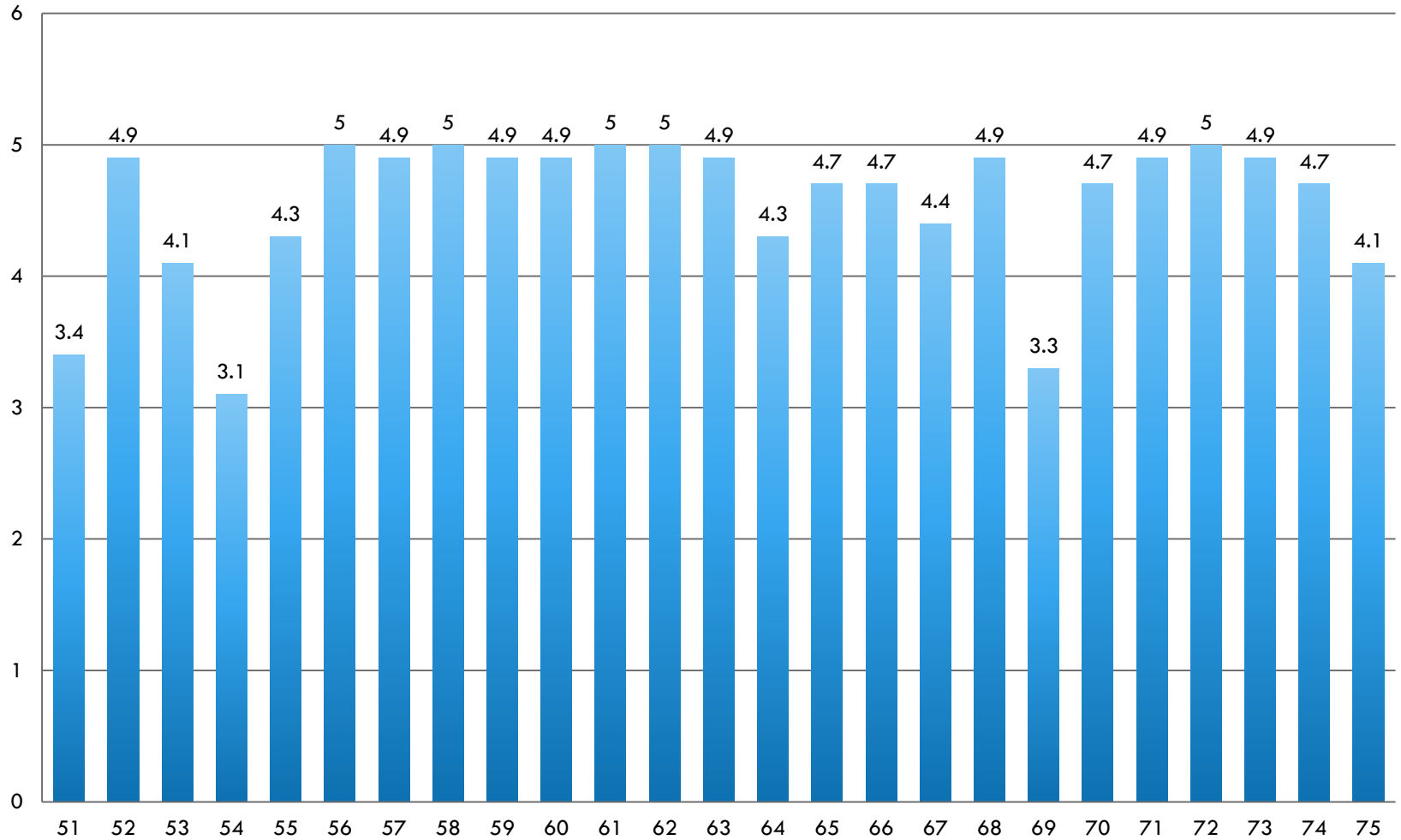
Concessionaires 1-25



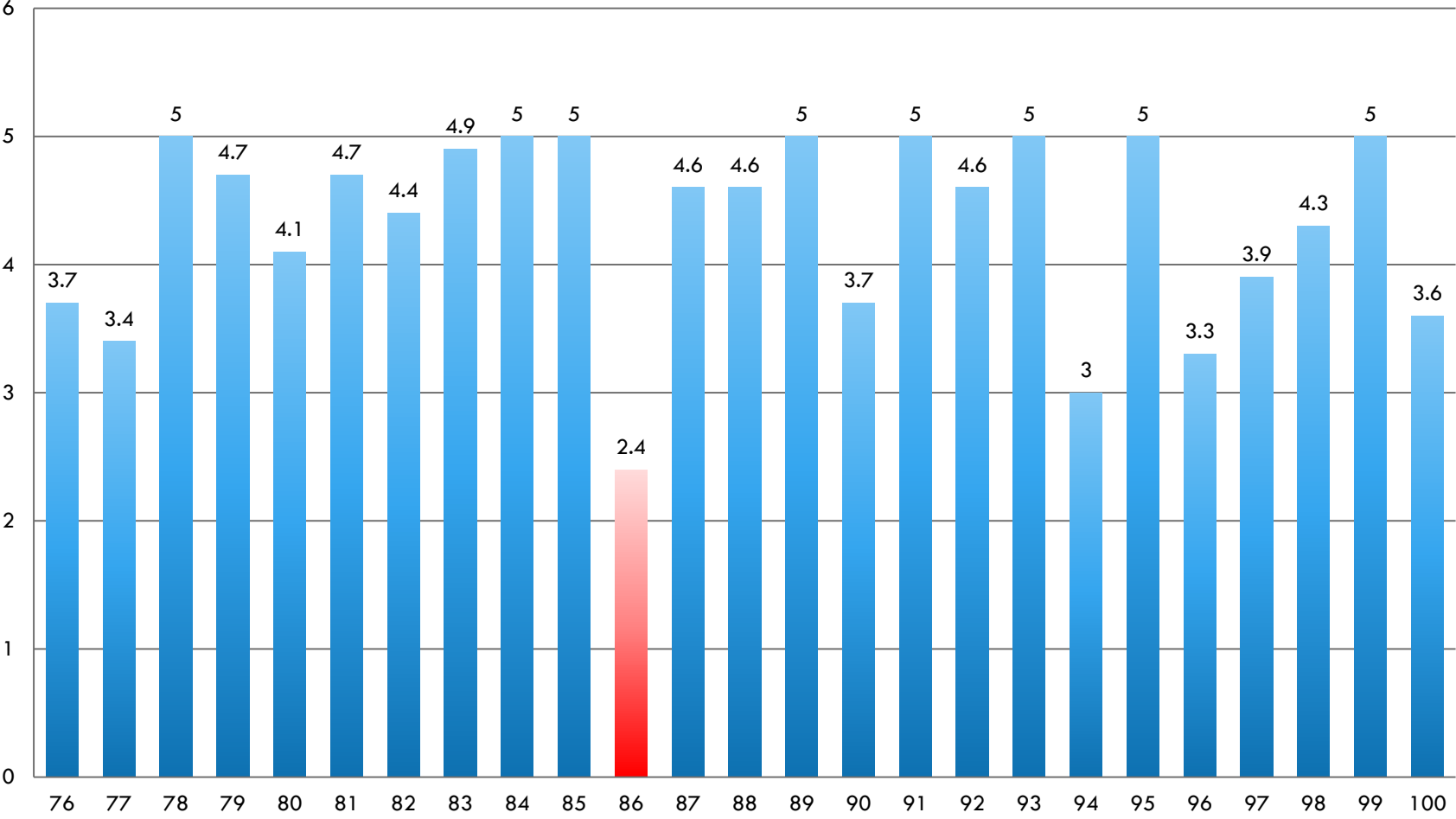
Concessionnaires 26-50



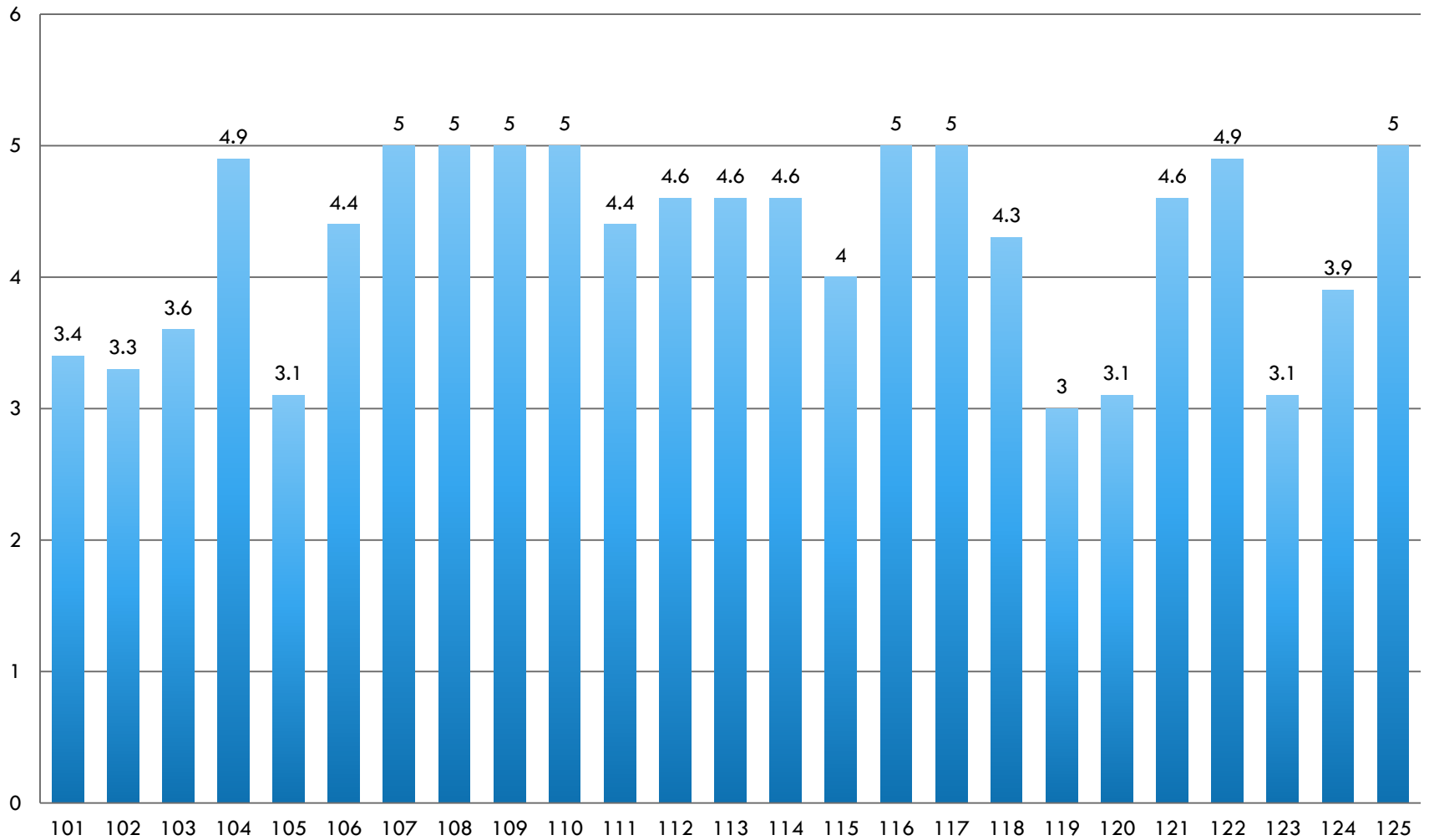
Concessionnaires 51-75



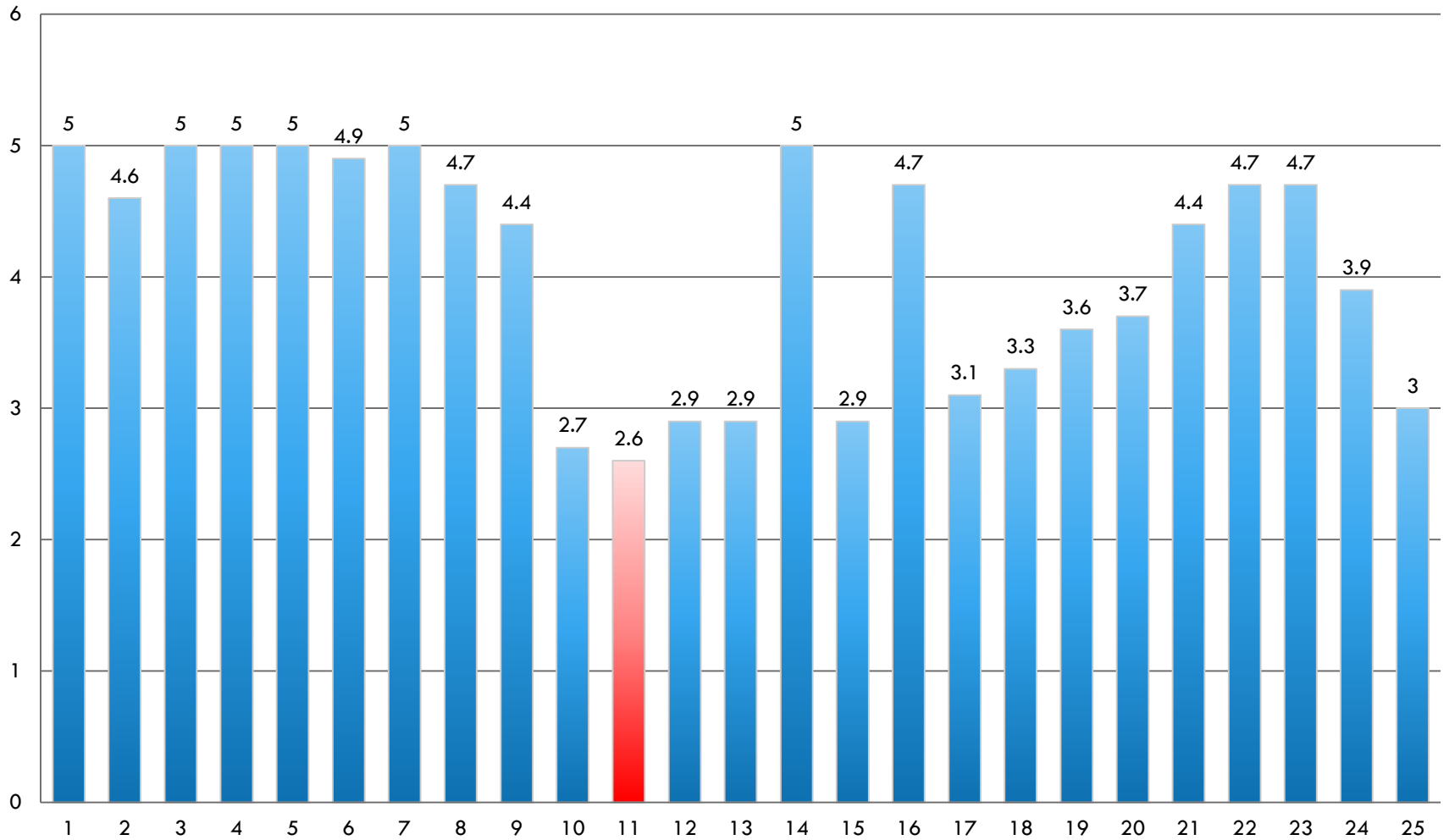
Concessionaires 76-100



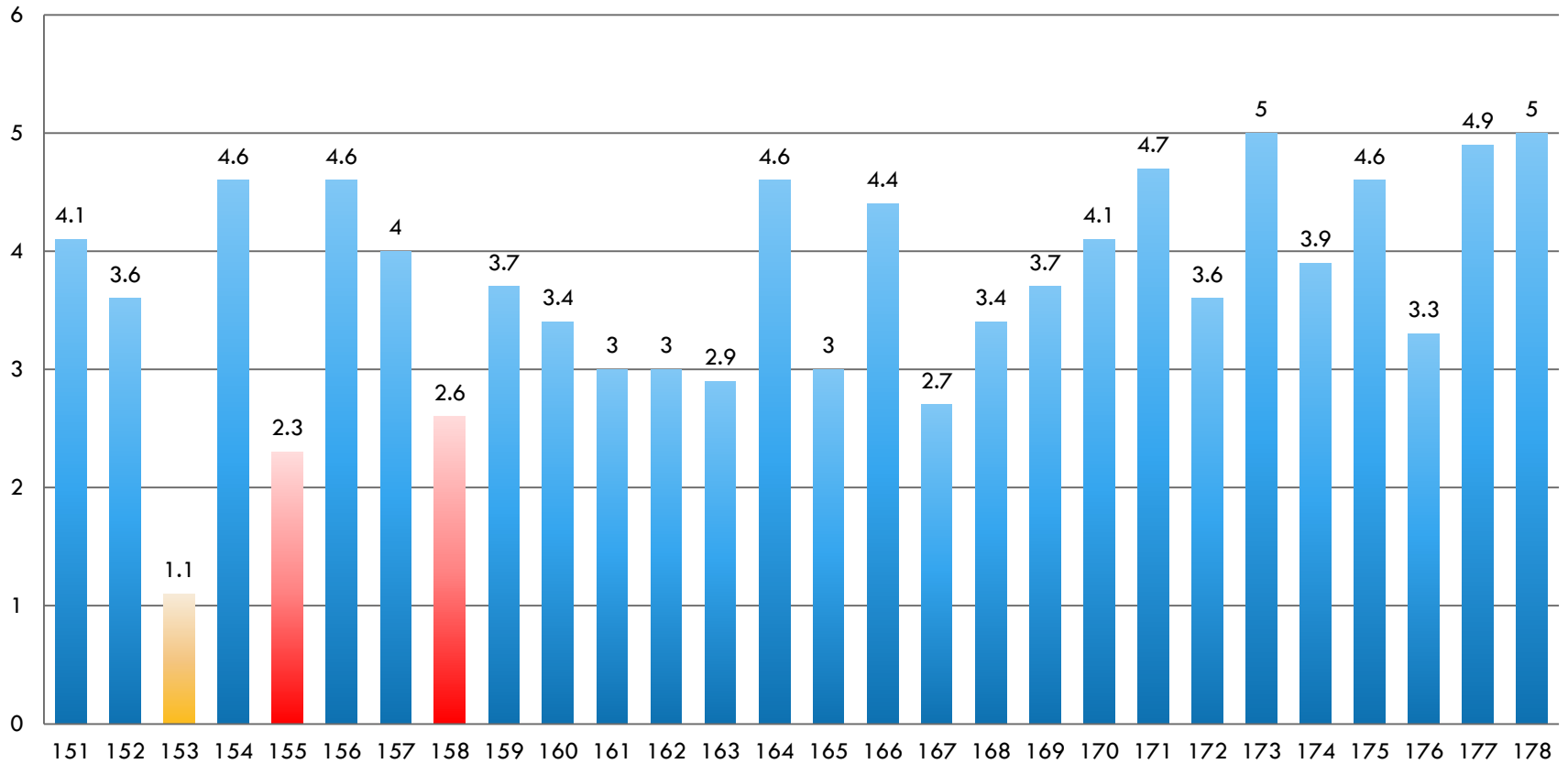
Concessionnaires 101-125



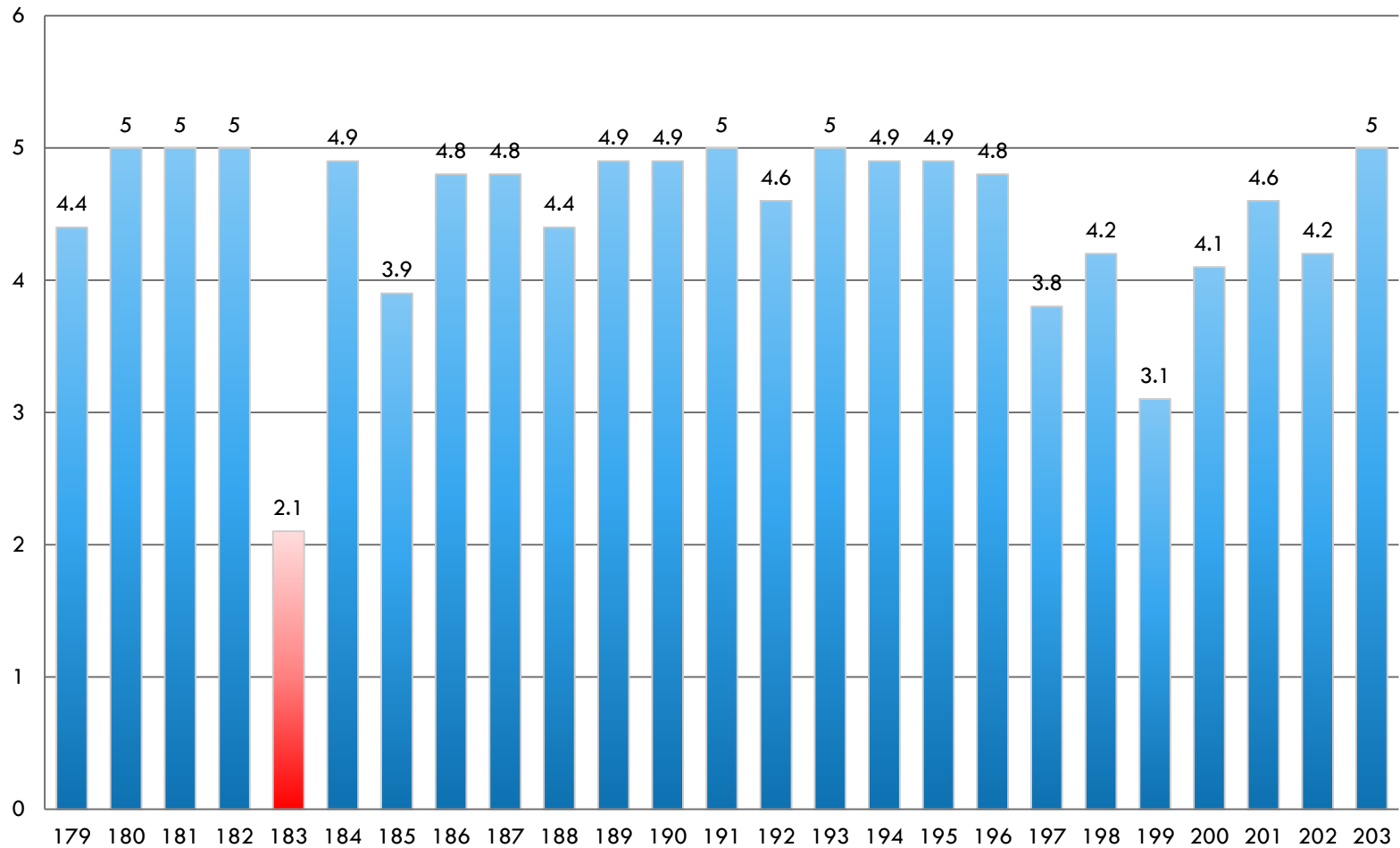
Concessionaires 126-150



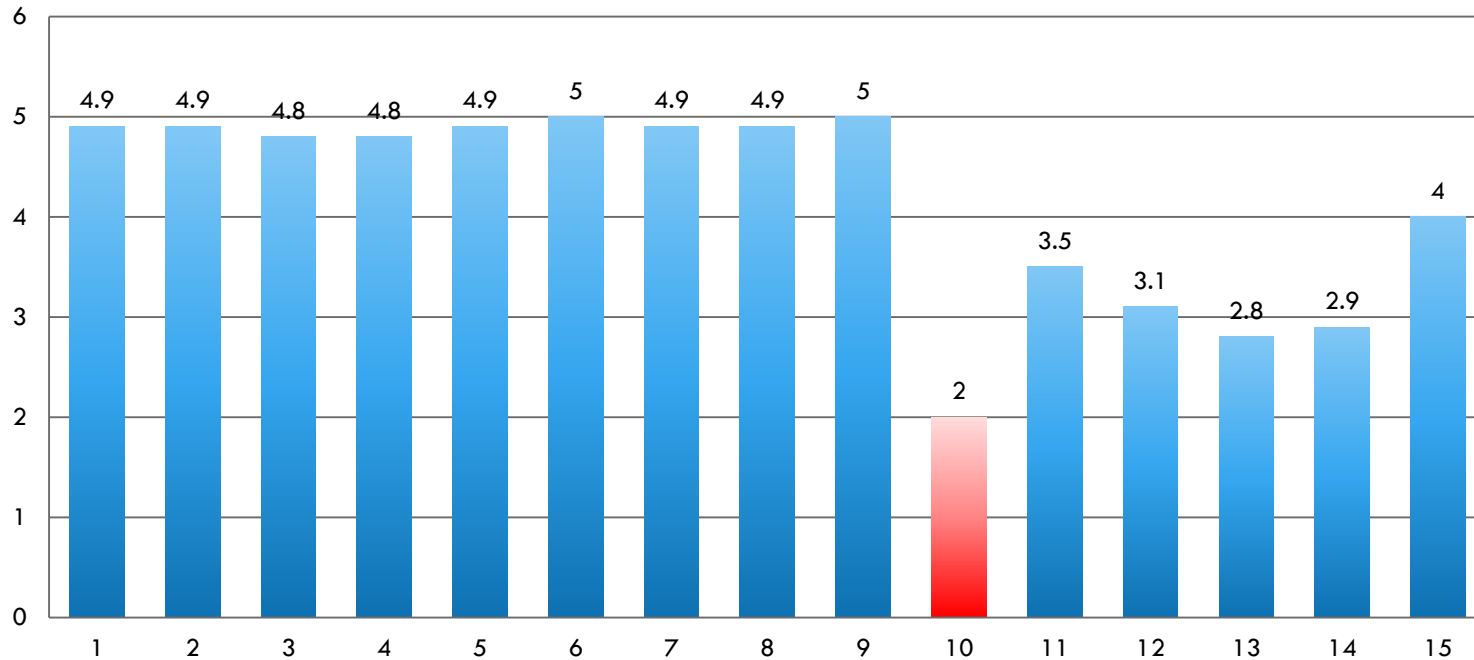
Concessionnaires 151-178



Concessionnaires 179-203



Concessionaires 204-218

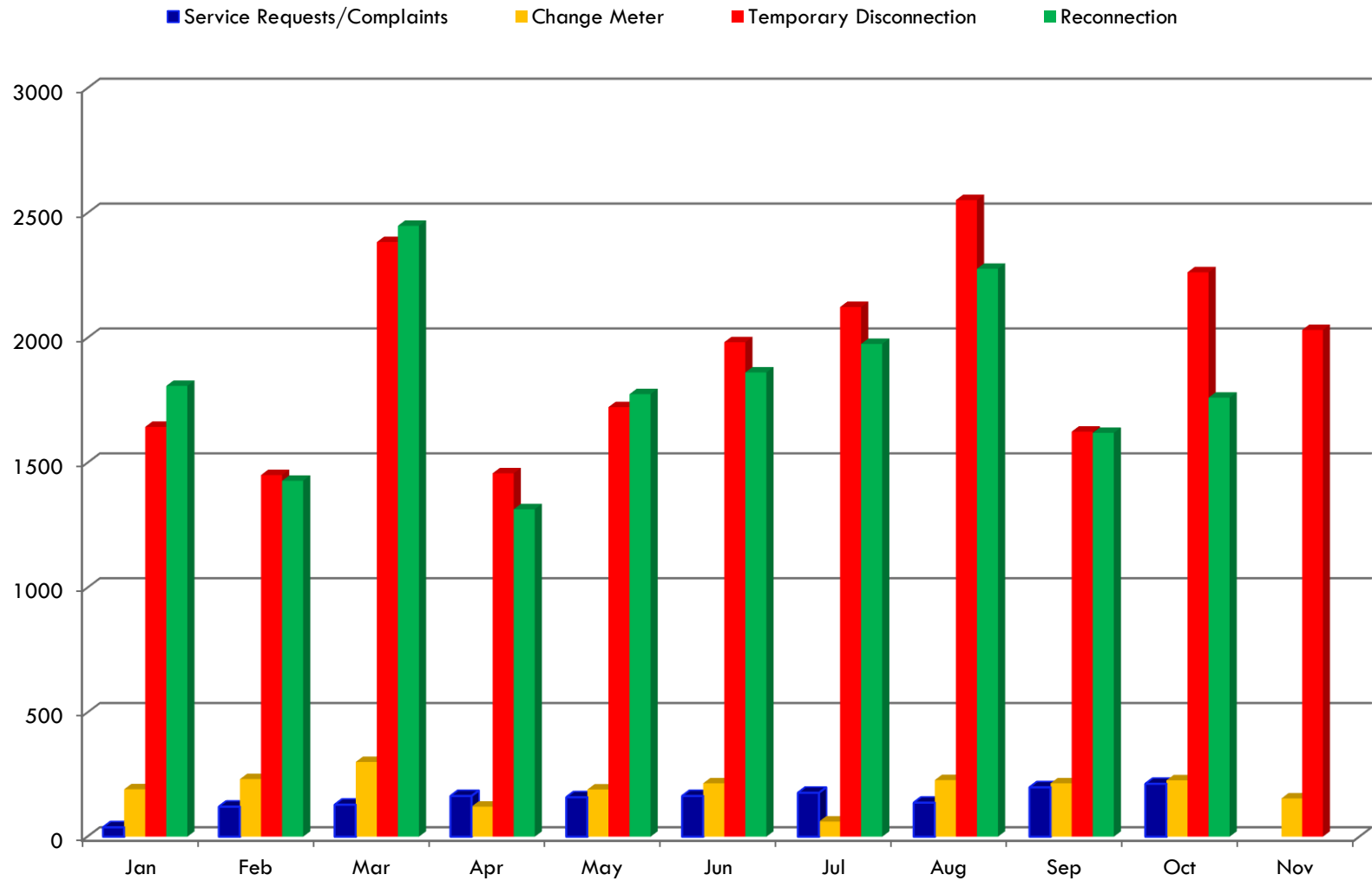


As for the result of the Concessionaires' Satisfaction Survey, the over-all mean is **4.2** which is equivalent to **VERY GOOD**.

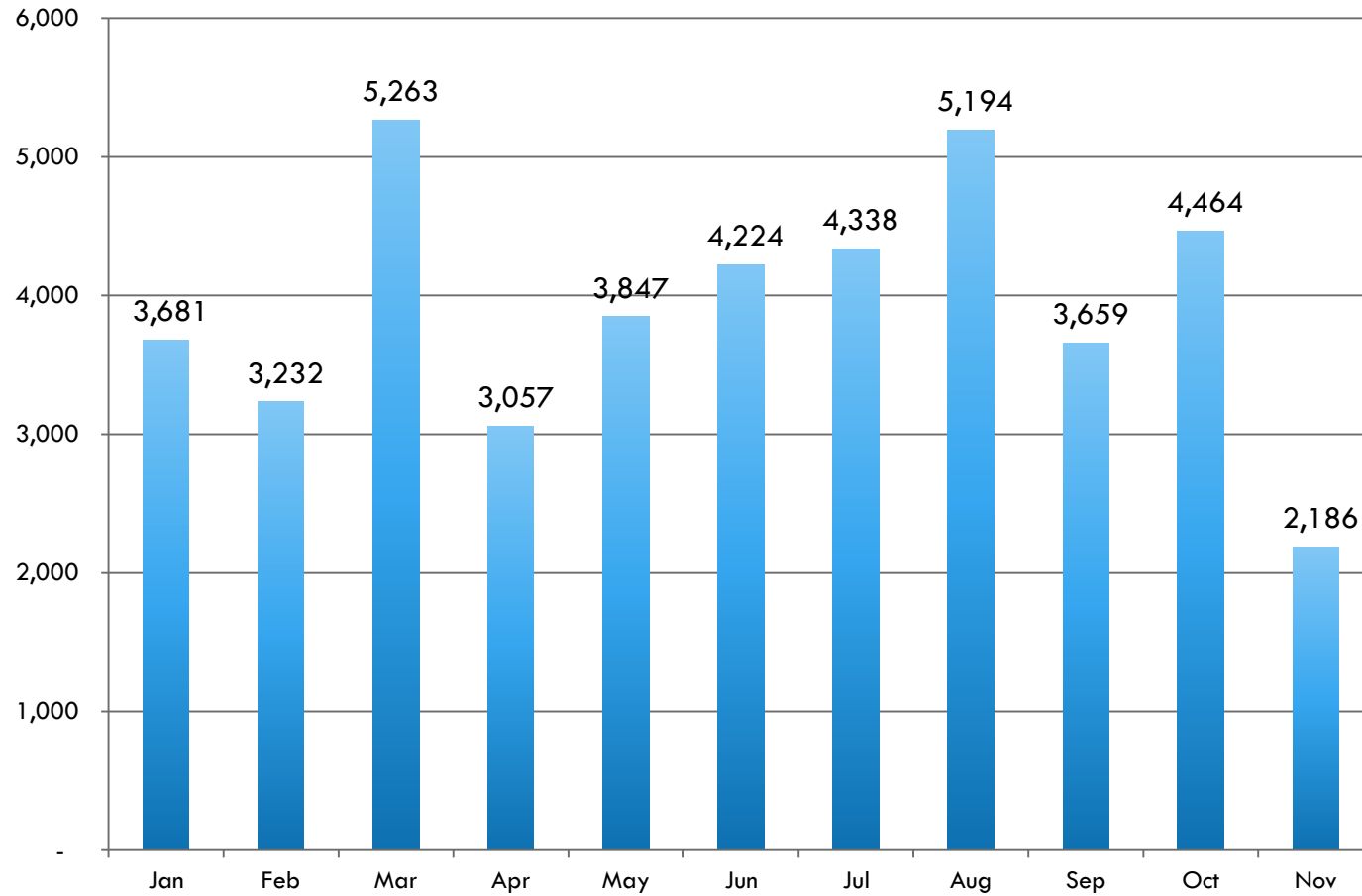
SERVICE REQUEST

Month	Repair	Service Requests/Complaints	Change Meter	Temporary Disconnection	Reconnection	Flushed Meters	Rearranged meters, others	Total
Jan		38	191	1644	1808			920
Feb		121	232	1451	1428			808
Mar		129	301	2384	2449			1316
Apr		164	121	1458	1314			764
May		159	190	1723	1775			962
Jun		164	215	1983	1862			1056
Jul		177	61	2124	1976			1085
Aug		137	228	2552	2277			1299
Sep		199	215	1625	1620			915
Oct		213	227	2263	1761			1116
Nov			154	2032				1093
Total		1501	2135	21239	18270	0	0	11,334

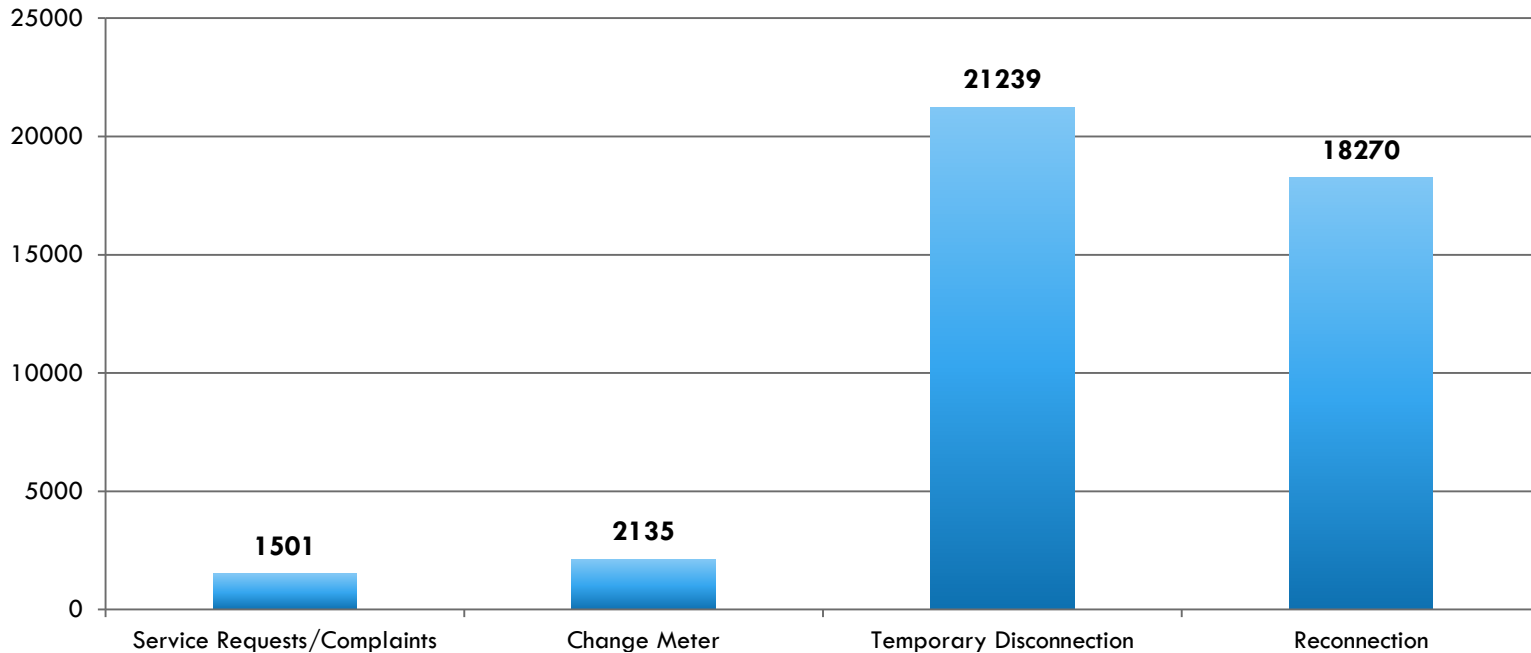
SERVICE REQUEST JAN-NOV. 2017



TOTAL MONTHLY SERVICE REQUEST 2017



Total Service Request

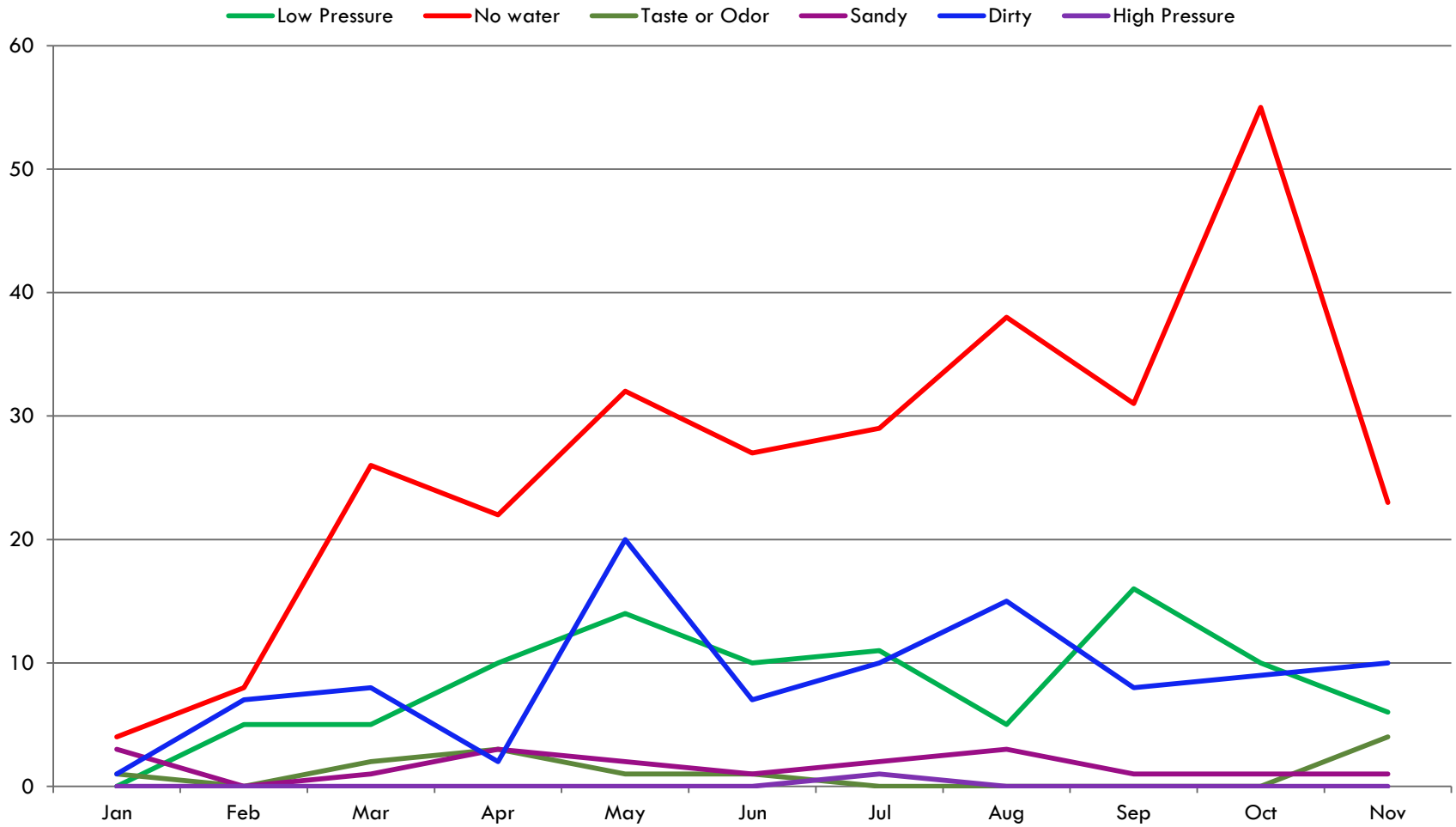


As for January to Nov. 2017, there was an average of 3, 922 on monthly service request pertaining to 4 areas such as Service Request/ Complaints, Change Meter, Temporary Disconnection and Reconnection.

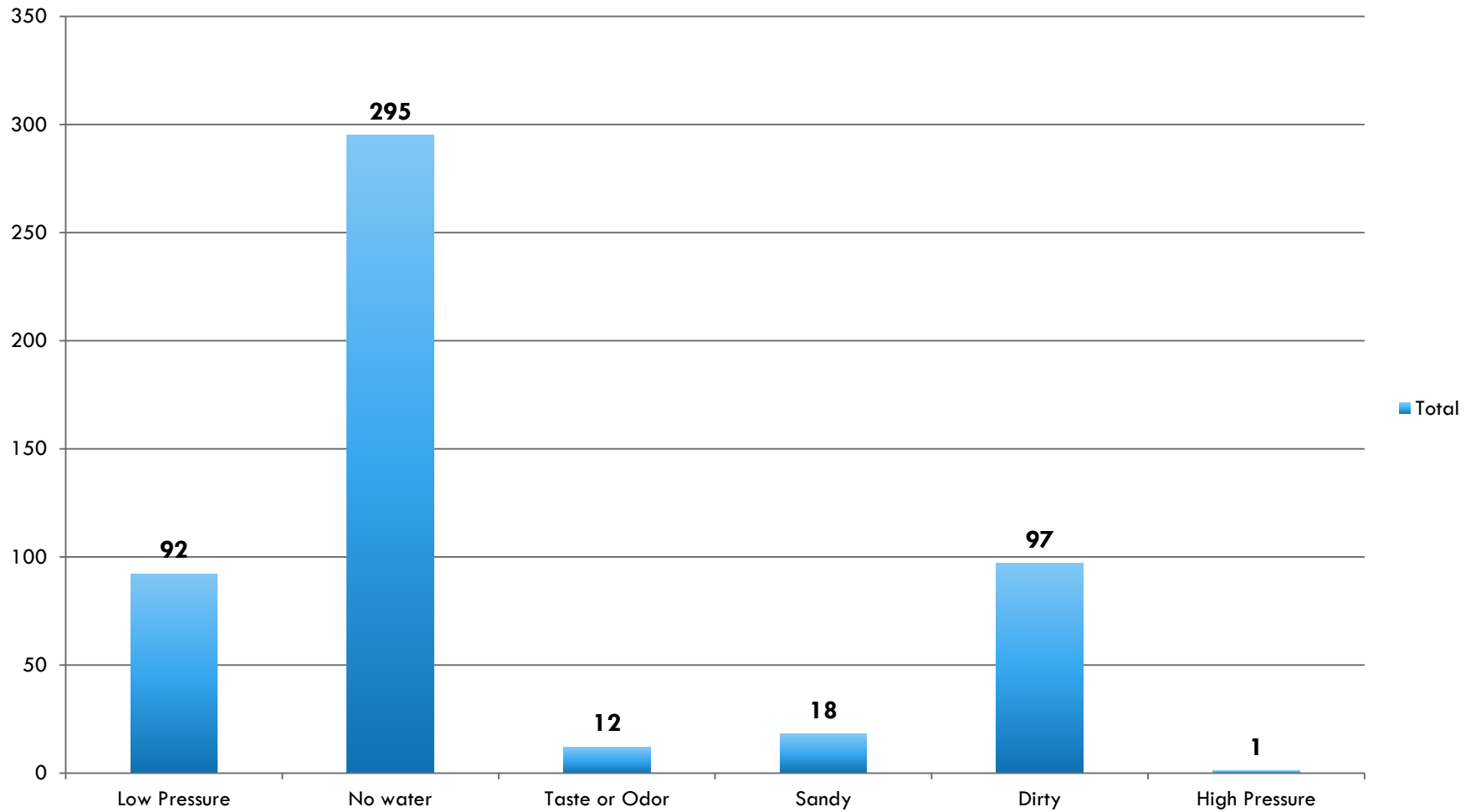
COMPLAINTS

Month	Low Pressure	No water	Taste or Odor	Sandy	Dirty	High Pressure	Total
Jan	0	4	1	3	1	0	9
Feb	5	8	0	0	7	0	20
Mar	5	26	2	1	8	0	42
Apr	10	22	3	3	2	0	40
May	14	32	1	2	20	0	69
Jun	10	27	1	1	7	0	46
Jul	11	29	0	2	10	1	53
Aug	5	38	0	3	15	0	61
Sep	16	31	0	1	8	0	56
Oct	10	55	0	1	9	0	75
Nov	6	23	4	1	10	0	44
Total	92	295	12	18	97	1	515

COMPLAINTS



Total Complaints





COLLECTION EFFICIENCY

Month	Collection Efficiency	NRW
January 2017	96.16%	8.59%
February 2017	97.14%	15.82%
March 2017	98.32%	11.06%
April 2017	98.21%	12.39%
May 2017	98.24%	5.29%
June 2017	98.04%	7.43%
July 2017	98.10%	8.09%
August 2017	98.18%	16.68%
September 2017	98.24%	12.58%
October 2017	98.42%	15.39%
Average	97.91%	11.33%

AVERAGE PER MONTH

AS FOR THE RESULT OF THE COLLECTION EFFICIENCY AND COLLECTION RATIO, IT SHOWS THAT THE DISTRICT MEETS THE REQUIREMENT OF LWUA OF MAINTAINING 90% ON COLLECTION EFFICIENCY. THE EFFORT OF THE DISTRICT IS COMMENDABLE IN MAINTAINING THE REQUIREMENTS OF LWUA. THIS HAVING AN AVERAGE OF 97.41% FOR COLLECTION EFFICIENCY AND 11.33% FOR THE NRW.



SUMMARY REPORT ON MICROBIOLOGICAL TEST

MICROBIOLOGICAL WATER TEST REPORT

Time of Collection	Source	Location	Result		
			*Total Coliform (MPN/100ml)	*Thermotolerant Coliform/E. Coli (MPN/100ml)	**HPC (CFU/mL)
12:55 PM	Deepwell	Ocampo, Wenceslao- 2201-11-064-I #1837 Hermogenes St. Km. 39, P. Buhangin	<1.1	<1.1	<1.1
1:32 PM	Deepwell	Mateo, Lamberto- 3601-11-011 #008 Brgy. Rd., Silangan	<1.1	<1.1	<1.1
1:45 PM	Deepwell	Inson, Maria_ 3302-11-071 #0763 L. dela torre, Mag-asawang Sapa	<1.1	<1.1	<1.1
2:15 PM	Deepwell	Sancha, Vilma- 0212-11-040 #0271A Calle Malabon, Cay Pombo	<1.1	<1.1	<1.1
2:35 PM	Deepwell	Eugenio, Reymundo-0205-11-082 #074 M. Tubig, Guyong	<1.1	<1.1	<1.1
11:40 AM	Deepwell	Avanceña, Ruel- 2804-11-113 #113 Sitio Putol, Bulac	<1.1	<1.1	<1.1
11:20 AM	Deepwell	Quimpo, Angeline-2404-11-019-F Calle 11 (Nat'l Rd.), Catmon	<1.1	<1.1	<1.1
10:55 AM	Deepwell	Ungria, Jeanne Paulette-0107-11-074 #1019 sitio Hulo (Alcantara St.) San Jose Patag	<1.1	<1.1	<1.1
11:55 AM	Deepwell	Eboña, Jeaneth-3404-11-101 #82A Gravador St., Balasing	<1.1	<1.1	1
1:59 PM	Deepwell	Dollentas, Eldie-2902-11-198 278 Barangay Rd., Caysio	<1.1	<1.1	<1.1
9:39 AM	Deepwell	Nabas, Justino-0506-11-133-A Mayumi St., Residences Subd., Sta.Cruz	<1.1	<1.1	<1.1
9:52 AM	Deepwell	Gilhang, Ma. Luisa-1604-11-028-J	<1.1	<1.1	<1.1

12:20 PM	Deepwell	Dyunco, Rosemarie-2702-11-090-2 #637 Kaypalong St., San Vicente	<1.1	<1.1	<1.1
10:32 AM	Deepwell	Ramirez, Elelie-1503-11-291 #291 Luwasan, Lalakhan	<1.1	<1.1	81
10:43 AM	Deepwell	Joaquin, Nestor-2002-11-166-A #210 Bundukan, Bagbaguin	<1.1	<1.1	<1.1
10:59 AM	Deepwell	Tamor, Amado-1905-11-021 #767 P.G. Salazar St., Sto.Tomas	<1.1	<1.1	<1.1
11:19 AM	Deepwell	Reyes, Teresita-2301-11-040 #092 Molave St., Mahabang Parang	<1.1	<1.1	<1.1
11:46 AM	Deepwell	Bangsil, Remigio-2502-11-144-O #342 Kamatis St., Tumana	<1.1	<1.1	<1.1
11:33 AM	Deepwell	Ortega, Arnulfo-3001-31-465 #0465 Dulo, Camangyanan	<1.1	<1.1	<1.1
12:40 PM	Deepwell	Dela Cruz, Wilfredo-2603-11-028-A #750 Nat'l Rd., Parada	<1.1	<1.1	<1.0
12:01 PM	Deepwell	Dela Cruz,Teodorico-3502-11-054 #0260 Sitio Central, Buenavista	<1.1	<1.1	<1.0
9:40 AM	Deepwell	Luna, Carmina-0402-11-073-A #060 C. ignacio St., (Dunkin Donuts), Poblaciobn	<1.1	<1.1	59
10:16 AM	Deepwell	Garden Village Steel Tank	<1.1	<1.1	<1.0
12:50 PM	Deepwell	Glendale Subd. Stell Tank	<1.1	<1.1	<1.0
10:00 AM	Deepwell	Gulod Concrete Tank	<1.1	<1.1	<1.0
12:15 PM	Deepwell	Tigbe Tapping	<1.1	<1.1	<1.0
12:37 PM	Deepwell	Partida Tapping	<1.1	<1.1	<1.0
12:42 PM	Deepwell	Perez Tapping	<1.1	<1.1	<1.0

PHY-CHEM TEST RESULT

LOCATION	
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[illegible]

[illegible]

4) NON-CONFORMITIES AND CORRECTIVE ACTIONS;

SMWD ISSUED NON-CONFORMITIES AND WAS GIVEN CORRECTIVE ACTIONS. AS FOR THE COMPLAINTS FROM THE CONCESSIONAIRES, THE DISTRICT USED A SERVICE REQUEST FORM THAT WILL DETERMINE THE ROOT CAUSE, CORRECTION, CORRECTIVE ACTION ON THE SERVICE REQUEST FORM. (SEE COPY OF CORRECTIVE ACTION REPORT)

5) MONITORING AND MEASUREMENT RESULTS;

SMWD DETERMINES THE MEAN OF ALL THE EVALUATION CONDUCTED AS TO KNOW THE REASON OF THE OCCURRENCE OF THE PROBLEM. THE DISTRICT USES THE DESCRIPTIVE STATISTICS IN INTERPRETING THE DATA COLLECTED IN ORDER TO PROVIDE FACTUAL INFORMATION. AS FOR THE REVIEW INPUT OF THE MANAGEMENT, SUPPLIER'S EVALUATION, EMPLOYEE'S SATISFACTION SURVEY AND CONCESSIONAIRES' SATISFACTION SURVEY ARE SOME OF THE TOOLS USED IN ORDER TO GAUGE THE PERFORMANCE OF THE DISTRICT.

AS FOR THE EFFECTIVENESS OF THE QMS, THE DISTRICT DESIGNED A FORMULA THAT WOULD BEST MEASURE THE EFFECTIVENESS OF THE QMS.

Criteria	Percentage
Concessionaires Satisfaction	20%
No. of Complaints Attended	20 %
Quality of water (Passing the Physical Chemical Test and Bacteriological Test)	15%
Percentage of risk reduced the likelihood	15%
Percentage of risk that occur	15%
Rating of OPCR, DPCR & IPCR	15%

6) AUDIT RESULTS;

AS FOR THE AUDIT RESULT FROM THE PREVIOUS INTERNAL AUDIT WHICH WAS CONDUCTED LAST SEPTEMBER 4,5,6,8,9,10 AND 11, 2017, LISTED HEREUNDER IS THE LIST OF FINDINGS:

DIVISION/SECTION	POSITIVE FINDINGS	RECOMMENDATIONS FOR IMPROVEMENT	NON-CONFORMITY
TOP MANAGEMENT	1. Top management has full understanding of the organization and its context.	1. Ensure monitoring of actual performance of the organization against the business plan.	1. SMWD's quality policy was not communicated to the organization's employees prior to internal audit.
	2. Regular meetings with the management and staff are held at regular intervals.	2. Ensure constant communication of the organization's QMS to staff thru Division and Section Heads.	2. Limited office space is a constraint in hiring additional manpower needed to fully implement SMWD's QMS
	3. Majority of the resources required to implement SMWD's QMS are provided by the Top management. In addition, required resources are planned and included in the organization's Annual Budget.	3. Consider providing e-mail access to staff via intranet network to ease communication, as well as, documentation.	
	4. Top management assures competent employees are hired by strict compliance with the organization's recruitment manual, as well, continually providing trainings to its staff.		
	5. Reports on the organization's performance are regularly submitted to the office of the Top Management for review and monitoring.		
	6. Top management constantly includes expansion/rehabilitation projects to meet additional consumption needs of the organization's concessionaires. Furthermore, transmission project to accommodate new source of bulk water and reservoirs are included in the organization's business plan.		
	6	3	2

DIVISION/SECTION	POSITIVE FINDINGS	RECOMMENDATIONS FOR IMPROVEMENT	NON-CONFORMITY
ADMIN/HUMAN RESOURCES/ PURCHASING	1. Staff productivity index 185:1	1. Consider posting Recruitment and Selection of Personnel Flowchart to make sure that the process is being followed.	1. Individual Performance Commitment and Review (IPCR) Forms are not well communicated to the employees in a timely manner.
	2. Supervisor communicates information thru meetings	2. Ensure to have a copy of CSC Rulings (Prime HRM).	2. There is no tracker to measure whether the "Date Needed" indicated on the manpower request is being met hence the effectivity of the process is not determined (Advised auditee to add "Date Appointed" on the tracker)
	3. Biometrics is used in timekeeping.	3. Ensure to include the "Date Needed" in the Manpower Request to determine the effectivity of the process.	3. Lack of Training Plan.
	4. Personnels are competent in performing their tasks and the process involved.	4. Ensure that Employee Satisfaction Survey results are available for review.	4. The format and time preparation and submission of the district's APP, including revision is not the standardized

DIVISION/SECTION	POSITIVE FINDINGS	RECOMMENDATIONS FOR IMPROVEMENT	NON-CONFORMITY
ADMIN/HUMAN RESOURCES/ PURCHASING	5. UPPMP are properly compiled as well as the APP.	5. Ensure that Individual Performance Commitment and Review (IPCR) Forms should be communicated to the employees before the start of the semester.	5. Procurement and purchasing personnel are not familiar with the Quality Policy of the district.
	6. Progress of procurement is traceable from receipt of PR from Budget Section until issuance of IAR or Work Order	6. Ensure to execute an Analysis Plan to identify each employee's training needs.	6. The BAC Secretariat was not able to post awarded/completed procurement projects of the district.
	7. Notice of Returned Materials under warranty, details of returned materials and fittings that are found to be defective are documented and Suppliers are being notified regarding the details for feedback and replacement.	7. Ensure additional manpower to aid in monitoring and PhilGeps posting.	7. Random checking of inventory count is not conducted regularly

DIVISION/SECTION	POSITIVE FINDINGS	RECOMMENDATIONS FOR IMPROVEMENT	NON-CONFORMITY
ADMIN/HUMAN RESOURCES/ PURCHASING	8. Performance of external providers (Job Orders) which are being monitored and evaluated are made available as a documented information thru IPCR.	8. Ensure that List of accredited suppliers and suppliers evaluation must be scheduled for annual updates.	8. The warehouse is not properly maintained.
	9. Personnel's are trained to gain necessary competence required to fulfill their duties	9. To strengthen feedback mechanism, ensure by providing suppliers evaluation by end users.	9. Volume of inventory is not proportionate to the warehouse space.
	10. Electronic property card is used.	10. Ensure to indicate the retention period of all records listed on the retention records table	10. Incomplete signatories on vehicle gate pass.
		11. Ensure copy of payment method based on contract is provided to Finance.	
		12. Ensure that a Materials Quality Inspector is assigned to check whether delivered materials/fittings conforms to the District's specification/quality assurance standards	

DIVISION/SECTION	POSITIVE FINDINGS	RECOMMENDATIONS FOR IMPROVEMENT	NON-CONFORMITY
ADMIN/HUMAN RESOURCES/ PURCHASING		13. Ensure recording transactions on bin card in a timely manner.	
		14. Ensure maintenance of cleanliness and orderliness within the warehouse at all times.	
		15. Ensure that all data are regularly backed up.	
		16. Ensure that all employees are trained to use electronic property card.	
		17. Ensure inclusion documentation of improvements to include in QMS.	
	10	17	10

DIVISION/SECTION	POSITIVE FINDINGS	RECOMMENDATIONS FOR IMPROVEMENT	NON-CONFORMITY
FINANCE/INVENTORY	1. Finance personnel are competent in performing their tasks and the process involved.	1. Ensure additional manpower to promote continuity of process flow.	1. Incomplete signatories of the Requisition and Issuance Slip (RIS).
	2. IPCR Targets for 2018 is for setting within the year.	2. Consider change of form for disbursement.	2. Quality Policy is not properly disseminated.
	3. Document retention schedule was set	3. Ensure improvement of budget process be documented.	3. Reconciliation of Stock Card and Bin Card is not done on a monthly basis.
	4. 5 year Business Plan (cash Flow) of the district is now available.	4. Consider review of turn-around time of processing of Purchase Request (PR) from end user, once received, Budget Analyst must be given 1 day process instead of Day "0".	4. No monitoring of fittings to be billed which are to be posted by Customer Service to Concessionaire's ledger.
	5. Communication with suppliers is done by the Procurement section, if there are problems, documents shall be returned to Procurement Section.	5. Monitoring of IPCR must be established.	5. Reconciliation of deposits from collecting agents against posted on ledger is not done regularly to identify discrepancies immediately.

DIVISION/SECTION	POSITIVE FINDINGS	RECOMMENDATIONS FOR IMPROVEMENT	NON-CONFORMITY
FINANCE/INVENTORY		6. Circulars and other rulings must be duly discussed to concerned subordinates.	
		7. Financial Statements must be countered checked with Business Plan.	
		8. Establish quality report monitoring (errors of monthly report).	
		9. Consider disbursement of 13th month pay and other bonuses thru ATM.	
	5	9	5

DIVISION/SECTION	POSITIVE FINDINGS	RECOMMENDATIONS FOR IMPROVEMENT	NON-CONFORMITY
ENGINEERING & PRODUCTION/ PUMPING STATION	1. The practice of getting the L/S or the volumetric method	1. Ensure to have a new separate team whose responsibility only is the upkeep of the Pump Facilities. SMWD has 22 Pump Stations which is recommended for total cleaning once a month.	1. Cleanliness of pump facilities are not well maintained.
	2. Maintains NRW below 15%	2. Consider installation of CCTV's and/or Watchman devices at all Pump Stations.	2. Unnecessary materials are stored inside some of the Pump Facilities
	3. Majority of Pump Stations have Water Permits from NWRB.	3. Ensure that Pump Stations without conditional water permits from NWRB should be rectified immediately.	3. Unsafe electrical practice.
	4. Several Pump Operators are able to do troubleshooting of Control Panels.	4. Consider remote monitoring and controlling of all Pump Facilities.	4. Pump Stations with water quality problems (yellowish) still produces water and distributed to the system.
	5. Pump Stations are well lighted and secured.	5. Consider including a clause requiring Bulk Water Supplier to regularly submit test results of phy-chem & micro biological analysis in the contract.	
	6. Pump Operators regularly monitor the status of all Pump Stations six times a day.	6. Ensure the use of proper working gear.	

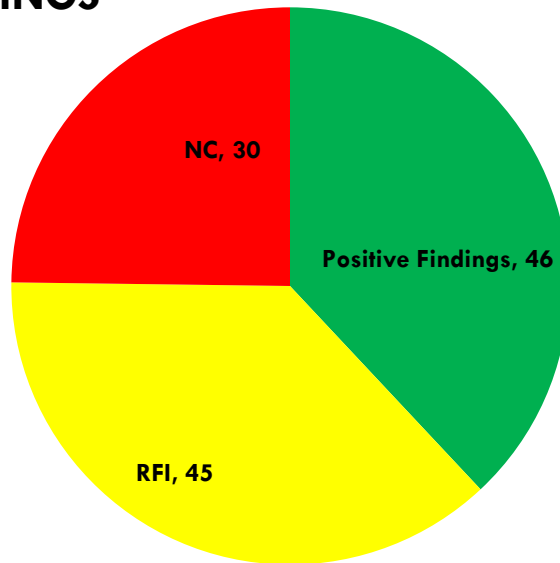
DIVISION/SECTION	POSITIVE FINDINGS	RECOMMENDATIONS FOR IMPROVEMENT	NON-CONFORMITY
	7. Majority of Pump Stations are owned by SMWD.	7. Consider the possibility of new establishment, drainage construction or road widening in preparation of pipe laying and installation of water meter.	
	8. Pumping water level of production wells are maintained on a safe level		
	9. Personnels are aware of Quality Policy and the context of the division.		
	10. All documents are properly filed.		
	11. Procedures are well known and followed by the personnel.		
	12. All personnel are committed to their every duties and responsibilities.		
	13. They conduct daily meeting to ensure that every plan and action are based on procedures.		
	13	7	4

DIVISION/SECTION	POSITIVE FINDINGS	RECOMMENDATIONS FOR IMPROVEMENT	NON-CONFORMITY
CUSTOMER SERVICE SECTION	1. Personnel have idea on risk and opportunities of the division.	1. Ensure that all documents are completely signed.	1. Forms are not duly checked and verified.
	2. Personnels are competent to do their task.	2. Consider transferring of suggestion box and feedback forms to customer service area or other accessible area.	2. Quality Policy is not properly dessiminated.
	3. Basic files of concessionaires are properly filed.	3. Ensure transferring of old files to storage area.	3. No space for filing of current files.
	4. All orders are triggered by complaints and request forms	4. Ensure to indicate the retention period of all records listed on the retention records table.	4. Limited space in customer service area.
	5. Feedback mechanism is established.		5. Result of Customer Feedback result is not reported
	6. Accomplishments are properly monitored.		
	7. Citizen's Charter is visible to Concessionaires.		
	8. New service connection orientation is conducted regularly.		
	9. Concessionaire's handbooks are scheduled for distribution to all existing concessionaires and new applicants.		
	9	4	5

DIVISION/SECTION	POSITIVE FINDINGS	RECOMMENDATIONS FOR IMPROVEMENT	NON-CONFORMITY
CUSTOMER ACCOUNTS SECTION	1. Personnel have idea on risk and opportunities of the division.	1. Ensure that all documents are properly signed.	1. Meter Reading Forms are not signed by the concessionaires.
	2. Officer in charge knows and supports every employees' roles and responsibility	2. Ensure transferring of old files at storage area.	2. No space for filing of current files.
	3. Quality policy is posted.	3. Ensure to indicate the retention period of all records listed on the retention records table.	3. Limited space in customer accounts area.
		4. Ensure to review the OPCR and IPCR with the subordinates.	4. Payments from collecting agents are not monitored.
		5. Consider using of text blasting and email for the billing notice of concessionaires.	
	3	5	4

Dept.	Positive Findings	RFI	NC
TOP MANAGEMENT	6	3	2
ADMIN/HR/PURCHASING	10	17	10
FINANCE/INVENTORY	5	9	5
ENGINEERING AND PRODUCTION, PUMP STATION	13	7	4
CUSTOMER SERVICE SECTION	9	4	5
CUSTOMER ACCOUNTS SECTION	3	5	4
Total	46	45	30

SUMMARY OF FINDINGS

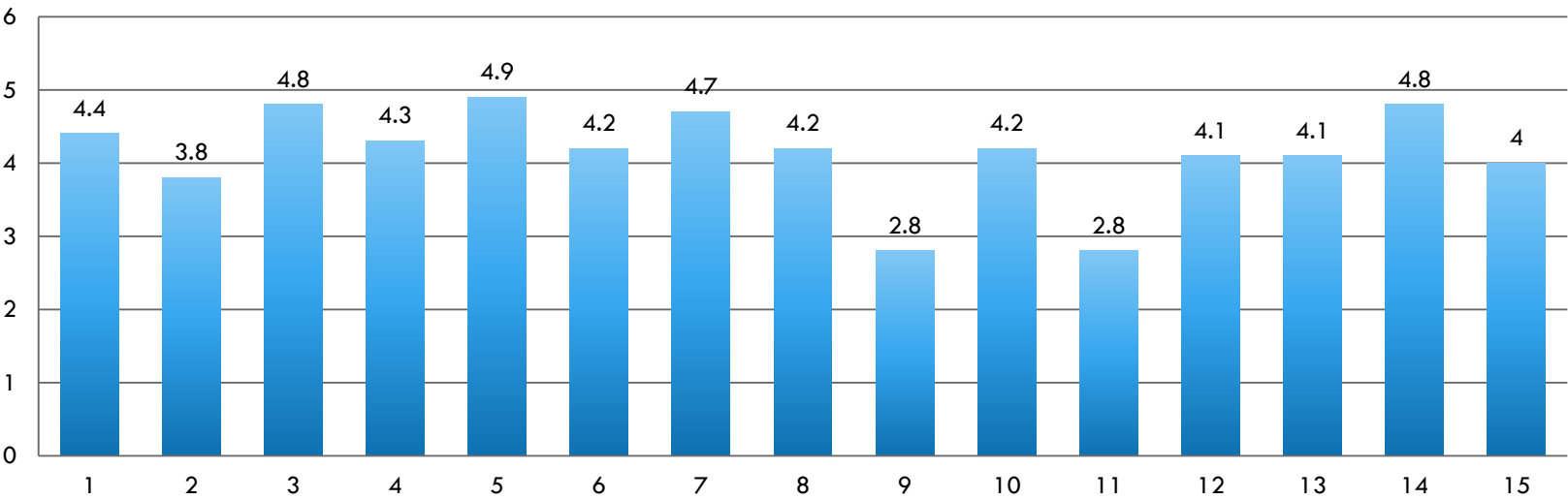


7) THE PERFORMANCE OF EXTERNAL PROVIDERS;

AS FOR THE PERFORMANCE OF THE EXTERNAL PROVIDERS, ALL ARE RATED IN THE LEVEL OF THE DISTRICTS ACCEPTABILITY. AS ALL SUPPLIER/EXTERNAL PROVIDERS PASSED THE PHILGEPS REQUIREMENTS.

(PLEASE REFER TO THE EVALUATION OF SUPPLIERS)

SERVICE PROVIDER EVALUATION																
Supplier	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	TOTAL
Mean	4.4	3.8	4.8	4.3	4.9	4.2	4.7	4.2	2.8	4.2	2.8	4.1	4.1	4.8	4	4.1
Interpretation	V.G	V.G	E	V.G	E	V.G	E	V.G	G	V.G	G	V.G	V.G	E	V.G	VG



REVIEW OUTPUT

A. OPPORTUNITIES FOR IMPROVEMENT;

1. IMPROVEMENT OF THE PUMP STATIONS PARTICULARLY ON THE PHYSICAL APPEARANCE OF THE AREA.
2. HIRE A MATERIALS/SUPPLIES INSPECTOR
3. UPGRADING OF SOFTWARE FOR INVENTORY SYSTEM TO ADDRESS THE DISCREPANCIES ON BIN AND STOCK CARDS
4. TO CONDUCT TRAINING NEEDS ANALYSIS
5. CREATE/CONSTRUCT TEMPORARY OFFICE SPACE
6. MONITORING OF THE ACCOMPLISHMENT OF THE 5 YEAR BUSINESS PLAN (2017-2021)
7. ADDITIONAL SOURCE (BULACAN BULK) FOR 2019.

B. ANY NEED FOR CHANGES TO THE QUALITY MANAGEMENT SYSTEM

1. THERE WILL BE A REVISION OF THE PROCEDURES MANUAL UPON IMPLEMENTATION OF THE DATA PRIVACY ACT OF 2012.
2. REVISION OF THE PROCESS FOR PROCUREMENT
3. INCLUDE THE REQUIREMENTS OF THE PNSDW 2017 TO THE PROCEDURES AND WORK INSTRUCTIONS MANUAL.
4. REVISION OF THE WSP.

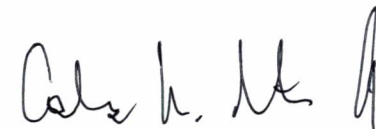
C. RESOURCE NEEDS.

ALL RESOURCES NEEDED WERE INDICATED IN
THE BUDGET FOR 2018.

PREPARED BY:


MS. JOVITA I. DALMACIO
ISO COORDINATOR

REVIEWED BY:


ENGR. CARLOS N. SANTÓS JR.
GENERAL MANAGER