



**Santa Maria**  
WATER DISTRICT

# QUALITY MANAGEMENT SYSTEM



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A handwritten signature in black ink, appearing to read "Miguelá G. Pleyto", written over a horizontal line.

**Dir. Miguelá G. Pleyto  
SMWD BOD-Chairman**



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# USER'S GUIDE AND CONTROL OF QUALITY MANAGEMENT SYSTEM MANUAL

## 1.1 INTRODUCTION

**SANTA MARIA Water District developed and implemented a Quality Management System (QMS) in order to document the company's basic policies and processes, to better satisfy the requirements and expectations of its customers and to continually improve quality through the use of QMS.**

**The QMS of SANTA MARIA Water District meets the requirements of the International Standard ISO 9001:2015.**

**The manual describes the QMS, defines authorities, interrelationships and responsibilities of the personnel responsible for performing within the system. The manual also provides procedures or references for all activities comprising the QMS to ensure compliance to the necessary requirements of the ISO standard.**

**Internally, the manual is used to guide the company's employees through the various requirements of the ISO standard that must be met and maintained in order to ensure customer satisfaction and continuous improvement.**

**Externally, the manual is used to introduce our QMS to our concessionaires and other external organizations or individuals. The manual is also used to familiarize them with the controls that have been implemented and to assure them that the integrity of the QMS is maintained; hence demonstrating that the company is focused on customer satisfaction and continuous improvement.**

## 1.2 CONTROL OF QMS MANUAL



**This Manual shall be classified either as a controlled or uncontrolled copy. Numbered copies of this controlled manual are issued according to the distribution list defined by SANTA MARIA Water District.**

**It is the responsibility of the controlled copy holders to ensure safekeeping of the Manual and its availability to members of their respective business unit or section, and that the policies stated within this Manual are understood and implemented. Holder of the controlled copy shall be informed and issued with dated sections whenever there is a revision to this manual.**

**Uncontrolled copies may be distributed to interested parties upon request. All external distribution is subject to the authorization from the Management Representative (MR). The uncontrolled copies distributed will not form part of the document control procedure and will therefore not be updated with revision issues.**

### **1.3 DISTRIBUTION OF QMS MANUAL**

**The Management Representative and the Document Control Officer is responsible for the controlled internal distribution of this manual, and changes thereto.**



## SANTA MARIA Water District PROFILE

### 1.4 SANTA MARIA WATER DISTRICT HISTORY

The original water system of Santa Maria, Bulacan was constructed in 1931 and was managed and operated by the defunct National Waterworks and Sewerage Authority (NAWASA). With the dissolution of the latter in 1971, management was turned over to the local government. However, the water system could not be maintained and operated efficiently due to lack of funds. In order to address this predicament, the Sangguniang Bayan of Santa Maria, Bulacan passed S.B. Resolution No. 12 series of 1986 “Organization of the Santa Maria Water District covering the entire Municipality of Santa Maria, Bulacan” dated September 26, 1986.

With the formation of SMWD, it fully took over the operations and management of the water supply system from the municipal government in accordance with Presidential Decree No. 198 (as amended by P.D. No. 768, 1479 and 9286) also known as the Provincial Water Utilities Act of 1973.

A total of 241 concessionaires, three (3) production wells at Dulong Bayan, Macaiban and Villarica (the third well became idle due to low water pressure on December 1994) and one (1) concrete reservoir at Gulod, Poblacion were turned over to SMWD.

On September 28, 1987, the Local Water Utilities Administration (LWUA) issued the Conditional Certificate of Conformance (CCC) No. 310 enabling financial, technical and regulatory services for SMWD and it entitled the SMWD to all the rights and privileges provided under P.D. 198, as amended.

With regard to categorization, the SMWD was initially classified as a “Small” Water District in 1997. SMWD then applied for “Average” category, and was instead approved into a higher category – the “Medium” category, on November 20, 2000. The plantilla for the said category was approved by the Department of Budget and Management (DBM) last February 5, 2003 with 70 career positions.

On June 2010, the SMWD applied for “Big” category and was again approved to a higher category, which was the “Large” category. With the onset of the Revised Local Water District Manual on Categorization, Re- categorization and Other Related Matters (LWD-MaCRO) per DBM Circular Letter



No. 2011-10 dated November 18, 2011, the SMWD is classified as Category “B” based on resulting Point-Rating Category garnered by the local water district.

In line with SMWD’s progress, it also gained a number of recognition along the way. On 2004, SMWD received the Most Outstanding Water District Nominee in the Medium Category for Luzon. In 2005, was the year that SMWD received a certification from Local Water Utilities Administration (LWUA) as a Credit Worthy Water District from 2002-2004. On 2006, SMWD received a Plaque of Appreciation in Sincere Recognition and Grateful Appreciation of its valuable support in advocating environment concerns in the protection and conservation of our natural resources, given by Sacred Heart Academy. By 2007, another Plaque of Appreciation with regards to Grateful Appreciation of its Participation in Seminar Training on Hydraulic Network Modeling was given to SMWD by Dan Water Philippines. And last year, 2016, SMWD was certified as a Drug-Free Workplace by DrugCheck Phils, Inc. These awards certainly boost SMWD’s morale to continue to strive for excellent service to its concessionaires and continuous participation in helping the community and the environment.

To continually provide information about SMWD, here are some details and historical background of its operational data.

The present service area of SMWD covers all of the twenty-four barangays (24) of the Municipality of Santa Maria namely:

- |                |                      |                    |
|----------------|----------------------|--------------------|
| 1. Bagbaguin   | 9. Guyong            | 17. San Gabriel    |
| 2. Balasing    | 10. Lalakhan         | 18. San Jose Patag |
| 3. Buenavista  | 11. Mag-asawang Sapa | 19. San Vicente    |
| 4. Bulac       | 12. Mahabang Parang  | 20. Silangan       |
| 5. Camangyanan | 13. Manggahan        | 21. Sta. Clara     |
| 6. Catmon      | 14. Parada           | 22. Sta. Cruz      |
| 7. Caypombo    | 15. Poblacion        | 23. Sto. Tomas     |
| 8. Caysio      | 16. Pulong Buhangin  | 24. Tumana         |

In addition, it is also serving four (4) barangays outside the municipality of Santa Maria namely: 1) Pulong Yantok (Angat); 2) Sta. Rosa I; 3) Sta. Rosa II (Marilao); and 4) Turo (Bocau).





The system has a 175 cubic meter reinforced concrete reservoir located at Gulod, Barangay Poblacion with a top elevation of 36.50 m.; a 209 cubic meter elevated steel tank located at Garden Village, Barangay Pulong Buhangin with a top elevation of 91.50 m; 111 cubic meter elevated steel tank located at Yakal St., Barangay Sta. Clara with a top elevation of 31.30 m; and 90 cubic meter elevated steel tank located at Glendale Subdivision, Barangay Sta. Clara with a top elevation of 41.00 m.

SMWD derives its water supply from twenty-two (22) production wells located in various site within the WD service area. Water from these deep-wells is pumped to the distribution system. The combined production capacity of these operational production wells is about 281.81 lps (24,348 cum/day). During dry season, the yield of almost all of the wells declines by about 10% to 15% of their usual yield capacities.

SMWD also obtains its water supply from surface water source through bulk water supply at three (3) tapping points near the borders of Norzagaray, Bulacan. It has as estimated capacity of 92.6 lps (8,000 cum/day). Raw water supply from Angat River in Bulacan is treated at the PhilHydro Company's Norzagaray treatment plant.

## 1.5 WATER SUPPLY AND PRODUCTION

Before 2002, SMWD could only provide water services for 18 hours a day. However, after the well drilling at Guyong in 2002, which was funded by the Landbank of the Philippines (LBP), and the well drilling at Villarica which was constructed through internally generated funds, the SMWD was able to supply water services 24 hours a day, seven (7) days a week.

From six (6) pump stations in 2002, the SMWD has now a total of twenty-two (22) operational wells which are as follows:



<b>No.</b>	<b>Locations</b>	<b>No.</b>	<b>Locations</b>
1	Gulod, Poblacion	12	Catmon
2	Celeste, Guyong	13	Parada
3	Sta. Clara	14	Patag
4	Sacred	15	Labanos, Tumana
5	Tabing-Bakod	16	Caysio
6	Sitio Bato	17	Kamatis, Tumana
7	Villarica	18	Sonoma
8	Green Valley	19	Camangyanan
9	Garden Village	20	Pulang Lupa, Bulac
10	Sta. Cruz	21	Manggahan
11	Mahabang-Parang	22	Policarpio, Parada

With regard to the water production, the SMWD had produced 2,173,878cu m with an average of 6,000cu m/day in 2005 (the earliest available data). This production consistently increased in the subsequent years because of the additional wells and other effective interventions undertaken.

On January 2010, the SMWD entered into an agreement with the Philippine Hydro (PH), Incorporated regarding the supply of bulk water. The latter is responsible for financing, designing, supplying, constructing, operating, maintaining the water plant and supplying the treated bulk water from its single and sole point of water source which is the Norzagaray – Angat River. It is further indicated in the agreement that the PH, Inc. should ensure that the bulk water meets the Philippine National Standards for Drinking Water.

For the year 2013, the SMWD had an actual production of 5,379,996 cu m. At present, the bulk water represents almost 24% of the total water supply of the SMWD and it augments the supply to five (5) barangays of the municipality.

## 1.6 SERVICE CONNECTION AND AREAS OF COVERAGE

When the SMWD took over the operations and management of water supply in the municipality of Santa Maria, Bulacan in 1987, there was a total number of 241 concessionaires which rose to 4,305 in 2002 and had the significant increase in 2013 at 20,654.



As regards to billed concessionaires, the SMWD had a total of 688 in 1990 (data is unavailable from 1987 to 1989) then 3,985 in 2002 and further increased to 18,800 in 2013 while total population served in 1990 was 4,128 (data is unavailable from 1987 to 1989), 20,290 in 2002 and enormously grew to 114,822 in 2013.

Presently, the SMWD is providing services to all barangays of the municipality of Santa Maria and also to areas of other municipalities which are as follows:

- |                                  |                                |
|----------------------------------|--------------------------------|
| 1. Brgy. Sto. Tomas              | 18. Brgy. Caysio               |
| 2. Brgy. Sta. Clara              | 19. Brgy. Cay Pombo            |
| 3. Brgy. Pulong-Buhangin         | 20. Brgy. Lalakhan             |
| 4. Brgy. Parada                  | 21. Brgy. Mahabang-Parang      |
| 5. Brgy. Poblacion               | 22. Brgy. Manggahan            |
| 6. Brgy. San Vicente             | 23. Brgy. Buenavista           |
| 7. Brgy. Sta. Cruz               | 24. Brgy. Silangan             |
| 8. Brgy. Tumana                  |                                |
| 9. Brgy. San Jose Patag          | <b>Municipality of Angat</b>   |
| 10. Portion of Brgy. San Gabriel | 1. Brgy. Pulong Yantok         |
| 11. Brgy. M. Sapa                |                                |
| 12. Brgy. Bagbaguin              | <b>Municipality of Marilao</b> |
| 13. Brgy. Bulac                  | 1. Brgy. Sta. Rosa II          |
| 14. Brgy. Balasing               | 2. Brgy. Prenza I              |
| 15. Brgy. Camangyanan            |                                |
| 16. Brgy. Catmon                 | <b>Municipality of Bocaue</b>  |
| 17. Brgy. Guyong                 | 1. Brgy. Turo                  |

## 1.7 PERSONNEL COMPLEMENT

Three years after the SMWD's official operation in 1987, the total number of employees was ten (10) and it dramatically increased to a total of 75 employees – 33 regular, 6 casual and 36 Job Orders in 2013. SMWD is continuously hiring for additional employees because of continuous increase in number of service connections to efficiently provide water services 24 hours a day, seven (7) days a week to all its concessionaires.

## VISION

To be a world-class water supply and sanitation service provider in the Municipality of Santa Maria, Bulacan by 2030

To achieve customer satisfaction by providing adequate, reliable and potable water supply and sanitation services while preserving the environment for sustainable community development

## MISSION

# CORE VALUES

## Competence

providing service and executing tasks successfully and efficiently

## Responsibility

to satisfactorily perform or complete assigned tasks in aiming to the success of SMWD

## Unity

Oneness of desire to serve and achieve the vision of SMWD

## Service

being eager to supply and prioritize the public need of the community

## Accountability

Accepting and acknowledging responsibilities for tasks, actions, decisions and policies that encompasses the wholeness of being a public servant

## Integrity

always aiming to uphold the state of being undivided and standing for what is true and noble for SMWD

## Dedication

willingness to run extra mile to give service to the public, and giving 100% commitment to SMWD





## 2.0 SMWD QUALITY MANAGEMENT SYSTEM

### 2.1 SCOPE OF QUALITY MANAGEMENT SYSTEM

The scope of this QMS covers the Operations which includes, but not limited to, these key processes:

#### Operations

SANTA MARIA Water District provisions on providing safe, adequate and affordable water supply to its concessionaires

#### Support Processes

- Administrative
- Customer Service
- Customer Account
- Engineering
- Finance Services
- General Services
- Water Resource
- Construction and Maintenance

#### QMS Process

- Internal Audit
- Corrective Action
- Management Review
- Document Change Control
- Concessionaires Satisfaction Process
- QMS Risk Management Process

**Applicability:** All the requirements of the ISO are applied in SMWD. Hence all are applicable to the product and service of the district.

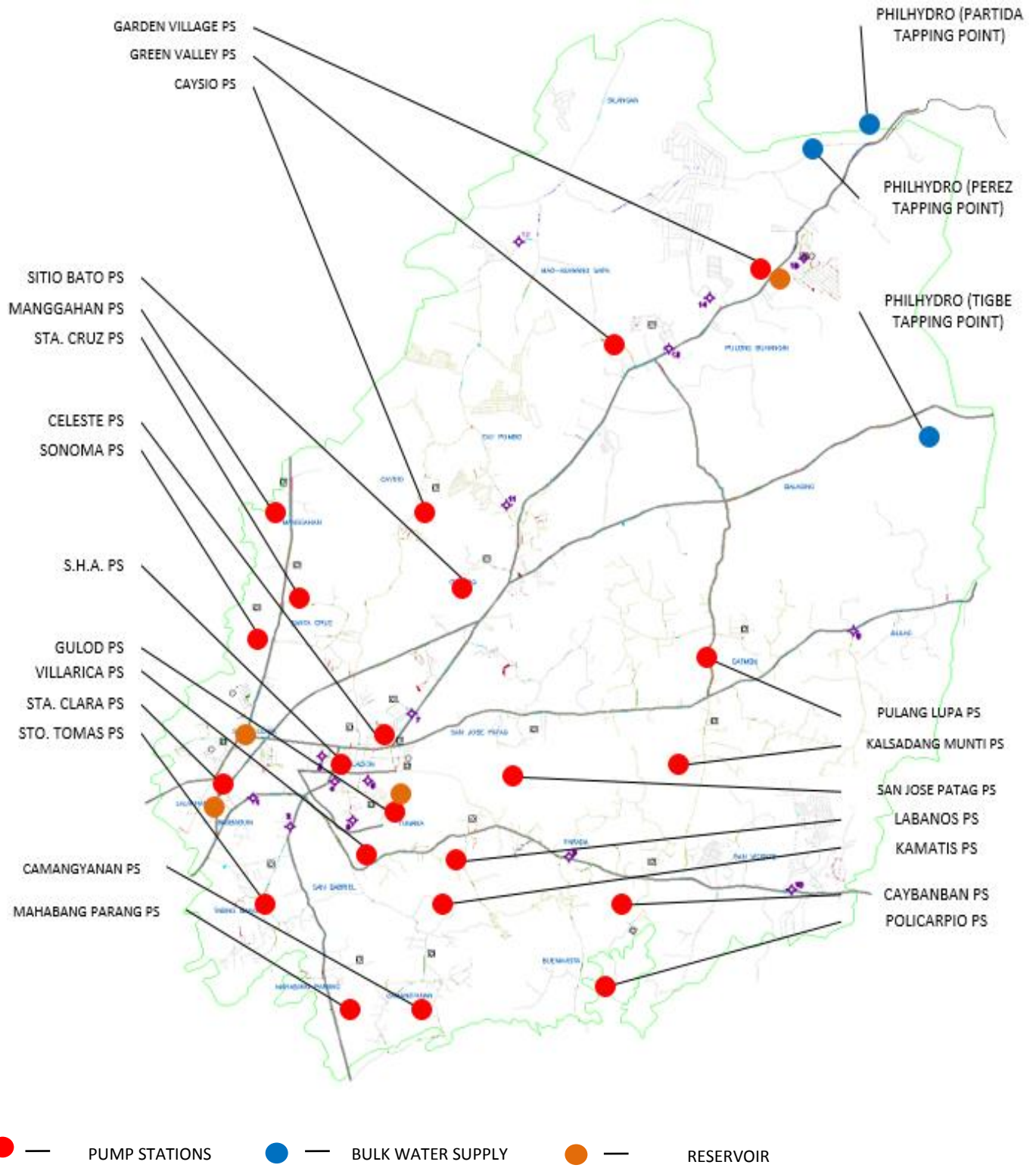


## Scope of QMS: SANTA MARIA WATER DISTRICT

**Scope of SMWD QMS of “Providing Water Services to Concessionaires in the Municipality of STA MARIA and its nearby areas ( Pulong Yantok ng Angat, Sta Rosa II ng Marilao, Turo ng Bocaue, Prenza I ng Marilao)” taking into consideration its external and internal issues from the Interested parties such as the Regulatory Requirements of LWD to include the LWUA, NWRB, OGCC, DOH, COA,DBM,CSC; the strategies to achieve the Policies and Objectives; the relationship with SMWD’s personnel and BOD including external providers; the resources and knowledge; assets; standards and guidelines including information system; other government regulations; LWD’s competitors and other Technology that may affect the district.**



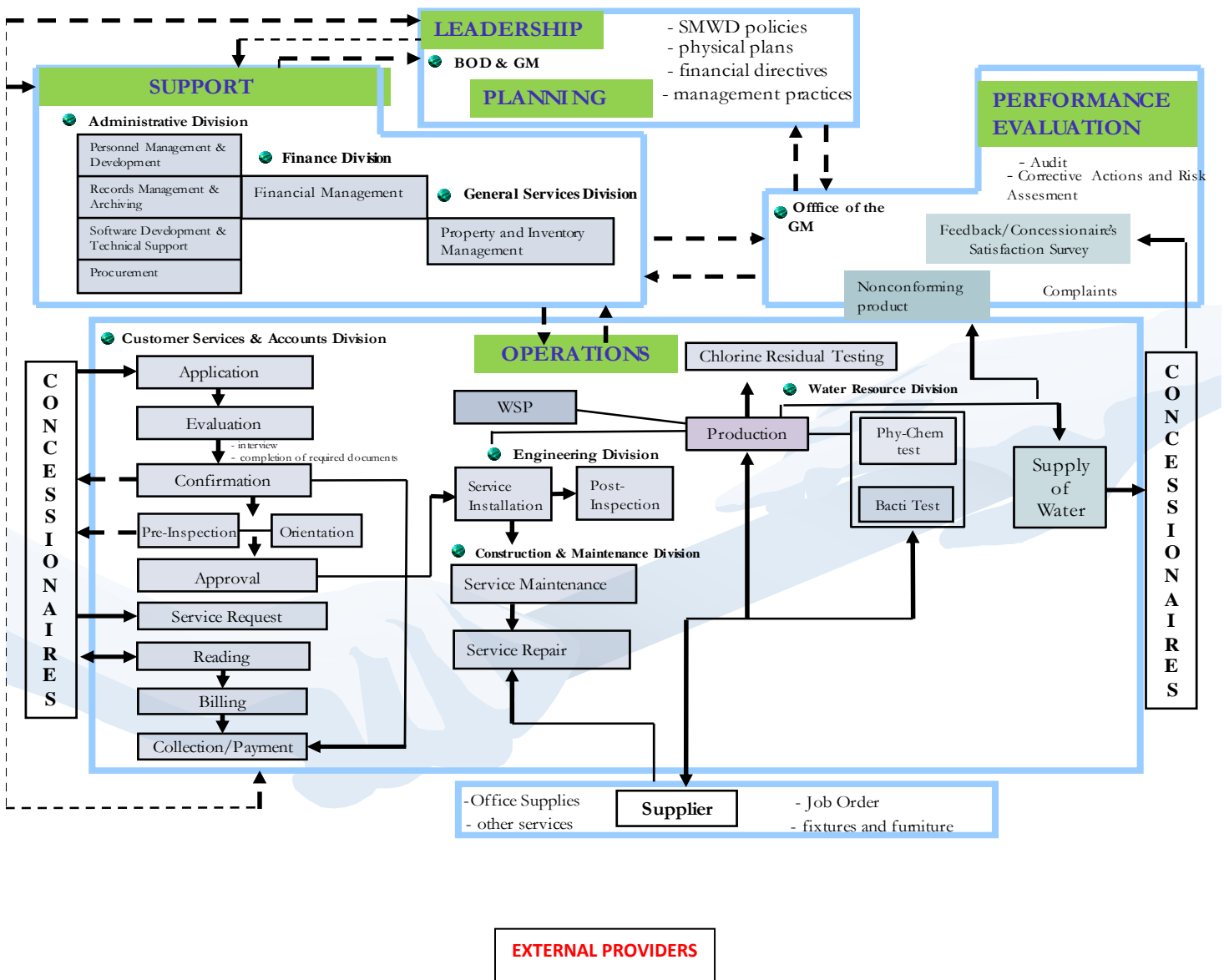
# DISTRIBUTION SYSTEM



## SANTA MARIA WATER DISTRICT BUSINESS PROCESS MAP

The organization describes the processes in terms of business process map to clearly define the interactions of different processes within STA MARIA Water District.

### PROCESS APPROACH







## 2.2 DEFINITION OF TERMS

The terms and definitions given in the new version of ISO 9001 apply. Other acronyms and terminologies used in the QMS manuals are also defined.

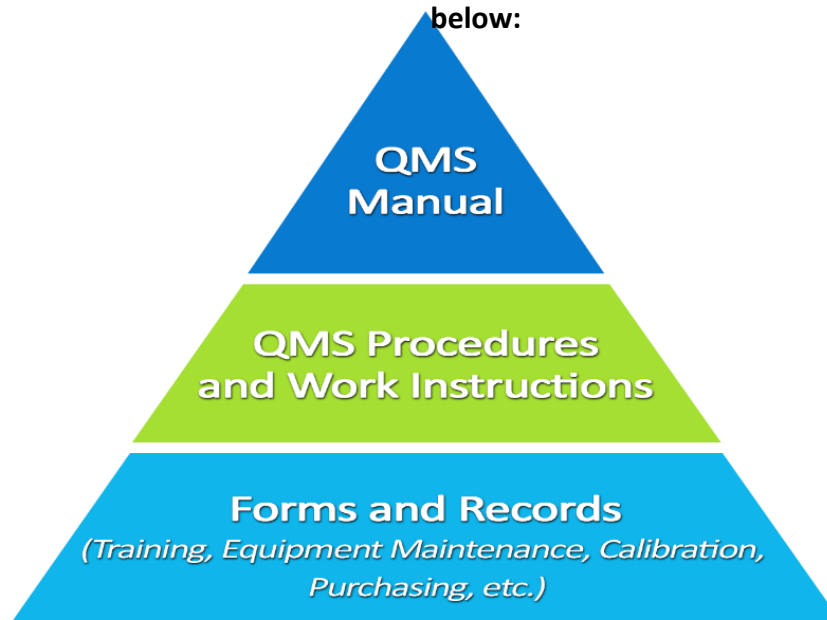
TERM	DEFINITION
SMWD	SANTA MARIA Water District
BAC	Bids and Awards Committee
Calibration	Setting or correcting of a measuring device or base level, usually by adjusting it to match or conform to a dependably known and unvarying measure
Contract	Binding agreement
COA	Commission on Audit
Commercial	The use of water for the ordinary exercise of any commercial business, such as stores, restaurants, public eating establishments, laundry, cinema houses, hotels, private hospitals dormitories, and the like and the use of water by private operators within the district private consumers
Concessionaires	SMWD customers
Corrective Action	Action to eliminate the cause of a detected Nonconformity
CSC	Civil Service Commission
Customer	Herein referred to as the concessionaries
DBM	Department of Budget and Management
Documented Information	Information required be controlling and maintaining by the SMWD and the medium on which it is contained. Herein referred to as the QMS Manuals
Interested Party	Person or organization that can affect, be affected by, perceived themselves to be affected by, or perceived themselves to be affected by a decision or activity
Involvement	Engagement in, and contribution to shared objectives
Innovation	Process resulting in a new or substantially changed object
Information System	Network of communication channels used within an organization
ISO	International Organization for Standardization
Internal Customer	Herein referred to as the BOD and SMWD employees

<b>Non-conformity</b>	<b>Non-fulfillment of a requirement</b>
<b>TERM</b>	<b>DEFINITION</b>
<b>NWRB</b>	<b>National Water Resources Board</b>
<b>OGCC</b>	<b>Office of the Government Corporate Counsel</b>
<b>Object</b>	<b>Anything perceivable or conceivable. For the purpose of innovation can be: management system, a process, a product, a service or technology</b>
<b>Product</b>	<b>Applies to the product intended for or required by potable water. Also herein referred as the resulting output of a product realization process</b>
<b>Performance Indicator</b>	<b>SMWD's SPMS procedure</b>
<b>Records</b>	<b>A special type of document that provides evidence of conformity to requirements and of the effective operation of the QMS</b>
<b>Service</b>	<b>Herein referred to as the activities carried out for</b>
<b>Supplier/Provider</b>	<b>Person or organization that provides a product or a service</b>
<b>Standard</b>	<b>Herein referred to as the applied International Standard, the new version of ISO 9001</b>
<b>Strategy</b>	<b>Planned activities to achieve an objective</b>
<b>WASH</b>	<b>Water, Sanitation and Hygiene</b>
<b>WSP</b>	<b>Water Safety Plan</b>

## 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 SANTA MARIA WATER DISTRICT.

**Level 2** – Quality Management System Procedures & Work Instructions 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 and work instructions.

**Level 3** – Forms and records are aligned to this level, which is an object evidence to prove that a particular activity has been done and complied.

## 4.0 CONTEXT OF THE ORGANIZATION

### 4.1 UNDERSTANDING THE ORGANIZATION AND ITS CONTEXT

4.1.1 The General Manager, Division Managers, Officers and Team Leads collectively the Management, together with the employees used the SWOT Analysis in determining the Internal and external Issues that might arise in achieving the strategic direction of the organization.

4.1.2 The General Manager reviewed the SWOT analysis to determine the internal and external issues of the organization in achieving the strategic direction of the organization.

4.1.3 The diagram below depicts the SWOT analysis done by the organization and on how the Strengths, Weaknesses, Opportunities and Threats interact with each other to establish strategic options.





**4.1.4 Actions were formulated in such a way that the identified Strengths, Weaknesses, Opportunities and Threats has been considered to establish strategic option.**

**References:**

***ISO 9001:2015 Clause 4.1 Understanding the organization and its context  
Risk & Opportunities Procedure***

## **4.2 REVIEW AND ACTIONS ON THE INTERNAL AND EXTERNAL ISSUES**

**4.2.1 Actions relating to the identified internal and external issues have been accomplished by the Section Heads and Division Managers.**

**4.2.2 Actions have been identified in such a way that the identified Strength, Weaknesses, Opportunities and Threats have been considered.**

## **4.3 NEEDS AND EXPECTATIONS OF THE INTERESTED PARTIES**

**SANTA MARIA Water District ensures that the intended outcome of the organization will be attained by identifying and understanding external and internal context and are documented through participation of different departments and business units through strategic planning sessions.**

**These are all documented in the following;**

- **List of Interested parties and expectations**
- **Compliance Obligations**
- **Identified Risks & Opportunities**

**The needs and expectations of the interested parties, as identified by SANTA MARIA WATER DISTRICT, are the following:**

<b>INTERESTED PARTY</b>	<b>NEEDS AND EXPECTATIONS</b>
-------------------------	-------------------------------



<b>Concessionaires/Customers</b>	<b>Quality of products and services</b>
<b>INTERESTED PARTY</b>	<b>NEEDS AND EXPECTATIONS</b>
<b>Management</b>	<b>Increased growth, sales &amp; profitability/efficiency &amp; effectiveness of operations</b>
<b>Employees</b>	<b>Good work environment/job security/health/safety/training/ promotion, recognition and</b>
<b>External providers of product and services (suppliers)</b>	<b>Product/service feedback /information on future requirements.</b>
<b>Regulatory Bodies</b>	<b>Compliance with applicable requirements and industry standards/submission of reports (please see Regulatory Compliance Monitoring Record)</b>

**List of Compliance Obligations**

- LWUA
- OGCC
- NWRB
- DOH
- CSC
- COA
- BIR
- GSIS
- PHIC
- HDMF



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**The Management Representative ensures that all information in this document is up- to-date by reviewing all expectations and changes are applied during management review or whenever there are significant changes in Top Management expectations.**

**The overall or high-level business processes & interactions are described in the Process Map page 14 of this manual.**

**Risk and Opportunities for each process will be identified through a Risk Assessment exercise, which is done once a year.**

**SMWD maintains documented information to support operational processes & retain documented information to have confidence that the processes are being carried out as planned through the SMWD procedures, and performance records and documents**



## 5.0 LEADERSHIP AND COMMITMENT

### 5.1 LEADERSHIP AND MANAGEMENT COMMITMENT FOR THE QMS

SMWD Leadership takes a visible and leading role in creating and sustaining core values, policies, strategies, directions, performance expectations, and customer focus. SMWD Leadership approves and leads the implementation of the QMS that promotes excellence. Leadership from all levels of the company plays an active role in verifying the effectiveness and efficiency of the QMS and ensuring that resulting actions lead to continuous improvement.

SMWD Leadership provides evidence of its commitment to the development and implementation of the quality management system and continually improving its effectiveness by:

- i. Communicating to the organization the importance of meeting customer as well as statutory and regulatory requirements. This information is normally communicated via:
  - training sessions;
  - postings and bulletin boards;
  - e-mail notifications; and
  - employee meetings.
- ii. Establishing the Quality Policy;
- iii. Ensuring that quality objectives are established;
- iv. Conducting management reviews; and
- v. Ensuring the availability of resources (i.e. equipment, training, and manpower needs) is normally addressed through Management Review Meetings in which discussions are held regarding the provision of resources and the facility infrastructure.

### 5.2 QUALITY POLICY

The Quality Policy of SMWD has been defined in section 2.0 of this Quality Manual. SMWD Leadership ensures that the Quality Policy:



- a. Is appropriate to the purpose of the organization (see section 2.0 of the Quality Manual);
- b. Includes a commitment to comply with requirements and continually improve the effectiveness of the QMS;
- c. Provides a framework for establishing and reviewing quality objectives (see section 2.0);
- d. Is communicated and understood throughout the organization via meetings and a variety of handouts and postings. Routine interviews and evaluations during internal audits assure the continued implementation, maintenance, understanding and effectiveness of the Quality Policy; and
- e. Is reviewed for continuing suitability during the Management Review Meetings.

## QUALITY POLICY

*SANTA MARIA WATER DISTRICT which aims to be a world-class water supply and sewerage service provider is fully committed to provide safe, adequate and affordable water supply not just in the whole municipality of STA. MARIA but together with its nearby areas with compliance and satisfaction of all interested parties including statutory and regulatory body of the district with the same commitment in maintaining process excellence and consistency by delivering upon Quality Management System (QMS) requirements in combination with continuous process improvement through SMWD's Quality Objectives.*

## QUALITY OBJECTIVES

Top Management shall establish, implement and maintain quality policy that is appropriate to the purpose and context of the organization and supports its strategic direction; provides framework for setting the quality objectives; includes commitment to satisfy applicable requirements; and includes a commitment to continual improvement of the quality management system.

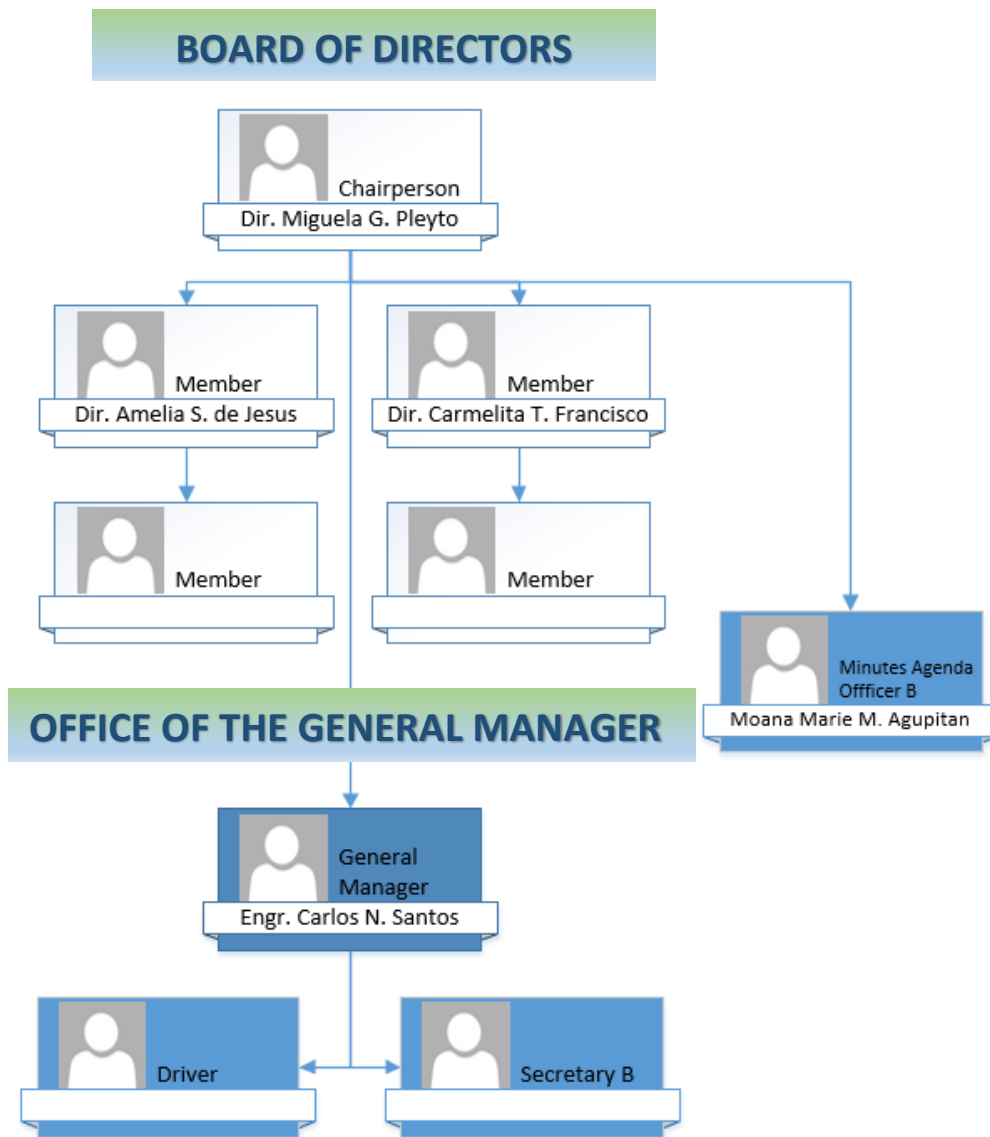
**(Please refer to SMWD's OPCR and IPCR)**

### 5.3 ORGANIZATIONAL ROLES, RESPONSIBILITY AND AUTHORITIES

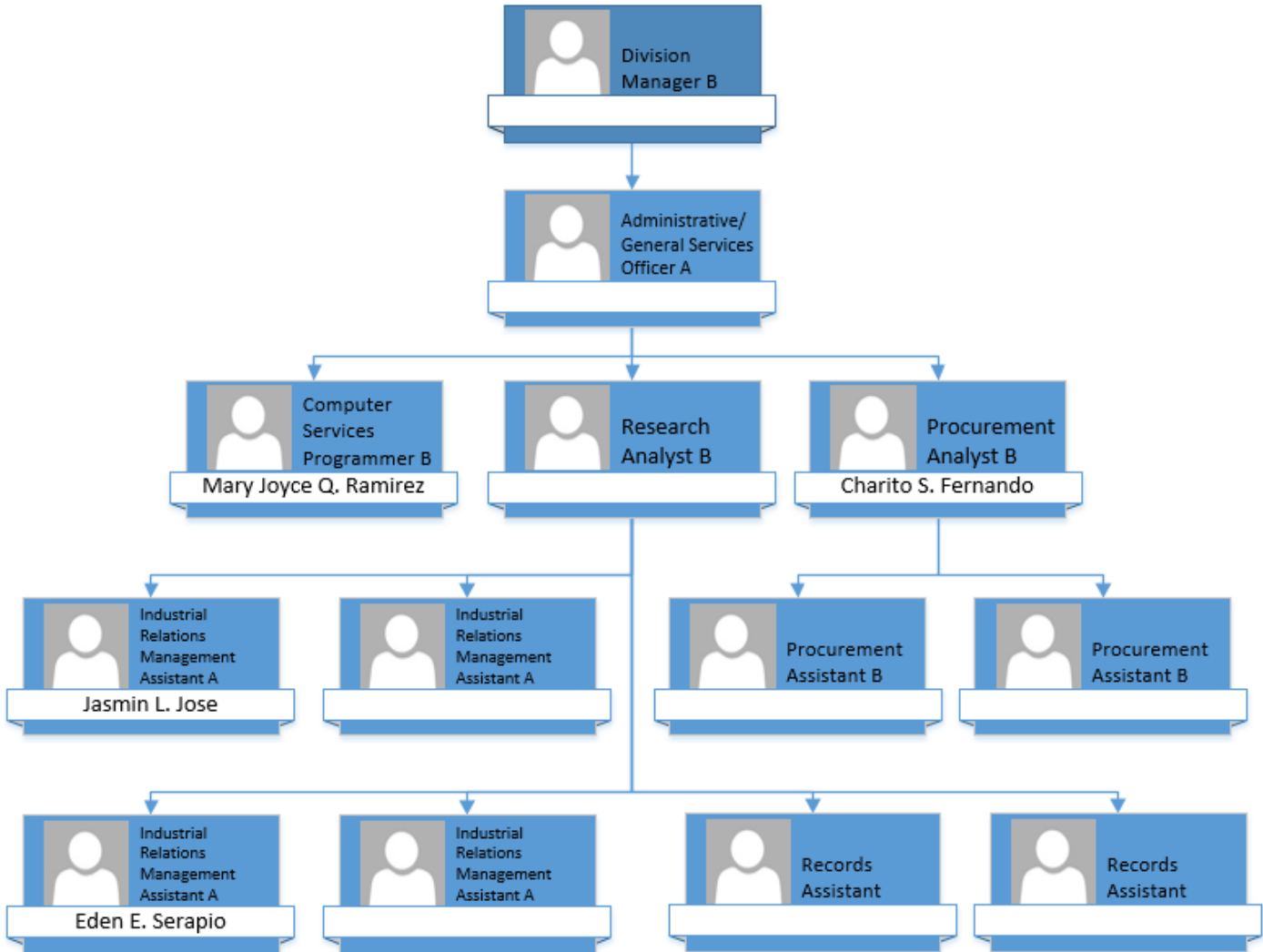
#### QMS Organizational Chart

SMWD Leadership also ensures that responsibilities and authorities of personnel that are directly involved in the QMS implementation are clearly defined.

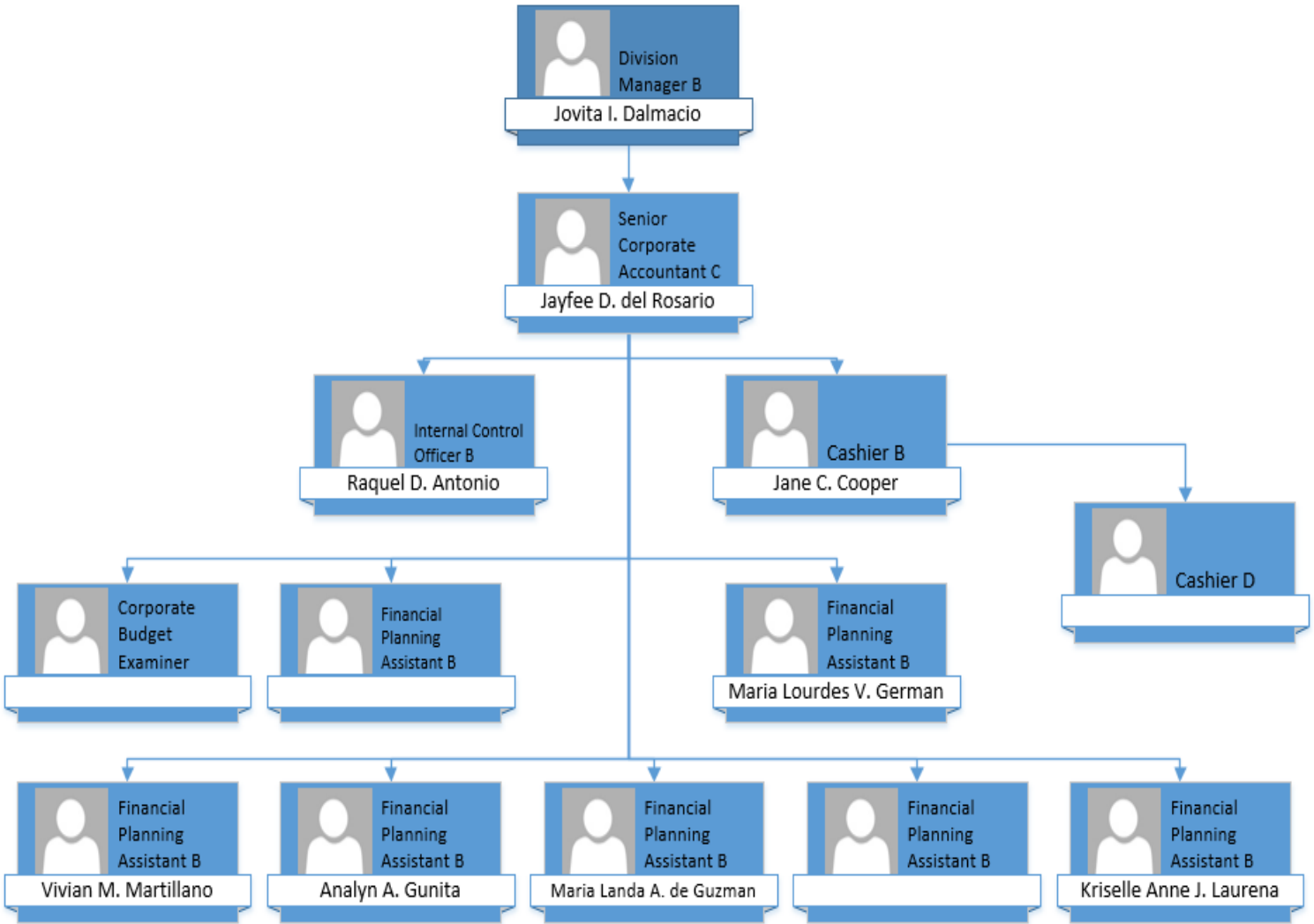
Illustrated below is the Organizational Chart of Santa Maria Water District:



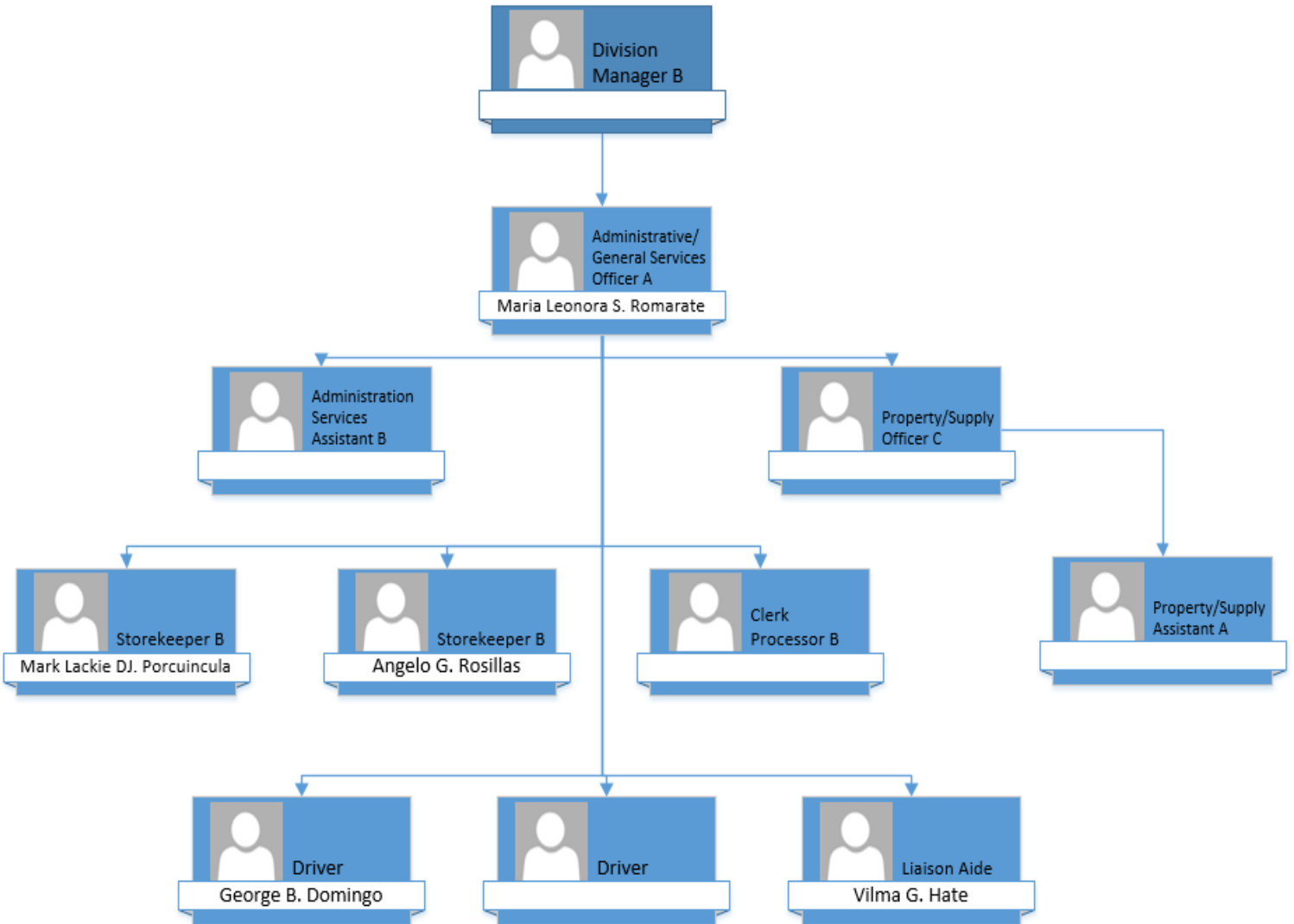
## ADMINISTRATIVE DIVISION



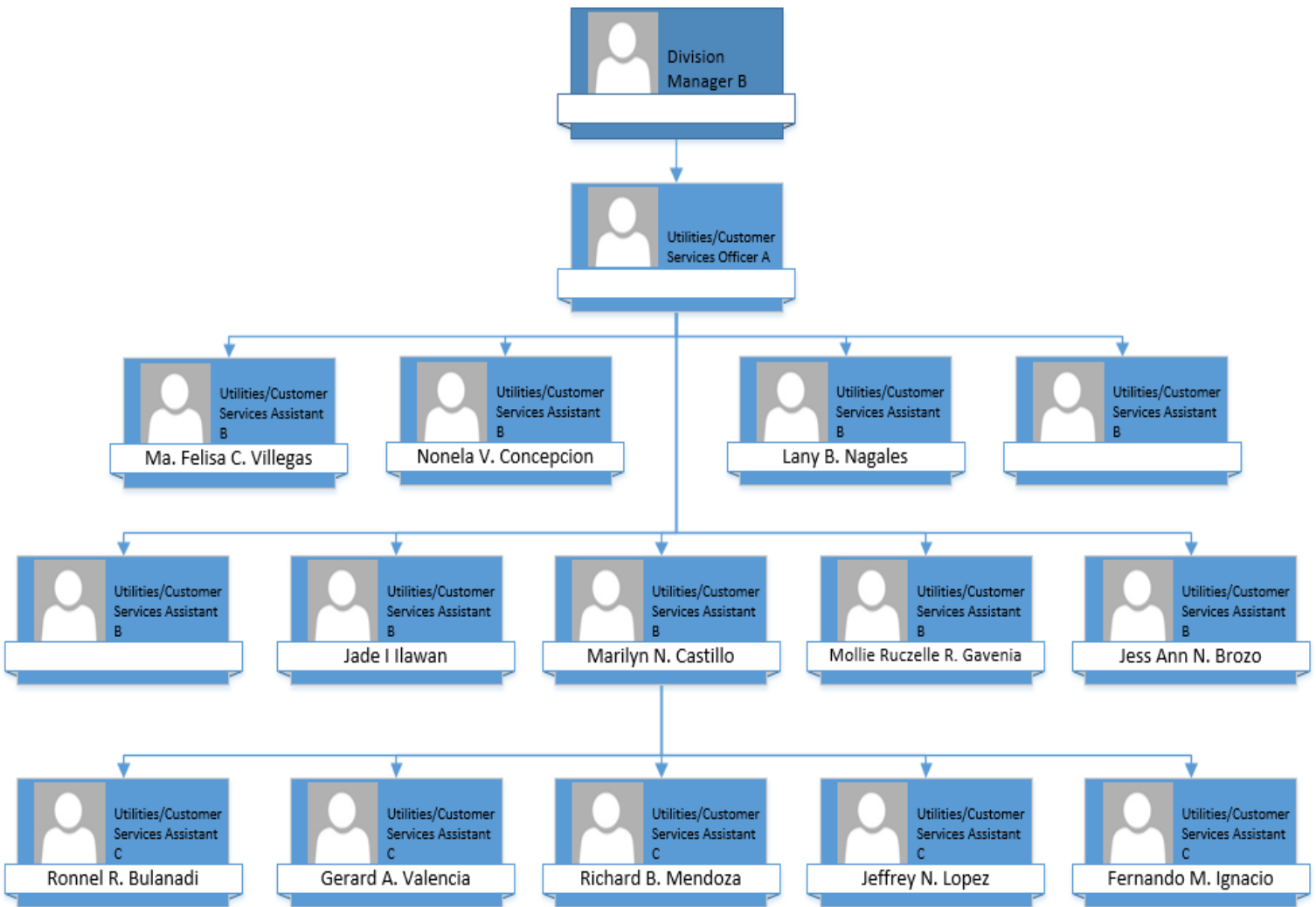
## FINANCE DIVISION



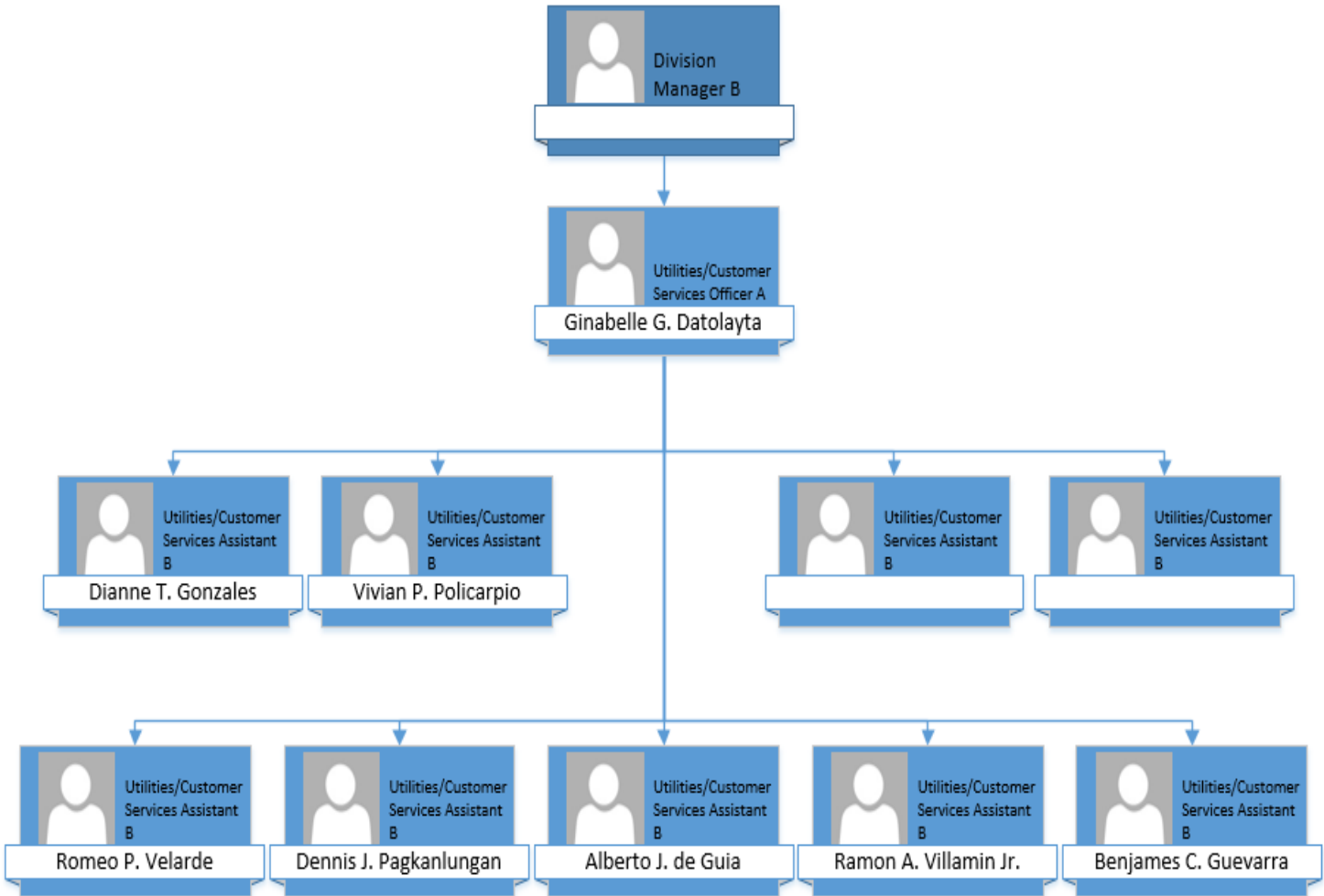
## GENERAL SERVICES DIVISION



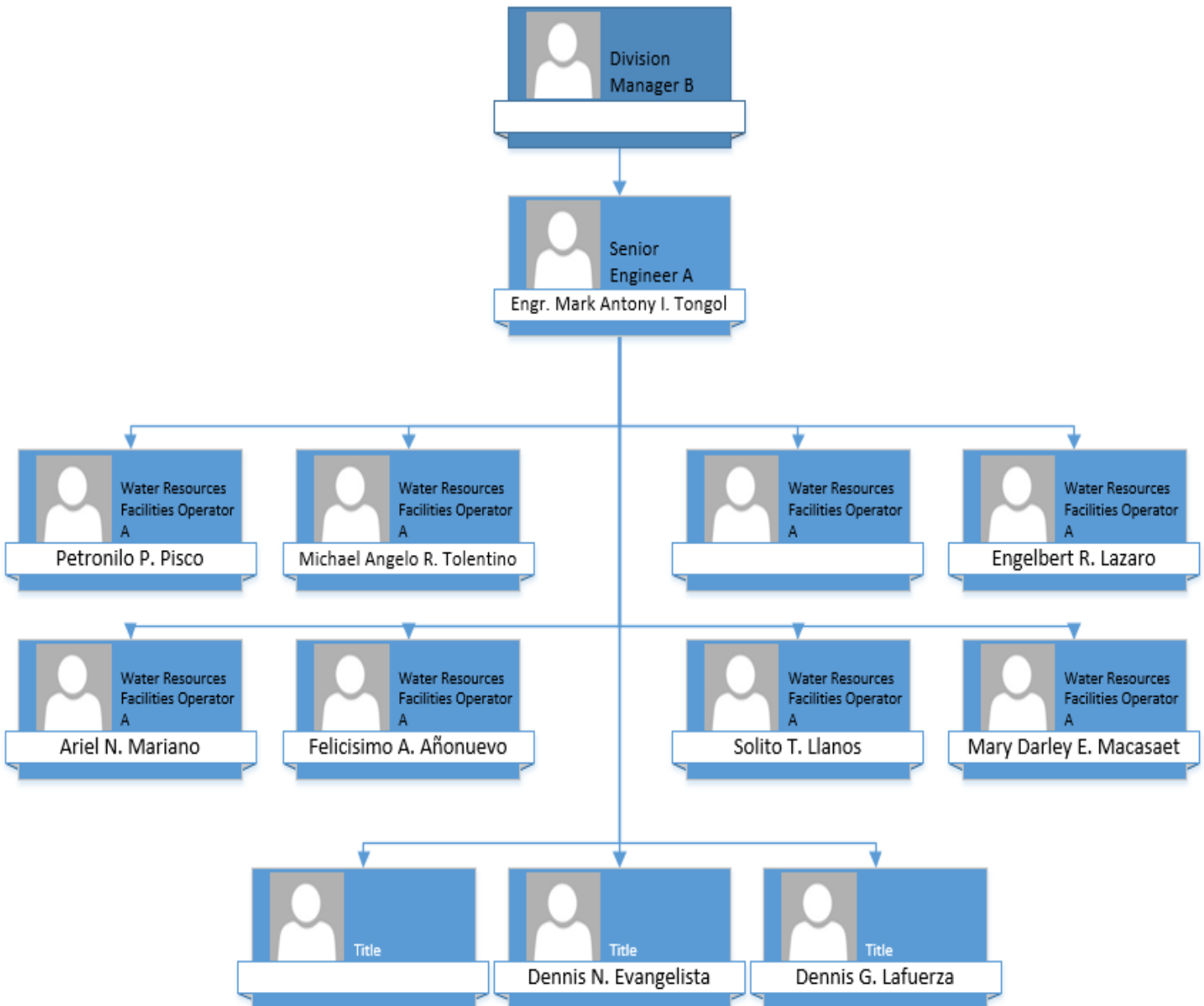
## CUSTOMER ACCOUNTS DIVISION



## CUSTOMER SERVICES DIVISION

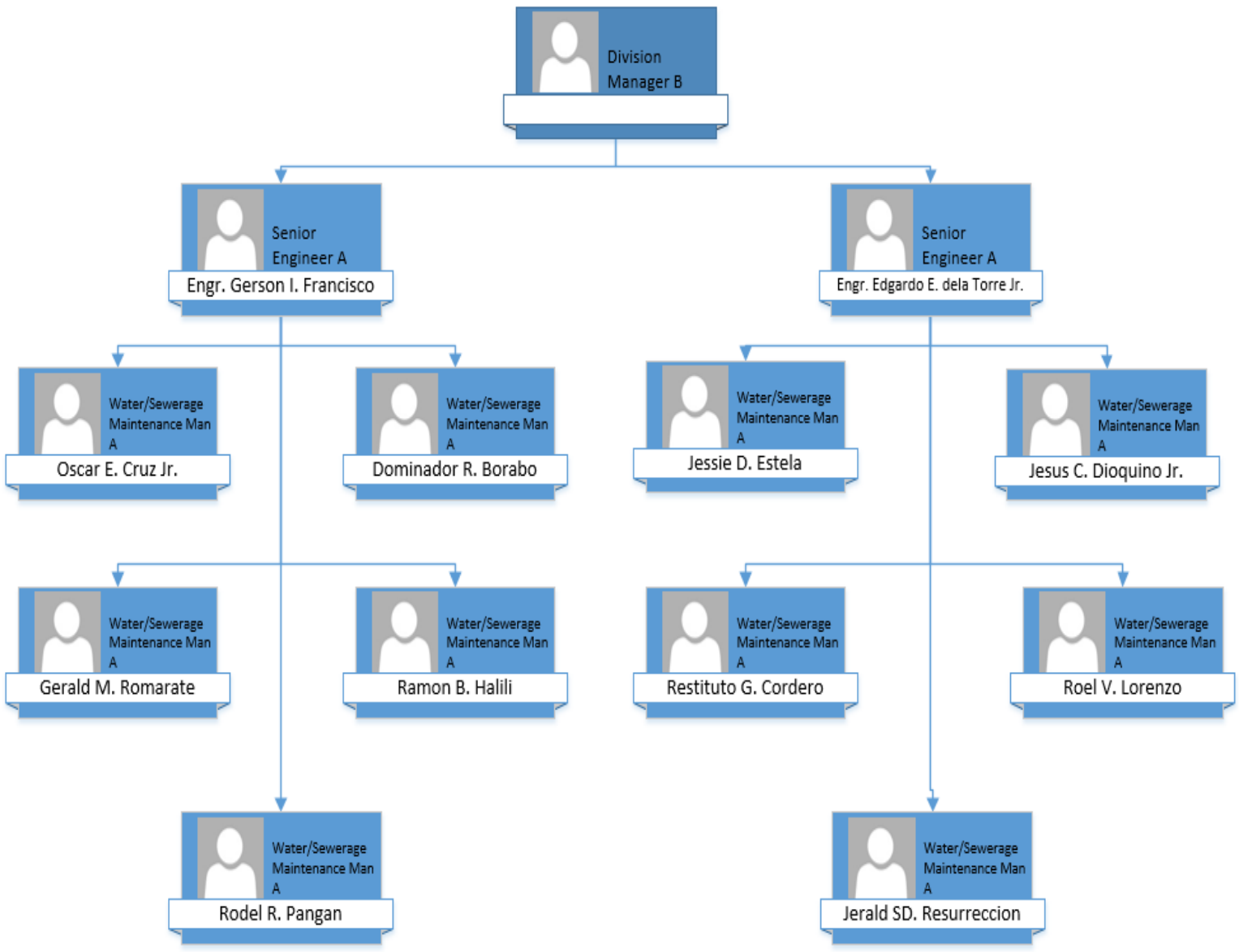


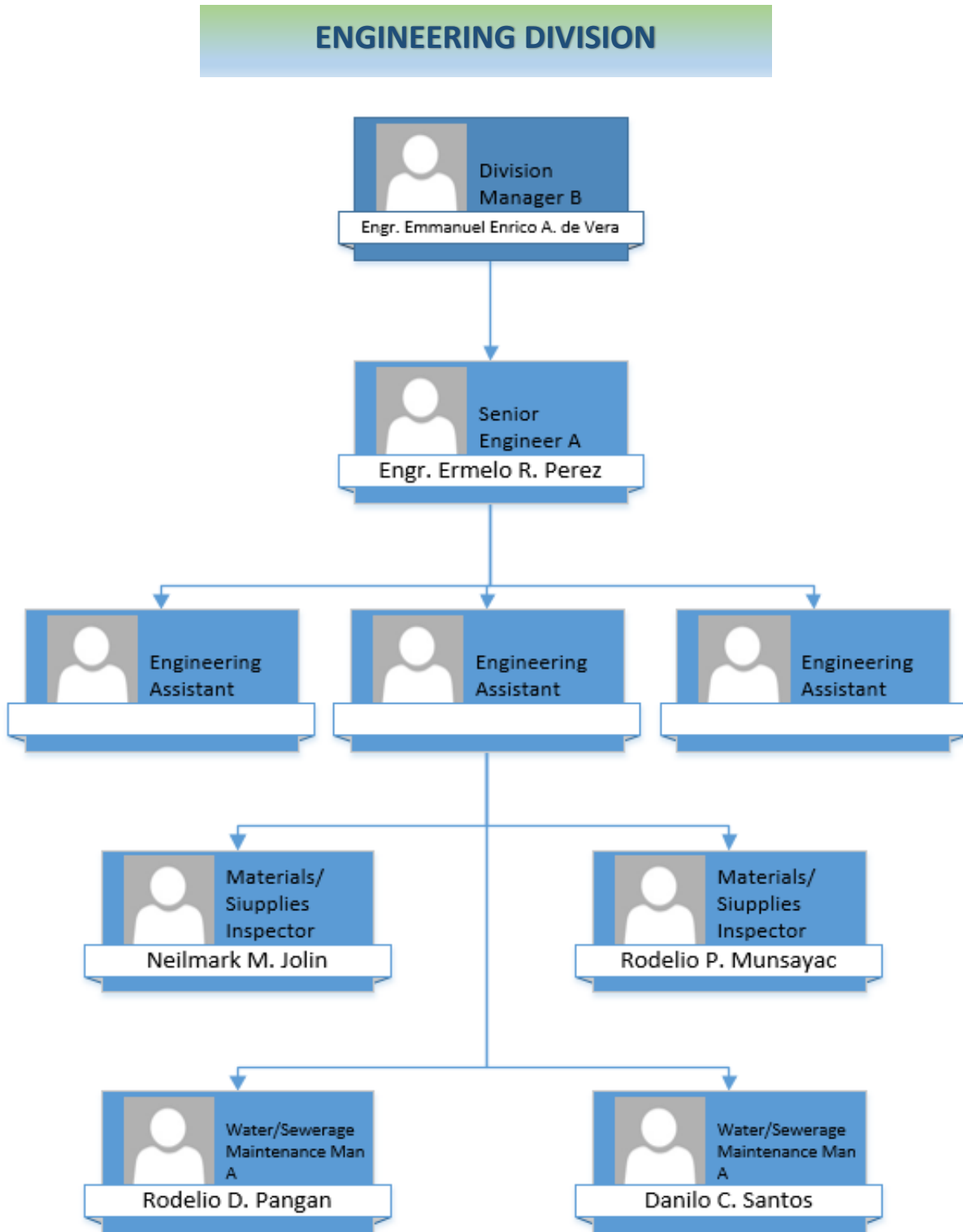
## WATER RESOURCES DIVISION





## CONSTRUCTION AND MAINTENANCE DIVISION







**Santa Maria Water District's Top Management consists of General Manager and Board of Directors who will:**

- **Appoint the Management Representative;**
- **Approve the SMWD Policy, objectives and targets;**
- **Review Quality Management System performance and approve recommendations for QMS improvement and other initiatives;**
- **Monitor and ensure compliance to concessionaires' requirements all regulatory obligations; and**
- **Ensure the promotion of customer focus throughout the organization.**

**SMWD Top Management demonstrates leadership and commitment to ensure that concessionaire requirements are determined, understood and met.**

**Risks and opportunities are also determined and addressed to enhance concessionaires' satisfaction.**

## **DUTIES AND RESPONSIBILITIES**

**5.3.1. The Office of the Board of Directors is the policy-making body of the water district. It shall conduct regular meeting and special meetings to deliberate and establish the system and procedures for the district's operations. They shall issue resolutions on policies to be implemented by the management of the district. They shall also review and make necessary amendments to existing policies as needed. The Office of the Board of Directors approves the annual budget of the water district.**

**5.3.2. The Office of the General Manager shall be responsible in establishing the district's goals and strategies and presiding over the entire organization. He shall oversee budgets and ensure resources are properly allocated. He shall ensure that departments meet individual goals. He shall be responsible for overall accountability to shareholders and to the general public. The General Manager has the *ULTIMATE DECISION-MAKING AUTHORITY* in all matters concerning the district.**

**5.3.3. The Administrative Division shall be in charge of the procurement. They are also responsible on the recruitment and retention of highly qualified employees for the agency.**



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Developing and maintaining the agency's program or information system is also their responsibility. They are also tasked to properly safe keep the agency's documents.

5.3.4. The Finance Division is in charge of planning, organizing and control of all cash management, budget and disbursements. They are also responsible in recording the financial and operational transactions of the agency such billing, collection and deposits, disbursements, procurement and inventory and taxation.

5.3.5. The General Services Division is tasked to provide logistical support to the entire agency. Their function includes property and supply management; transport management and general services management such as repair and maintenance.

5.3.6. The Customer Accounts Division is responsible on meter reading, billing and collection of water bills. They are tasked to review existing policies and recommend improvements thereto to improve water sales and at the same time promote social responsibility. Issuance of list of accounts for disconnection is also their responsibility. Account maintenance such as issuance of water meter replacement order is also under their jurisdiction.

5.3.7. Implementation of the agency's policies, attainment of targets for growth on service connections and to ensure compliance to Civil Service Commission ARTA is the main responsibility of Customer Services Division. They are responsible on processing new service connection applications, maintaining customer master file and documents and assisting concessionaires. They are also tasked to conduct the disconnection and reconnection and to do field investigation.

5.3.8. Water Resources Division oversees the implementation of the district's strategies pertaining to water production and water resources development. Their function includes collection and monitoring of data and operational parameters of pumps and motors. They are also responsible to regularly collecting samples for bacteriological tests, physical and chemical tests to ensure the quality of potable water being provided. Regular maintenance and scheduled rehabilitation of pumps are also their responsibility.

5.3.9. Construction and Maintenance Division is responsibility is the equitable distribution of water supply through transmission and distribution lines. Their functions include installation of



new service connections, replacements of old and defective water meters and other fittings. They also perform transfer of water meters. They are also responsible on the agency's pipe laying activities.

5.3.10. Engineering Division shall be in charge of the identification, planning and design of projects for the improvement and expansion of the water district's supply system.

### **MANAGEMENT REPRESENTATIVE (MR)**

Overall responsible for the management of QMS.

- Assigned Continuous Improvement Champions;
- Oversee Process Owners in the implementation of the QMS;
- Ensure that the QMS conforms to the requirements of this International Standard reporting on the performance of the QMS and on opportunities for improvement in particular to SMWD Leadership;
- Ensure that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented; and
- Act as a liaison with external parties such as customers or auditors on matters relating to the QMS.

### **Document Controller**

Overall responsible for the document management of QMS.

- Works with the MR for the creation and revision of documents
- Responsible for the issuance, maintenance, retrieval and control of controlled documents.
- Responsible for the assignment of document numbers and other coding controls for document
- Initiates master list for documents
- Responsible for the coordination and information on any changes on documents
- Ensures the implementation of control of record



## **Process Owners / Department Heads**

**Responsible for the effective implementation of QMS in their respective departments/ accounts.**

- **Ensure department's adherence to SMWD QMS procedures and guidelines;**
- **Ensure that the processes are delivering their intended outputs;**
- **Ensure legal compliance in all the department's activities;**
- **Collect data, review QMS related performance and report to Leadership, and to initiate appropriate improvement programs when needed;**
- **Communicate the importance of QMS to staff, contractors and other relevant parties;**
- **Participate in internal and external QMS audits when called upon to do so;**
- **Initiate action to prevent the occurrence of any non-conformance and ensure corrective actions are effectively implemented if there is any non-conformance;**
- **Initiate and conduct QMS non-conformance correction when required and ensure corrective actions are effectively implemented;**
- **Allocate necessary resources to ensure control measures are in place to minimize QMS risk in the work activities;**
- **Assign staff to attend QMS related training to ensure they have the necessary skills and knowledge to implement the QMS ; and**
- **Encourage staff to participate in QMS program and take appropriate actions on QMS feedback.**

## **Other Employees**

- **Carry out their duties in accordance with the company's QMS Policy, procedures & work instructions;**
- **Report QMS issues to their Manager or department heads;**
- **Be aware of the significant QMS impacts/risks, actual or potential, of their work activities and the QMS benefits of improved personal performance;**
- **Participate in the QMS program established by the organization.**

**Other functions and responsibilities not mentioned in this section of QMS Manual are defined in other related documents such as Appointment Letters, Job Descriptions, procedures, and guidelines.**

## 6.0 PLANNING

### 6.1. Actions to address Risk and Opportunities

Initial QMS review was carried out as the first step in the planning stage in order to provide the QMS baseline information as described in Section 4 Context of the Organization. All of the inputs and information are used to determine actions to be planned for QMS.

Planning of actions for QMS will be documented and includes but not limited to the development and implementation of the following.

- Policies
- Procedures
- Operational Control & Guidelines
- Programs
- Trainings

SMWD conducts risk assessment activities to address the risks and opportunities (please refer to the Risk Assessment)

### 6.2 Planning for QMS Objectives

SMWD sets measurable quality objectives (OPCR, DPCR, IPCR), at all levels throughout the organization, in support of improvement to our QMS. We believe in a balanced approach to Concessionaires' Satisfaction and Employee Satisfaction.

Our top-level quality objectives are to:

- **Continually meet our concessionaires' needs and expectations**  
**Measured by Pagsusuri ng Tagatangkilik**
- **Strengthen employee engagement**  
**Measured by employees' satisfaction survey**
- **Ensure that we remain profitable**  
**Measured by revenue, operating profit, and other financial indicators**



**These objectives will be regularly reviewed during the management review meeting to ensure that it is still appropriate to the QMS.**

**To support these high-level objectives, each department/account has its individual KPIs and targets using the SMWD’s SPMS to satisfy customer requirements and organizational goals.**

### 6.3. Planning of Changes

**Any changes in SMWD QMS shall be carried out in a planned manner.**

- **Process & Service Changes – Owned & planned by Department Heads through meetings & change management process.**
- **Major Change: New Account/Site/New Water Source – by following the Well Development Project Implementation process**

## 7.0 SUPPORT

### 7.1. Resources

**Top Management of SMWD ensures that all resources required for the effective implementation of the QMS are planned and provided accordingly according to its importance. This includes people, infrastructure and working environment that are needed for QMS.**

<b>People</b>	<ul style="list-style-type: none"> <li>• <b>Capacity Planning</b></li> <li>• <b>Training (New Hire Training / Leadership Development Training) (Training Reports)</b></li> <li>• <b>Wellness Program (Annual Physical Examination)</b></li> </ul>
<b>Infrastructure</b>	<ul style="list-style-type: none"> <li>• <b>IT</b></li> <li>• <b>Facilities – (Canteen, Work station, etc.)</b></li> </ul>





<b>Working Environment</b>	<ul style="list-style-type: none"><li>• Security and Safety</li><li>• Temperature</li><li>• Lighting</li></ul>
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## 7.2. Competence

To ensure that competency of all personnel, contractors and service providers whose activities have a significant impact on the quality management system are identified, and appropriate training and/or specification of certification is carried out. Annual QMS training plan is developed by MR in coordination with the Admin Department.

Through our Office/Department/Individual Performance Commitment Review (OPCR) Process – Our aim is to build a world-class organization with globally competitive performance. In order to do that, we need to build our people and their capabilities. SMWD has developed a performance management process. It encourages the employee and the supervisor to work together to align with SMWD’S overall mission, values and operating strategy. (See OPCR / DPCR/ IPCR Process)

The necessary training to be provided in addressing these needs includes internal training and mentoring. Evidence of the activity will be recorded through attendance, certificates, and completion reports

To measure competence for outsourced contractors – get the pre-qualifications process (see RA 9184.)

## 7.3. Awareness

SMWD ensures that employees are aware of the quality policy, objectives, their contribution and impact if they do not conform with the QMS requirements. The following methodologies will be used to provide awareness to all employees of SMWD:

### New Employee Orientation



**ISO Awareness Training & Check for Understanding – Tenured Employees  
 Posters, TV Ads.**

**The MR and the Department Heads are responsible in ensuring effective implementation of these awareness activities.**

**7.4. Communication**

**The organization ensures that internal and external communication processes are properly established. The communication processes are defined but not limited to the table below**

What to communicate	Who will communicate	When to communicate	Whom to communicate	How to communicate
QMS policies, guidelines, procedures	MR, Department Heads/ Division Managers	- According to plan - Whenever required	- Employees - Job Orders - Contractors - Interested parties	- Meeting - Documented information - Notice Boards/ Ads, Posters
QMS programs	MR	As Planned	Employees, SMWD Leadership, Process Owners	- Notice Boards - Posters - Meetings
QMS violation	MR, Auditors	- Inspection - Audit	SMWD Leadership, Process Owners, Employees	Corrective Action Report



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What to communicate	Who will communicate	When to communicate	Whom to communicate	How to communicate
Process Performance (Concessionaire's Feedback / SPMS)	Department Heads Division Managers	Weekly, Monthly & Quarterly	SMWD Leadership, Concessionaire	Monthly report
Changes in Concessionaire/ Internal/External Requirement	General Manager/Department Heads	As needed	Commercial Dept. Admin and Finance Department	Meetings, Email,

## 7.5 Documented Information

**SMWD ensures effective documentations and controls in the implementation of the QMS. Access for electronic documents are provided through the Internet system in which approvals are dependent on the requestor’s job level and function in the organization. In SMWD we practice electronic communication, wherein email approvals are considered as an accepted form of documentation.**

Document Level	Types of Documented Information	Description	RESPONSIBLE PERSON
1	QMS Manual	High level documentation that describes general policies and compliance statements to the clauses of stand and ISO 9001:2015	DCO
2	SMWD Work Instructions Manual	Forms that are used within SMWD.	<u>MR/DCO</u>
4	SMWD Procedures Manual	These are SMWD developed procedures based on concessionaires’ needs/ requirements. Management of this document will follow the SMWD change management procedure.	SMWD Process Flow
5	Records	These are documented information used to support the implementation of QMS such as posters, banners, leaflets, training materials.	Please see Master List of Records

**Creating and updating of the abovementioned documented information including control as required by the standard are detailed and described in the Procedure for Documented Information.**

## 8.0 OPERATION

### 8.1. Operation Planning and Control

Each department of SMWD implement SMWD processes to ensure that the processes identified as QMS action plans are effectively implemented and managed. This includes procedure, guidelines, forms/checklists that are used in every activity.

SMWD also ensures that all applicable controls to the general Contractors including guidelines for procurement are implemented accordingly such as timeliness of delivery and cost. Other special requirements stipulated in the contract and shall be in accordance with RA 9184.

### 8.2 Requirements for products and services

#### 8.2.1 Concessionaires communication

Concessionaire Communication is handled by Commercial Department

- Providing information relating to services (see Commercial Dept. Process)
- Handling enquiries, service request
- Obtaining customer feedback relating to services, including customer complaints;
- Handling or controlling customer property; and
- Establishing specific requirements for contingency actions, when relevant.

#### 8.2.2 Determining the requirements for products and services

When determining the requirements for the adequate supply of potable water to be offered to concessionaires, BWD ensure that:

a. The requirements for the adequate supply of potable water are defined, including:

1. Applicable statutory and regulatory requirements such as LWUA, COA, BIR, CSC, DBM AND NWRB



**2. Those considered necessary by SMWD;**

- b. SMWD can meet the claims for adequate supply of potable water that the district offers.**

**8.2.3 Review of the requirements for products and services**

**Post Implementation Review (PIR) - This process is intended to capture both positive feedback and feedback for improvement / lessons learned from projects. Documented information from this activity is managed and kept in the Manager's Office under the custody of the Management Representative.**

**8.2.4 Changes to requirements for the adequate supply of potable water**

**Any change to requirements of the water potability, it will be routed to Operations and cascaded to the Engineering and Water Resources Division.**

### **8.3 General (Design and Development)**

**SMWD establishes, implements and maintains a design and development process that is appropriate through well development and pipelaying to ensure the subsequent provision of production and services. Design and Development processes shall be subdivided into following stages:**

- **Design and Development Planning**
- **Design and Development Input**
- **Design and Development Control**
- **Design and Development Output**
- **Design and Development Changes**

### **8.4 Control of externally provided processes, products and services**

**SMWD has externally provided services that may impact the performance of the QMS such as:**

- **I.T. services**
- **Security services**
- **Contractors**
- **Drillers**



**These outsourced services are controlled & managed by the requestor/ end-user through, Contracts, Meetings, Regular Monitoring & evaluation (see Purchasing process).**

## **8.5 Production and Service provision**

### **8.5.1 Control of production and service provision**

**Department Heads shall ensure that all of the SOPs, processes mentioned in section 8.a are effectively implemented and processes are controlled through:**

- **Ensuring documented information are available**
- **Characteristics of services/processes**
- **Processes are measured against Key Performance Indicator (SPMS) goals**
- **Infrastructure and working environment are provided**
- **Personnel are competent (Product Training & Other Leadership Development courses)**
- **Action Plans are in place (Corrective Action, Performance Improvement Plans, Business Review, etc.)**
- **Quality Assurance, Monitoring and Coaching**

### **8.5.2 Identification and Traceability**

**Transactions have assigned numbers which are system generated. Reference numbers are used to track or trace transactions. Some concessionaires may not require 100% tracking of customer transactions, please refer to the individual account.**

### **8.5.3 Property Belonging to Concessionaires or External Providers**

**Any property provided by the concessionaires is managed by the individual account owners. Similar control and management of SMWD owned property will be applied to all concessionaires.**

### **8.5.4 Preservation**

**Any information, voice, non-voice (email or chat) transactions we preserve to protect its confidentiality and integrity against fraud, data tampering and similar violations.**



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#### **8.5.5 Post-delivery activities**

**SMWD performs post-delivery activities such as Concessionaire Feedback process to determine “concessionaire satisfaction” and compliance to other requirements (see Concessionaire Satisfaction Analysis)**

#### **8.5.6 Control of changes**

**The reviews and control changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements.**

**The BWD retain documented information describing the results of the review of the changes, the person(s) authorizing the change, and any necessary actions arising from the review. (see Document Change Control Process)**

#### **8.5.7 Release of Services – Refer to Engineering and Water Resources Processes**

#### **8.5.8 Control of nonconforming outputs (non-attainment of KPIs (OPCR, IPCR, DPCR), Customer Complaints)**

**All non- conforming outputs shall be handled according and shall be in accordance with the Procedure for Non-conformity.**



## 9.0 PERFORMANCE EVALUATION

### 9.1 Monitoring, measurement, analysis and evaluation

#### 9.1.1 General

SMWD recognizes that one of the key or important measurements for each of the core process is the KPI provided by the concessionaire. Periodic review daily, weekly, monthly & quarterly across all processes are performed to monitor process effectiveness and compliance to the requirements. Any non-attainment of KPI (SMWD's SPMS) will be handled through "control of non-conforming procedure".

While Support processes KPIs (SMWD's SPMS) are determined by process owners or Department Heads. And monitored in a semi-annual basis.

Documented Information (Records) are kept and filed by the DCO.

#### 9.1.2 Concessionaire Satisfaction

"Concessionaire Satisfaction is measured through the Concessionaire Feedback & Concessionaire Commendations." (see Pagsusuri ng Tagatangkilik)

#### 9.1.3 Analysis and Evaluation

SMWD conducts various analysis and evaluation of significant data listed but not limited to the following:

- Concessionaire Feedback– analyze and interpreted MR.
- Support Processes KPI (SMWD's SPMS) – Reviewed by department owners and executives.
- Monitoring of Risk and Opportunities – Analyzed, interpreted by MR along with the related Process owner (Operations / Support)
- External Provider Performance – Evaluated by Procurement department & end-user/requestor.



- **Management System Performance & Improvement – Evaluated during the management review process.**

## **9.2. Internal Audit**

**SMWD establishes and maintain a process and procedures for QMS audits to ensure that the management system is implemented and maintained and is effective in achieving the company’s QMS objectives and targets.**

**The audit procedures include: (see Internal Audit Procedure)**

**Responsibilities and requirements for conducting audits and reporting results;  
The audit criteria, scope, frequency and methodologies.**

**Internal QMS audits will be carried out once a year or more frequently if the need arises. The annual audit on the QMS is conducted to ensure that the management system established is effectively implemented and adjusted to suit the changes in the business. The audit process, including any schedule, shall be based on the importance of the activity concerned and the results of previous audits.**

**Auditors shall be objective and impartial and shall not audit his or her work area.**

**The results of the audit will be presented to the management for review so as to ensure appropriate resources and management support is provided to continually improve the QMS (see Management Review Procedure)**



## **9.3 MANAGEMENT REVIEW**

### **9.3.1 General**

**SMWD Leadership, MR and Department Heads will review the QMS at least once a year or at such frequency when deemed necessary and evaluate the QMS performance against QMS objectives and targets set in the QMS management process.**

### **9.3.2 Management review inputs**

**Information that is necessary for the management to carry out the evaluation shall include:**

- A. The status of actions from previous management reviews;**
- B. Changes in external and internal issues that are reliable**
- C. Information on the performance and effectiveness of the quality management system, 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;****
- D. Monitoring and measurement results;**
- E. Audit results;**
- F. The performance of external providers;**
- G. The adequacy of resources;**
- H. The effectiveness of actions taken to added risks and opportunities (see 6.1);**

### **9.3. Management review outputs**

**The outputs of the management review shall include decisions and actions related to:**

- A. Opportunities for improvement;**
- B. Any need for changes to the quality management system**
- C. Resource needs.**

**The organizations shall retain documented information as evidence of the results of management reviews.**

**Evidence of this activity will be recorded in the management review minutes of meeting.**



## 10.0 IMPROVEMENT

### 10.1 Non-conformity and Corrective Action Process

- see Nonconformity and Corrective Action Procedure

**SMWD ensures that all nonconformities or incident in the QMS are properly addressed by;**

- ❖ **Reacting to nonconformities**
- ❖ **Evaluate the need for action to eliminate the causes of the nonconformity, in order that it does not recur or occur elsewhere**
- ❖ **Implement any action needed**
- ❖ **Review the effectiveness of any corrective action taken;**
- ❖ **Make changes to the quality management system, if necessary.**

### 10.2 Continual Improvement

**SMWD ensures continual improvement within the management system by continuously reviewing and monitoring the QMS performance and introducing improvement practice through changes and updates in procedures, policies and guidelines.**



# ISO 9001:2015 REQUIREMENT & SMWD MANUAL MATRIX

ISO 9001:2015 REQUIREMENTS	SMWD QMS SECTION	RELATED DOCUMENT REFERENCE
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## 4.0 CONTEXT OF THE ORGANIZATION

4.1 Understanding the organization and its context	4.3	<a href="#">SMWD QMS Manual Page 21-22</a>
4.2 Understanding the needs and expectations of interested parties		
4.3 Determining the scope of the management system	2.0	SMWD QMS Manual Page 13-14
4.4 Quality Management System and its process	2.0	SMWD QMS Manual Page 16

## 5.0 LEADERSHIP

5.1 Leadership and Commitment	5.1	SMWD QMS Manual Page 24
5.2 Quality Policy	5.2	SMWD QMS Manual Page 24-25
5.3 Organizational Role and Responsibility	5.3	SMWD QMS Manual Page 26-38



# ISO 9001:2015 REQUIREMENT & SMWD MANUAL MATRIX

ISO 9001:2015 REQUIREMENTS	SMWD QMS SECTION	RELATED DOCUMENT REFERENCE
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**6.0 PLANNING**

6.1 Actions to address risk and opportunity	6.1	SMWD QMS Manual Page 39  Risk Assessment Procedure
6.2 Quality objectives and planning to achieve them	6.2	SMWD QMS Manual Page 39  KPI (per department/account)
6.3 Planning of Changes	6.3	SMWD QMS Manual Page 39  Document Change Control Process+

**7.0 SUPPORT**

7.1 Resource	7.1	SMWD QMS Manual Page 40-41
7.2 Competence	7.2	SMWD QMS Manual Page 41  QMS Training Plan  SPMS Process



# ISO 9001:2015 REQUIREMENT & SMWD MANUAL MATRIX

ISO 9001:2015 REQUIREMENTS	SMWD QMS SECTION	RELATED DOCUMENT REFERENCE
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**7.0 SUPPORT**

7.3 Awareness	7.3	SMWD QMS Manual Page 41-42
7.4 Communication	7.4	SMWD QMS Manual Page 42-43
7.5 Control of Documented Information	7.5	SMWD QMS Manual Page 44  Document Change Control Process

**8.0 OPERATION**

8.1 Operation Planning and Control	8.1	SMWD QMS Manual Page 45  Contracts with Concessionaires
8.2 Requirements for Products and Services	8.2.2-8.2.4	SMWD QMS Manual Page 45-46  SMWD Data base



## ISO 9001:2015 REQUIREMENT & SMWD MANUAL MATRIX

ISO 9001:2015 REQUIREMENTS	SMWD QMS SECTION	RELATED DOCUMENT REFERENCE
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**8.0 OPERATION**

8.3 Design and Development of Product and Services	8.3	SMWD QMS Manual Page 46
8.4 Control of Externally Provided Processes, Products and Services	8.4	SMWD QMS Manual Page 46-47  Procurement Process
8.5 Production and Service Provision	8.5	SMWD QMS Manual Page 47  Corrective Action Process
8.6 Release of Products and Services	8.5.2-8.5.7	SMWD QMS Manual Page 47-48  Procurement Process  Engineering Process  Water Resources Process
8.7 Control of Non-conforming Output	8.5.8	SMWD QMS Manual Page 48





## ISO 9001:2015 REQUIREMENT & SMWD MANUAL MATRIX

ISO 9001:2015 REQUIREMENTS	SMWD QMS SECTION	RELATED DOCUMENT REFERENCE
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### 9.0 PERFORMANCE EVALUATION

9.1 Monitoring, measurement, analysis and evaluation	9.1.1-9.1.3	SMWD QMS Manual Page 49
9.2 Internal Audit	9.2	SMWD QMS Manual Page 50  Internal Audit Process
9.3 Management Review	9.3	SMWD QMS Manual Page 51  Management Review Process

### 10.0 IMPROVEMENT

10.1 Non-conformity and Corrective Action Process	10.1	SMWD QMS Manual Page 52  Non-conformity & Corrective Action Process
10.2 Continual Improvement	10.2	SMWD QMS Manual Page 52