



CLAUSE MAP REFERENCE

Clause Number	Clause Title	Reference Documents
4.1	Understanding the organization and its context	GL-QMS-03 Strength, Weaknesses, Opportunities and Threats Analysis
4.2	Understanding the needs and expectations of interested parties	GM-QMS-01 Needs and Expectations of Interested Parties
4.3	Determining the Scope of the QMS	QM-04 (4.3) Context of the Organization
4.4	QMS and its Processes	QM-03 Business Process Map
5.1	Leadership and Commitment	QM-05 (5.1) Leadership and Commitment GL-ADM-01 Code of Professional Conduct for Managers in COWD
5.1.2	Customer Focus	
5.2	Quality Policy	QM-05 (5.2) Quality Policy
5.3	Organizational roles, responsibilities and authorities	QM-02 Organizational Chart
6.1	Actions to address risks and opportunities	PM-QMR-02 Risk Assessment Procedure
6.2	Quality objectives and planning to achieve them	FM-QMR-01 Objectives, Targets and Programs
6.3	Planning of changes	
7.1	Resources	PM-MSD-01 IT Equipment Requested Maintenance PM-ADM-01 Security and Janitorial Services PM-ADM-05 Application for Overtime Through CTO PM-ADM-07 Recruitment of Job Order Contractual PM-ADM-08 Issuance & Use of Letter of Authority for Medical Procedures PM-ADM-09 Work-Related Injury PM-PRD-04 Pumping Equipment & Generating Set Maintenance PM-PRD-05 Maintenance and Calibration PM-FIN-04 Handling of Petty Cash PM-FIN-06 Overtime Services for Payment
7.2	Competence	PM-ADM-03 Invitational Training (Foreign & Local) PM-ADM-04 In-house Training PM-ADM-06 Promotion
7.3	Awareness	
7.4	Communication	PM-MSD-06 Corporate Communication
7.5	Documented Information	PM-DRC-01 Internal Documented Information PM-DRC-02 External Documented Information PM-DRC-03 Records Control PM-OGM-01 Documents Control in the Office of the General Manager
8.1	Operational Planning and Control	PM-FIN-05 Corporate Annual Budget Preparation PM-OGM-02 Formulation and Approval of Policy
8.2	Determination of Requirements for Products	PM-PRD-02 Customer Complaints and Requests on Water Quality

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CLAUSE MAP REFERENCE

	and Services	PM-CML-08 Customer Requests or Complaints Received in Person PM-MSD-03 Socio Economic Status Survey
8.3	Design and Development of Products and Services	PM-ENG-01 Program of Works for Pipeline Design WI-MNT-01 DMA Design WI-MNT-04 DMA Field Design PM-ENG-05 Construction GL-ENG-01 Cost Estimation
8.4	Control of Externally Provided Products and Services	PM-ADM-02 Procurement PM-OGM-03 Procurement through Competitive Bidding Control of Externally Provided Processes, Services and Products PM-FIN-07 Processing and Control of Materials and Supplies
8.5	Production and Service Provision	PM-ENG-02 Line Survey PM-ENG-03 Installation of New Service Connection PM-MNT-01 Water Meter Maintenance PM-ENG-04 Production of Well/ Aquifer Testing PM-CML-01 Disconnection of Delinquent Accounts PM-CML-03 Issuance of Demand Letters PM-CML-04 Application for Reconnection PM-CML-05 Application for New Service Connection PM-CML-07 Reconnection Process PM-MSD-04 Cash Control PM-FIN-03 Disbursement on Monthly and Recurring Payables WI-ENG-01 Installation of Service Connection WI-PRD-03 Pump Tendering WI-MNT-02 Mainline Leakage Repair WI-MNT-03 Zero Pressure Test WI-MNT-05 Step Test WI-MNT-06 Isolation Valve Exercise WI-MNT-07 Data Logger WI-MNT-08 Pressure Reducing Valve and Maintenance WI-CML-01 Reconnection WI-CML-02 Disconnection
8.6	Release of Products and Services	PM-CML-02 Billing Process PM-CML-06 Bill Adjustments PM-FIN-01 Collection of Payments at Main Office PM-FIN-02 Collection of Water Bill Payments
8.7	Control of Nonconforming Products and Services	PM-PRD-01 Water Quality Monitoring PM-PRD-03 Physical-Chemical Water Quality Monitoring PM-MSD-05 Workmanship Control WI-PRD-01 Laboratory Work Instruction for QC WI-PRD-02 Flushing WI-ENG-02 Step Drawdown Test WI-ENG-03 Constant Discharge Test WI-ENG-04 Recovery Test WI-OGM-01 Quality Control on Materials, Projects and Equipment GL-MSD-01 Handling Cash Shortages and Overages
9.1	Monitoring, Measurement, Analysis and Evaluation	PM-MSD-02 Handling of Customer Feedback Through Survey
9.2	Internal Quality Audit	PM-ILA-01 Internal Audit

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CAGAYAN DE ORO CITY WATER DISTRICT

CLAUSE MAP REFERENCE

		PM-CAR-01 Corrective Action
9.3	Management Review	PM-QMR-01 Management Review
10.1	General	PM-CAR-01 Corrective Action
10.2	Nonconformity and Corrective Action	PM-CAR-01 Corrective Action
10.3	Continual Improvement	PM-CAR-01 Corrective Action

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INTRODUCTION

I. ORGANIZATION'S VISION-MISSION STATEMENT

Our Vision

"To be an outstanding water district in the country."

Our Mission

"We provide excellent water service to the community we serve."

Core Values

"We demand accountability in all our decisions."

"We are results-driven."

"We work as a team at all times."

"We have faith in The Almighty."

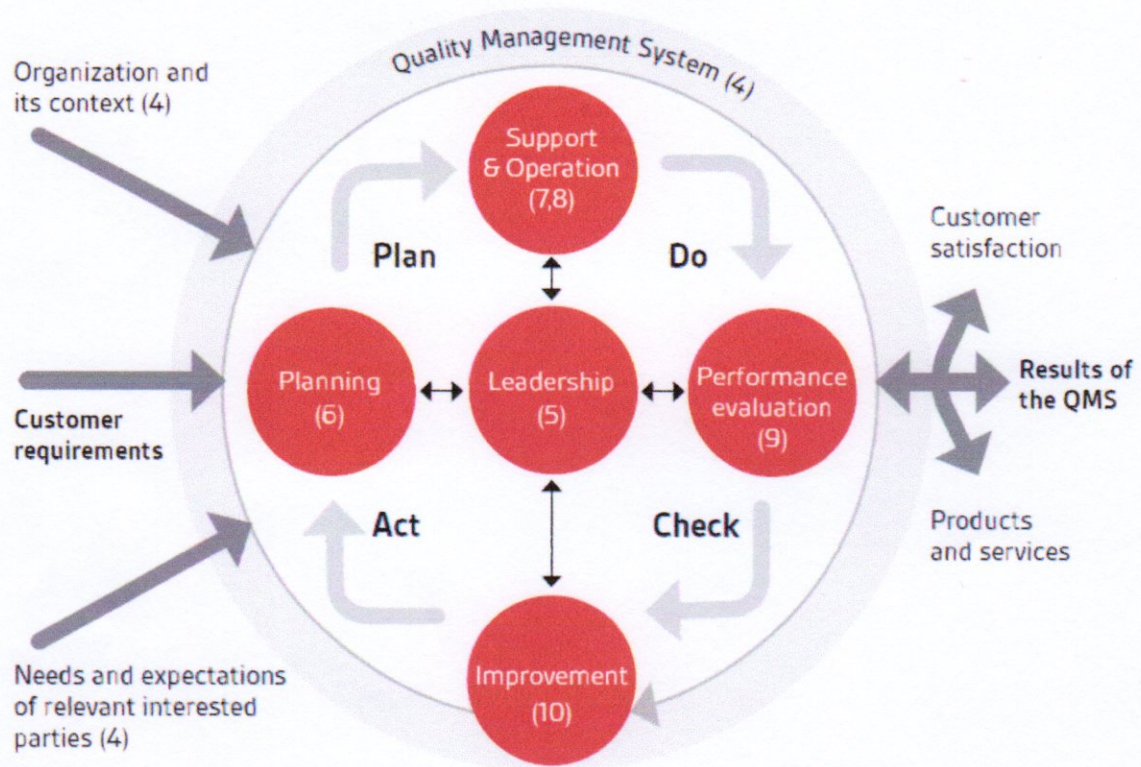
II. PRINCIPLE

With the Vision-Mission in place, CAGAYAN DE ORO CITY WATER DISTRICT's Quality Management System adopts the Plan-Do-Check-Act Cycle approach in developing, implementing and improving its effectiveness that will enhance the satisfaction of our partner-clients in our service. These PDCA cycle links to the different clauses of ISO 9001:2015 Standard and key business processes and activities that affect the quality of our services are identified, managed and monitored.

Prepared by: Marluna M. Macmang
Quality Management Representative

Approved by: Bienvenido L. Bata
General Manager

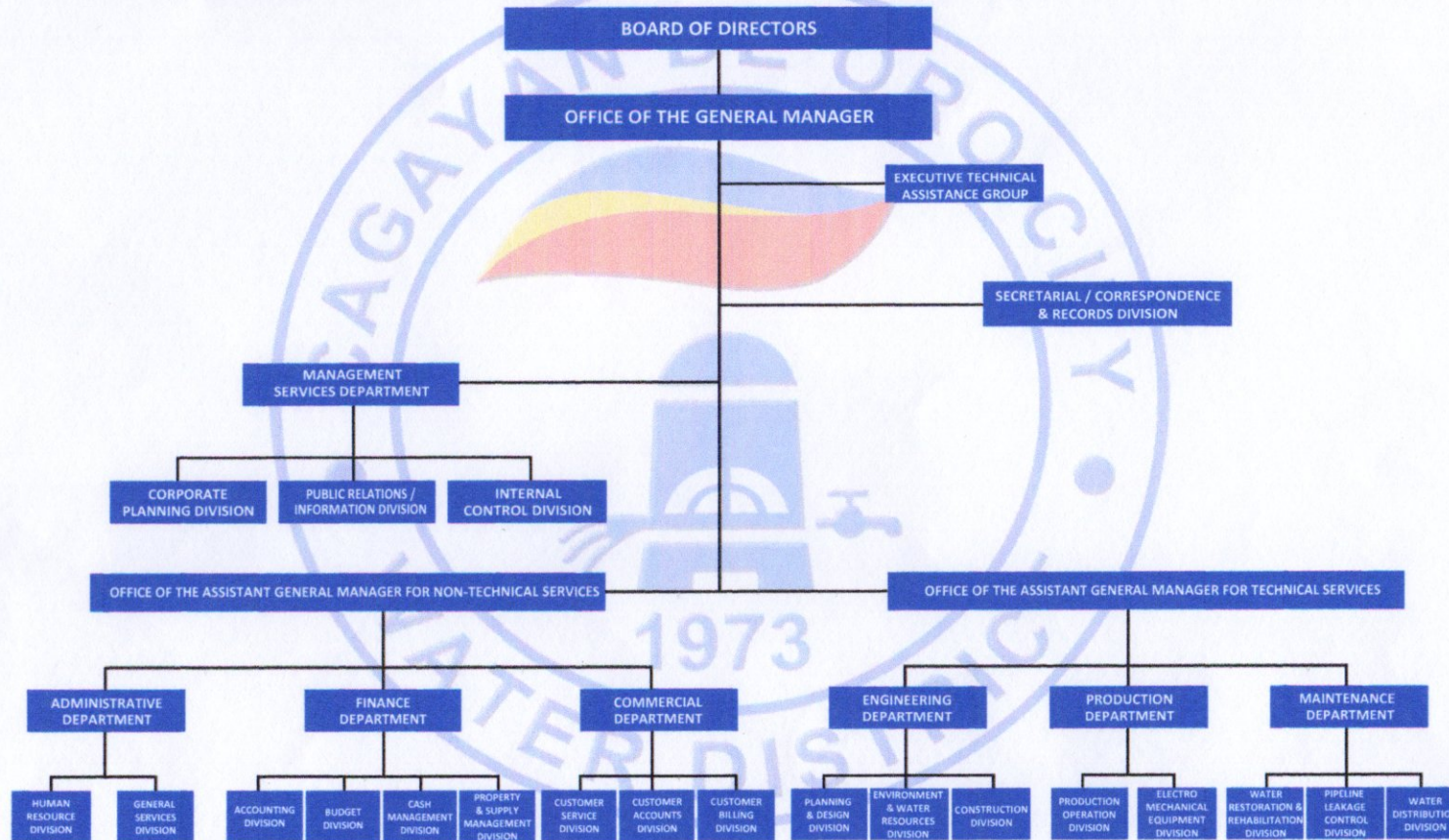
INTRODUCTION



This Quality Manual establishes compliance to International Standards ISO 9001:2015. The Manual contains documented statements of our Quality Policy and Objectives and Documented Quality Procedures, which are referenced throughout the Manual. Interfaces between processes are also defined (as shown in our QMS Business Process Map) to achieve our Quality Policy and Objectives. This Manual shall be reviewed annually as part of the continual improvement process. The Quality Management Representative is the authorized personnel to prepare and propose revisions of this Manual and is subject for review by the Respective Assistant General Manager and approval by the General Manager.

PROPRIETARY NOTICE

ORGANIZATIONAL STRUCTURE



Prepared by:

Marluna M. Macmang
 Quality Management Representative

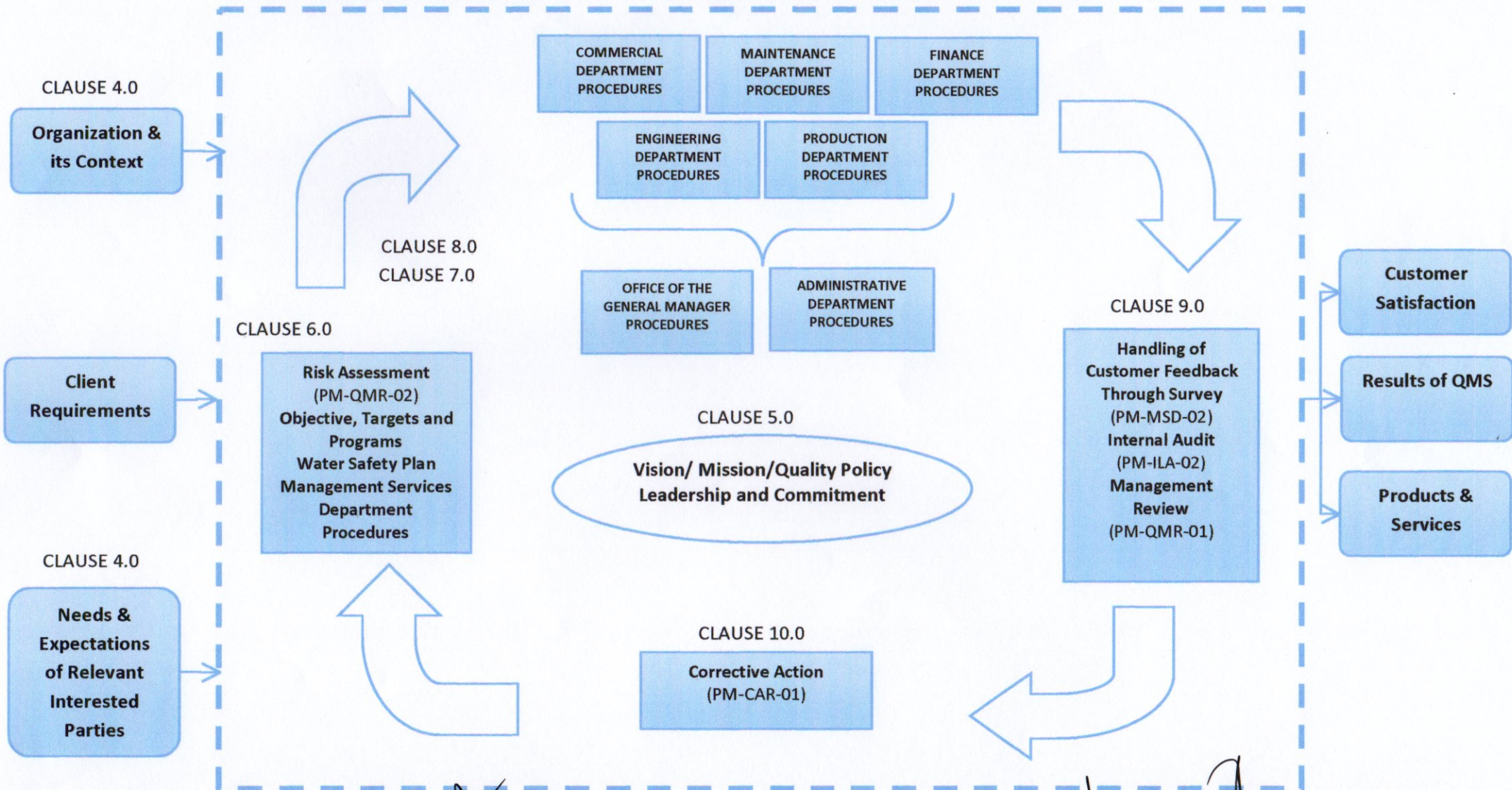
Approved by:

Bienvenido V. Batar, Jr.
 General Manager

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BUSINESS PROCESS MAP



Prepared by: Marluna M. Macmang
Quality Management Representative

Approved by: Bienvenido V. Batar, Jr.
General Manager

UNDERSTANDING THE CONTEXT OF THE ORGANIZATION

4.0 Context of the Organization

4.1 Understanding the Organization and its Context

The Management Team shall determine external and internal issues that are relevant to its purpose and its strategic direction. These external and internal issues may affect COWD's ability to achieve intended result(s) of its Quality Management System. Once identified, they shall be monitored and reviewed.

Our Quality Management System identifies and understands the context of our organization through the use of a Strengths, Weaknesses, Opportunities, and Threats (SWOT) Analysis. The SWOT Analysis shall be reviewed and updated at least once a year as basis for the yearly planning.

Reference Documented Information:

- *Strengths, Weaknesses, Opportunities & Threats Analysis* GL-QMS-03

4.2 Understanding the Needs and Expectations of Interested Parties

To anticipate the potential effect of the COWD's ability to consistently provide quality service, it shall determine the Interested Parties that are relevant to the Quality Management System and the requirements of these interested parties.

The COWD shall also get the feedback from the interested parties as stated in the Handling of Interested Parties Feedback Procedure to ensure that their requirements are being monitored and reviewed.

Reference Documented Information:

- *Needs and Expectations of Interested Parties* GL-QMS-01

4.3 Determining the scope of the Quality Management System

When determining the scope, the COWD shall consider the external and internal issues referred to in 4.1, the requirements of relevant interested parties referred to in 4.2 and the services of the organization.

Prepared by: <u> Marluna M. Macmang</u> Quality Management Representative	Approved by: <u> [Signature] V. Batar, Jr.</u> General Manager
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UNDERSTANDING THE CONTEXT OF THE ORGANIZATION

Our Quality Management System adopts the process approach in developing, implementing and improving its effectiveness that will enhance customer satisfaction. Key business processes and activities that affect the quality of the services are identified, managed and monitored.

Listed below is the scope of our Quality Management System –

CAGAYAN DE ORO CITY WATER DISTRICT's Quality Management System aligns its approach to all clauses under the ISO 9001:2015 Standard.

Our Core Processes are inclusive in the delivery of water services.

4.4 Quality Management System and its processes

CAGAYAN DE ORO CITY WATER DISTRICT shall establish, implement, maintain and continually improve a Quality Management System. The processes and their interactions were documented to be used as guide for the implementation of the Quality Management System. The processes that were documented are the following:

- a) Determination of the inputs required and the outputs expected from these processes.
- b) Determination of the sequence and interaction of these processes (*QM-03 Business Process Map*).
- c) Determination and application of the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure effective operation and control of these processes.
- d) Determination of the resources needed for these processes and ensure their availability.
- e) Assignment of the responsibilities and authorities for these processes.
- f) Addressing the risk and opportunities as determined with accordance with the requirements of 6.1
- g) Evaluation of these processes and implementation of any changes needed to ensure that these processes achieve their intended results.
- h) Improvement of the processes and the Quality Management System.

PROPRIETARY NOTICE

LEADERSHIP

Reference Documented Information:

- *Handling of Customer Feedback Through Surveys* *PM-MSD-02*
- *Risk Assessment Procedure* *PM-QMR-02*

5.2 Quality Policy

To express intentions, directions and aims of the **CAGAYAN DE ORO CITY WATER DISTRICT** regarding quality of its products and services, the Management Team established a Quality Policy duly approved by the Board of Directors. The Quality Policy is appropriate to the purpose and context of the organization, supports its strategic direction, and provides a framework for establishing and setting quality objectives. This includes a statement of commitment to satisfy applicable requirements and continual improvement.

This Quality Policy is communicated to all levels of organization to ensure our own commitment and recognize our roles towards the attainment of the goals in the Policy. This is reviewed and evaluated annually or as necessary to monitor QMS performance and ensure its relevance.

Reference Documented Information:

- *Quality Policy* *QM-05*

5.3 Organizational roles, responsibilities, and authorities

Detailed responsibilities and authorities for QMS implementation are contained in Quality System Procedures and Job Descriptions.

QMS FUNCTION	ROLES AND RESPONSIBILITIES
QMR	<ul style="list-style-type: none"> <input type="checkbox"/> Ensuring that processes needed for the Quality Management System are established, implemented and maintained. <input type="checkbox"/> Ensuring that the Quality Management System conforms to the requirements of the International Standards. <input type="checkbox"/> Reporting to Management Team on the performance of the Quality Management System and any need for improvement. <input type="checkbox"/> Ensuring the promotion of customer focus throughout the organization. <input type="checkbox"/> Ensuring that the integrity of the Quality Management System is maintained when changes to the Quality Management System are planned and implemented.

PROPRIETARY NOTICE

LEADERSHIP

Lead Internal Auditor	<input type="checkbox"/> The Lead Auditor is responsible for ensuring the efficient and effective conduct and completion of the audit within the audit scope and plan approved by the Management.
Internal Auditors	<input type="checkbox"/> Following the directions of and supporting the Lead Auditor. <input type="checkbox"/> Planning and carrying out the assigned task objectively, effectively and efficiently within the scope of the audit. <input type="checkbox"/> Collecting and analyzing relevant and sufficient audit evidence to determine audit findings. <input type="checkbox"/> Preparing working documents under the direction of the Lead Auditor <input type="checkbox"/> Documenting individual audit findings. <input type="checkbox"/> Assisting in writing the audit report.
Documents and Records Controllers	<input type="checkbox"/> Assists the QMR for the creation and revision of documents. <input type="checkbox"/> Responsible for the issuance, maintenance, retrieval and control of controlled documents. <input type="checkbox"/> Responsible for the assignment of document numbers and other coding controls for document <input type="checkbox"/> Responsible for the coordination and information on any changes on documents. <input type="checkbox"/> Ensures the implementation of control of records
All Employees	<input type="checkbox"/> Implements all programs and activities to ensure achievement of quality objectives and adherence to the organization's Quality Policy. <input type="checkbox"/> Ensures that the processes are delivering their intended outputs

Reference Documented Information:

- *Organizational Structure*

QM-02

PROPRIETARY NOTICE

LEADERSHIP

5.0 LEADERSHIP

5.1 Leadership & Commitment

The Management Team provides full support in the development, implementation and improvement of our Quality Management System (QMS) towards achieving its effectiveness. Evidence of leadership commitment to the development & improvement of the QMS is provided through the following manner:

- a) taking accountability for the effectiveness of the Quality Management System;
- b) ensuring that the Quality Policy and Objectives are established for the Quality Management System;
- c) ensuring the integration of the Quality Management System requirements into the COWD's business process;
- d) promoting the use of the process approach and risk-based thinking;
- e) ensuring that the resources needed for the Quality Management System are available;
- f) communicating the importance of effective Quality Management System and conforming to the QMS requirements;
- g) ensuring that the Quality Management System achieves its intended results;
- h) engaging, directing and supporting persons to contribute to the effectiveness of the Quality Management System;
- i) promoting improvement;
- j) supporting other relevant management roles to demonstrate leadership.

5.1.2 Customer Focus

The Management Team also assures that the CAGAYAN DE ORO CITY WATER DISTRICT is Customer-Focused. Customer and applicable statutory and regulatory requirements are determined, understood and consistently met.

Risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed.

Customer complaints and feedback are monitored, handled and addressed accordingly. The Commercial Department and the Customer Care Service Desk (CCSD) are tasked to handle this responsibility. Information gathered are used to identify opportunities for improvement.

Prepared by: Marluna M. Macmang
Quality Management Representative

Approved by: Bienvenido V. Batar, Jr.
General Manager

QUALITY POLICY

QUALITY POLICY STATEMENT

OUR QUALITY POLICY FOCUS: *The Quality Policy of the Cagayan de Oro City Water District is to provide our concessionaires with an excellent and efficient service at all times while providing safe, clean, adequate and reliable water for a healthy life and sustainable environment and economy. To do this, we adhere to the following principles –*

- **CUSTOMER SATISFACTION.** We are Committed in meeting and exceeding customer requirements and continually find ways to improve and enhance customer satisfaction.
- **COMPLIANCE TO PHILIPPINE NATIONAL STANDARDS FOR DRINKING WATER (PNSDW).** We ensure our Operations and water quality processes are in compliance to any applicable statutory and legal requirements
- **ENVIRONMENT PROTECTION.** As a major extractor of a limited resource, that is **Water**, for the consumption of the public, we provide environmental stewardship through integrated watershed management and efficient septage management program.
- **CAPACITY BUILDING.** We engage competent personnel and provide continuous personnel training and Development as a means of consistently improving our QMS and Operations.
- **NRW REDUCTION.** Our commitment is to ensure efficiency in our operations and keep the **Non-Revenue Water (NRW)**, at least, at acceptable level according to recognized industry standards.

Prepared by: Marluna M. Macmang
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Approved by: Bienvenido V. Bata Jr.
General Manager

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PLANNING

6.0 Planning

6.1 Actions to address Risk and Opportunities

CAGAYAN DE ORO CITY WATER DISTRICT determines the risks and opportunities that need to be addressed in the Quality Management System per process to ensure that consideration of risks is to be part of the COWD's culture. When these risks are addressed, this will give assurance that the Quality Management System can achieve its intended result(s), enhance desirable effects; prevents, or reduces undesirable effects; and achieves improvement.

These risks and opportunities were prioritized using the Severity-Occurrence-Detection Concept to ensure that these are addressed based on how significant it is in the implementation of the QMS. The Quality Management Representative is assigned to follow-up on the Action Plans.

Reference Documented Information:

- Risk Assessment Procedure

PM-QMR-02

6.2 Quality Objectives and Planning to achieve them

The COWD established Quality Objectives at relevant functions, levels and processes needed for the Quality Management System. These Quality Objectives are:

- consistent with the Quality Policy;
- measurable;
- taking into account applicable requirements;
- relevant to conformity of products and services and enhancement of customer satisfaction;
- monitored;
- communicated;
- updated as appropriate.

The COWD has also determined Action Plans or Programs to achieve the objectives set considering the resources needed, responsible person, planned dates and evaluation of results.

Prepared by: Marluna M. Macmang
Quality Management Representative

Approved by: Bienvenido V. Bataar, Jr.
General Manager

PLANNING

Reference Documented Information:

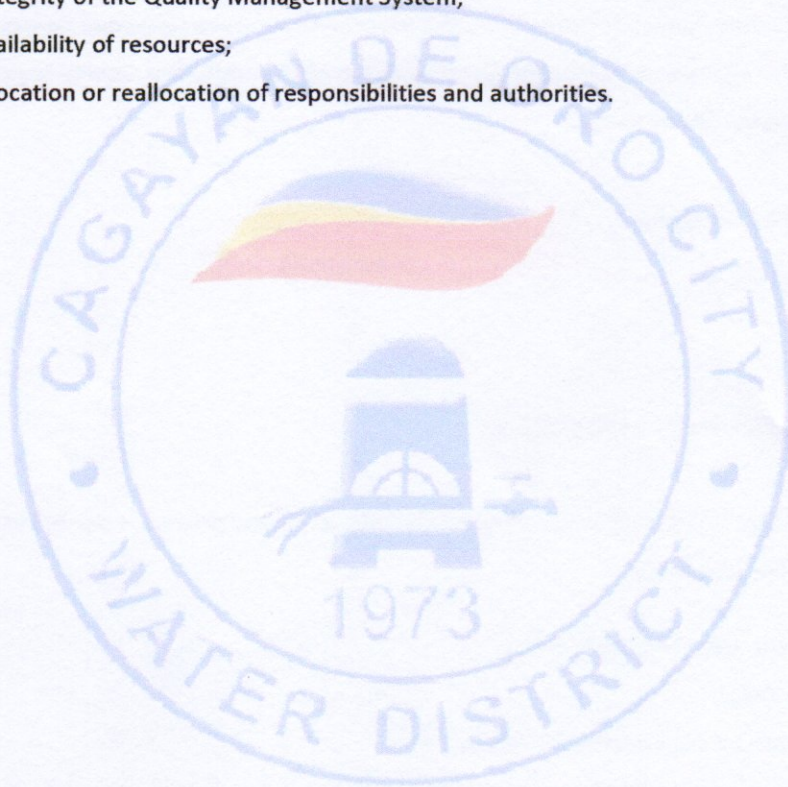
- *Objectives, Targets & Programs*

FM-QMR-01

6.3 Planning of Changes

CAGAYAN DE ORO CITY WATER DISTRICT ensures that changes to the Quality Management System will be carried out in a planned manner. The organization shall consider:

- the purpose of the changes and their potential consequences;
- the integrity of the Quality Management System;
- the availability of resources;
- the allocation or reallocation of responsibilities and authorities.



PROPRIETARY NOTICE

SUPPORT

7.0 SUPPORT

7.1 Resources

The Management Team, with inputs from all respective departments, evaluates plans and ensures that appropriate resources will contribute to product and service quality; conformance and effectiveness of QMS provided. These resources include training for employees, provision of facilities and support services, and environment necessary for its operations to ensure valid and reliable results when monitoring or measuring the organization.

Reference Documented Information:

- | | |
|---|------------------|
| ▪ <i>Recruitment of Job Order Contractual</i> | <i>PM-ADM-7</i> |
| ▪ <i>IT Equipment Requested Maintenance</i> | <i>PM-MSD-01</i> |
| ▪ <i>Pumping Equipment & Generating Set Maintenance</i> | <i>PM-PRD-04</i> |
| ▪ <i>Handling of Petty Cash</i> | <i>PM-FIN-04</i> |
| ▪ <i>Overtime Services for Payment</i> | <i>PM-FIN-06</i> |
| ▪ <i>Application for Overtime through CTO</i> | <i>PM-ADM-05</i> |
| ▪ <i>Security and Janitorial Services</i> | <i>PM-ADM-01</i> |

7.2 Competence

The Board of Directors and Management recognize the value of its personnel to the achievement of the Quality Policy and Objectives. The Human Resources Division is tasked to ensure that all personnel are competent to perform their specific tasks. All personnel are made aware of their role and responsibility towards achieving customer requirements and satisfaction and how they contribute to accomplishing Quality Policy and Objectives.

The need for additional personnel and other competency requirements shall be identified prior to the hiring process. These competency requirements are translated into job descriptions, which will be the basis of evaluating applicants or personnel recognition or awards.

The competency of the personnel-defined responsibilities is identified based on the set criteria in the Quality Standards of the Civil Service Commission (CSC) and is enumerated in the Position Description Form (PDF). Human Resource Division, with inputs from immediate superiors, shall evaluate applicants or existing personnel based on the documented competency. Competency gap is analyzed and evaluated by Respective Department Heads. Identified training needs is summarized and submitted to Human Resources Division for planning and for approval by the General Manager.

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Approved by: Benedicto D. Bata, Jr.
General Manager

SUPPORT

Immediate Superiors evaluate their personnel annually (or as needed) based on their performance. Maintenance of personnel competence is also maintained by attending trainings and seminars on any new standards or processes related to their Job Functions or as required by a Regulatory Agency. The COWD maintains records of education, training, skills and experience. Results of performance evaluation is also maintained and kept.

Reference Documented Information:

- *Promotion* PM-ADM-06
- *In-House Training* PM-ADM-04
- *Invitational Training (Foreign & Local)* PM-ADM-03

7.3 Awareness

All employees in the CAGAYAN DE ORO CITY WATER DISTRICT shall be aware of the QMS implementation especially on the Quality Policy, relevant Quality Objectives, their contributions to the effectiveness of the Quality Management System, and the implications of not conforming within the Quality Management System requirements. This will become a part of their agenda in the organization's Annual Review.

7.4 Communication

External Communication like customer queries, letters from the Interested Parties, external invitations, and customer Notice are facilitated through emails, phone, letters and through marketing activities. Internal communications are facilitated through posting of documents and other memoranda in the bulletin board, meetings, and performance evaluation.

Reference Documented Information:

- *Corporate Communication* PM-MSD-06

7.5 Documented Information

The COWD ensures appropriateness in the identification and description of the documented information, format in creating and updating documented information. This documented information are reviewed and approved by the Quality Management Representative and General Manager, respectively, for suitability and adequacy.

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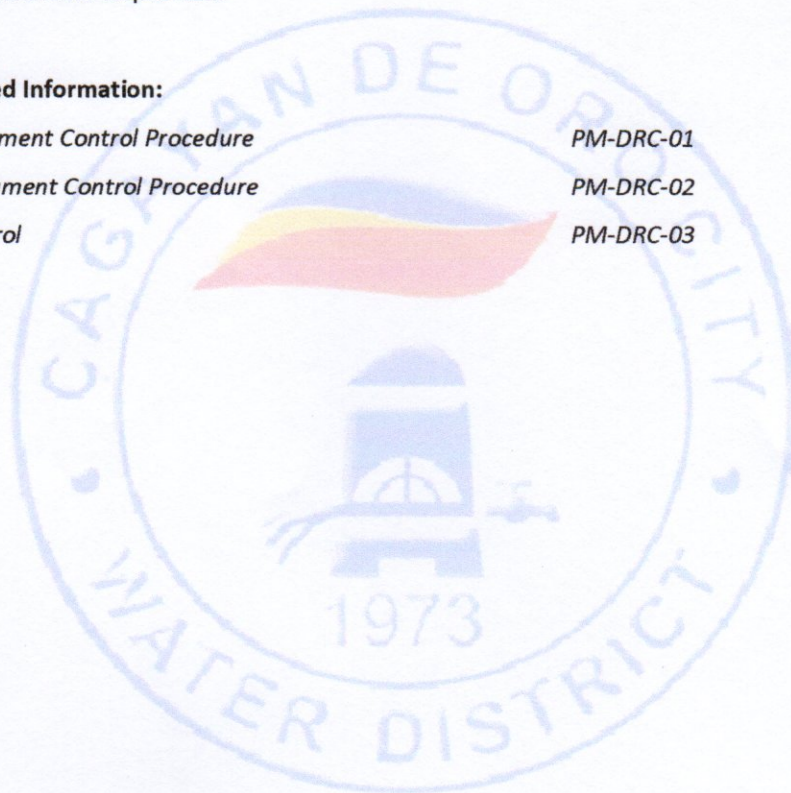
SUPPORT

The documented information required by the Quality Management System and by this International Standards shall be controlled to ensure:

- its availability for use, where and when it is needed;
- it is adequately protected;
- distribution, access, retrieval and use;
- storage and preservation, including preservation of legibility;
- control of changes;
- retention and disposition.

Reference Documented Information:

- | | |
|--|------------------|
| ▪ <i>Internal Document Control Procedure</i> | <i>PM-DRC-01</i> |
| ▪ <i>External Document Control Procedure</i> | <i>PM-DRC-02</i> |
| ▪ <i>Records Control</i> | <i>PM-DRC-03</i> |



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OPERATION

8.0 OPERATION

8.1 Operational Planning

In planning, CAGAYAN DE ORO CITY WATER DISTRICT will determine the following:

- Quality objectives and requirements for the service;
- Criteria for processes and acceptance of services;
- Determining the resources needed to achieve conformity to the service requirements;
- Implementing control of the processes in accordance with the criteria;
- Determining and keeping documented information to the extent necessary.

Planning is done during annual business planning/ budgeting workshop, reviewed monthly performance and updated weekly based on the requirements set.

Reference Documented Information:

- *Corporate Annual Budget Preparation* PM-FIN-05

8.2 Requirements for products and services

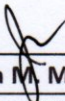
It is the policy of the CAGAYAN DE ORO CITY WATER DISTRICT to determine all the requirements related to its service, which include those:

- Specified by the Engineering Group or Customer Care Service Desk (CCSD)/Public Assistance & Complaints Desk (PACD), including requirements for delivery and post-delivery activities;
- Not stated by the Engineering Group or Customer Care Service Desk (CCSD)/Public Assistance & Complaints Desk (PACD), but necessary for specified or intended use;
- Statutory and regulatory requirements, and
- Any additional requirements.

Procedures are established for Internal and External Communications relative to our Quality Management System.

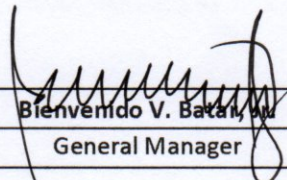
- Internal Communication – Internal two-way communication regarding quality matters is done through appropriate media to and between various levels within the organization, including interested parties.
- External Communication – Communication with external interested parties regarding quality matters is done by receiving complaints or information and responding as appropriate.

Prepared by:


Marluna M. Macmang

Quality Management Representative

Approved by:


Bienvenido V. Bata

General Manager

OPERATION

Reference Documented Information:

- *Socio-Economic Status Survey* PM-MSD-03
- *Customer Complaints and Requests on Water Quality* PM-PRD-02
- *Customer Requests or Complaints Received in Person* PM-CML-08

8.3 Design and Development

CAGAYAN DE ORO CITY WATER DISTRICT has established, implemented and maintained a design and development process that is appropriate in ensuring the subsequent provision of services.

Reference Documented Information:

- *Program Of Work for Pipeline Design* PM-ENG-01
- *DMA Design* WI-NRW-01
- *DMA Field Design* WI-NRW-04

8.4 Control of Externally provided processes, products and services

External Providers who provide critical products, services and processes are required to undergo accreditation prior to any transaction activity. It is considered critical if products or services or outsourced processes can directly affect product and service quality or customer satisfaction.

The Procurement Division does initial assessment and asks concerned groups for approval based on the set criteria. Performances of these accredited external providers are evaluated, selected, monitored, and re-evaluated as necessary, at the least once a year. Performance is based on the quality, cost, delivery, and after service. Evaluation results are communicated to suppliers through email, letter or other mode of applicable communication processes such as fax. These evaluations will also form part of the agenda in the Management Review.

All externally provided products; processes and services are inspected during receiving stage. Inspections are based on the specified requirement, quality and quantity. Inspection is the responsibility of the Quality Control Committee (QCC) and/or Requesting Officer per request from the Property Division. Any nonconformance is immediately coordinated to the Supplier for their knowledge and action, copy furnished the Procurement Division.

The COWD shall ensure the adequacy of requirements prior to their communication to the external provider. COWD shall communicate to external providers its requirement for:

PROPRIETARY NOTICE

OPERATION

- The processes, products and services to be provided.
- The approval of products and services, methods, process and equipment, the release of products and services.
- Competence, including any required qualifications of persons.
- The external provider's interactions with the organization.
- Control of monitoring of the external providers' performance to be applied by the COWD.
- Verification or Validation activities that the COWD, or its customer, intends to perform at the external provider's premises.

Reference Documented Information:

- *Procurement* PM-ADM-02
- *Procurement Through Competitive Bidding* PM-OGM-03
- *Processing and Control of Materials and Supplies* PM-FIN-07

8.5 Production and Service Provision

It is the policy of CAGAYAN DE ORO CITY WATER DISTRICT to plan and carry out production provision under controlled conditions. Control conditions shall include the following:

- The availability of work instructions to perform activities meeting quality requirements.
- The availability of work instructions.
- The use of suitable equipment.
- The availability and use of monitoring and measuring devices.
- The implementation of monitoring and measurement, and
- The implementation of release, delivery and post-delivery activities.

CAGAYAN DE ORO CITY WATER DISTRICT shall validate any processes for production provisions where the resulting output cannot be verified by subsequent monitoring or measurement. Validation shall demonstrate the ability of these processes to achieve planned results.

CAGAYAN DE ORO CITY WATER DISTRICT shall establish arrangements for these processes, including:

- Defined criteria for review and approval processes.
- Approval of equipment and qualification of personnel.
- Use of specific methods of procedures.
- Requirements for records, and
- Revalidation

PROPRIETARY NOTICE

OPERATION

The company shall identify the product by suitable mean throughout product realization.

Reference Documented Information:

▪ <i>Installation of New Service Connection</i>	<i>PM-ENG-03</i>
▪ <i>Line Survey</i>	<i>PM-ENG-02</i>
▪ <i>Water Meter Maintenance</i>	<i>PM-NRW-01</i>
▪ <i>Production Well/Aquifer Testing</i>	<i>PM-ENG-04</i>
▪ <i>Application for Reconnection</i>	<i>PM-CML-04</i>
▪ <i>Reconnection Process</i>	<i>PM-CML-07</i>
▪ <i>Application for New Service Connection</i>	<i>PM-CML-05</i>
▪ <i>Disconnection of Delinquent Accounts</i>	<i>PM-CML-01</i>
▪ <i>Cash Control</i>	<i>PM-MSD-04</i>
▪ <i>Disbursement of Monthly and Recurring Payables</i>	<i>PM-FIN-03</i>
▪ <i>Mainline Leakage Repair</i>	<i>WI-NRW-02</i>
▪ <i>Zero Pressure Test</i>	<i>WI-NRW-03</i>
▪ <i>Pump Tendering</i>	<i>WI-PRD-03</i>
▪ <i>Isolation Valve Exercise</i>	<i>WI-NRW-06</i>
▪ <i>Data Logger</i>	<i>WI-NRW-07</i>
▪ <i>Pressure Reducing Valve and Maintenance</i>	<i>WI-NRW-08</i>
▪ <i>Installation of Service Connection</i>	<i>PM-ENG-01</i>
▪ <i>Step Test</i>	<i>WI-NRW-05</i>

8.6 Release of Products and Services

CAGAYAN DE ORO CITY WATER DISTRICT shall implement planned arrangements, at appropriate stages, to verify that the product and service requirements have been met.

The release of products and services to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

CAGAYAN DE ORO CITY WATER DISTRICT shall retain documented information on the release of products and services which shall include evidence of conformity with the acceptance criteria; and traceability to the person(s) authorizing the release.

PROPRIETARY NOTICE

OPERATION

Reference Documented Information:

- | | |
|--|------------------|
| ▪ <i>Billing Process</i> | <i>PM-CML-02</i> |
| ▪ <i>Collection of Payments at Main Office</i> | <i>PM-FIN-01</i> |
| ▪ <i>Collection of Water Bill Payments</i> | <i>PM-FIN-02</i> |
| ▪ <i>Bill Adjustments</i> | <i>PM-CML-06</i> |
| ▪ <i>Issuance of Demand Letters</i> | <i>PM-CML-03</i> |

8.7 Control of Nonconforming Products & Services

Quality Management System processes are identified, controlled and evaluated to ensure its effectiveness. When water distribution service requirements are not met, the General Manager, and the respective Group In-Charge review and identify where improvements are needed and implement necessary correction and corrective actions.

The COWD shall retain documented information that describes the nonconformity; describes the actions taken; describes any concessions obtained; and identifies the authority deciding the action with respect of the nonconformity.

Regular checking and monitoring of the outputs of processes are conducted as necessary or as identified by the process owners.

Reference Documented Information:

- | | |
|---|------------------|
| ▪ <i>Water Quality Monitoring</i> | <i>PM-PRD-01</i> |
| ▪ <i>Physical-Chemical Water Quality Monitoring</i> | <i>PM-PRD-03</i> |
| ▪ <i>Laboratory Work Instructions for Quality Control</i> | <i>WI-PRD-01</i> |
| ▪ <i>Quality Control on Materials, Projects and Equipment</i> | <i>WI-OGM-01</i> |
| ▪ <i>Flushing</i> | <i>WI-PRD-02</i> |
| ▪ <i>Constant Discharge Test</i> | <i>WI-ENG-03</i> |
| ▪ <i>Recovery Test</i> | <i>WI-ENG-04</i> |
| ▪ <i>Step Drawdown Test</i> | <i>WI-ENG-02</i> |
| ▪ <i>Workmanship Control</i> | <i>PM-MSD-05</i> |

PROPRIETARY NOTICE

PERFORMANCE EVALUATION

9.3 Management Review

CAGAYAN DE ORO CITY WATER DISTRICT's Management Team shall conduct a Management Review once a year to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.

The following agenda shall be carried out:

- Status of actions from previous Management Reviews;
- Changes in external and internal issues that are relevant to the Quality Management System;
- Information on the performance and effectiveness of the Quality Management System, including trends in:
 - Customer satisfaction and feedback from relevant interested parties;
 - Extent to which quality objectives have been met;
 - Process performance and conformity of products and services;
 - Nonconformities and corrective actions;
 - Monitoring and measurement results
 - Audit results;
 - The performance of external providers;
- The adequacy of resources;
- The effectiveness of actions taken to address risks and opportunities
- Opportunities for improvement.

Output of the Management Review shall include decisions and actions related to:

- Opportunities for improvement;
- Any need for changes to the quality management system;
- Resource needs

The Management Review is recorded through Minutes of the Meeting.

Reference Procedures:

- *Management Review Procedure*

PM-QMR-01

PROPRIETARY NOTICE

IMPROVEMENT

10.3 Continual Improvement

Our continual improvement plan begins from Quality Policy and Quality Objectives formulation.

Processes related to Water Provision services are identified, monitored and controlled. Support processes are likewise identified, documented and controlled to ensure that set Quality Policy and Quality Objectives are achieved. Any identified nonconformance is documented and contained. Nonconformance may trigger corrective actions to avoid recurrence of a problem. Customer complaints and feedbacks may also result to a corrective action.

Compliance to applicable legal and other requirement is highly considered in planning for improvement activities. Supplier performance is similarly monitored particularly those that have direct impact on the service quality of the organization. Internal processes are compared against target quality objectives.

Areas with poor performances are identified and regarded as opportunity for improvement. Appropriate improvements are introduced, implemented and monitored for achievement. Improvements may result to change in procedures and target quality objectives.

Reference Procedures:

- *Corrective Action Procedure*

PM-CAR-01

PROPRIETARY NOTICE