



QUALITY MANUAL



...Water is Life! Save Water, Save Life....

QUALITY MANUAL

**CONFORMS TO ISO 9001:2015
STANDARD REQUIREMENTS**



QUALITY MANUAL

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I STATEMENT OF THE MANAGEMENT ABOUT THE MANUAL

- I.1 Though Quality Manual is no longer a requirement for ISO 9001:2015 International Standard, the management of Mariveles Water District (MARIWAD) decided to have a quality manual for the following reasons:
- I.1.1 This manual covers the description of our Quality Management System of MARIWAD.
 - I.1.2 This manual is established to highlight and attain the objectives of the Quality Management System which is formulated to demonstrate the capability to provide consistent quality service as described in this manual.
 - I.1.3 This manual serves as a blueprint of the MARIWAD policies designed to lay down the responsibilities, rules and regulations that govern each services or unit and sub unit. Furthermore, the manual defines, enumerates and specifies the accountabilities of each Department and Division and the members under them.
 - I.1.4 This manual seeks to engage employees and other stakeholders to work harmoniously towards achieving the quality goals of the MARIWAD. All employees and stakeholders are enjoined to adhere to the objective of the MARIWAD which is to maintain quality service at every level.
 - I.1.5 The characteristics of this Quality Management System Manual are as follows:
 - I.1.5.a It is written in a manner understandable and known by those who will be affected by them;
 - I.1.5.b It is comprehensive in scope, stable and flexible so that it can be applied to different conditions;
 - I.1.5.c It is realistic and has prescribed limits;
 - I.1.5.d It allows discretion and interpretation by those responsible for it; and
 - I.1.5.e It is aligned to ISO 9001 standard.
 - I.1.6 This manual is periodically reviewed for continuing suitability and is communicated and made understood within the MARIWAD. It is the responsibility of the President to review this at least once a year.
 - I.1.7 This manual does not contain any confidential information. However, unauthorized reproduction and/or distribution of documents either within the organization or to the external third parties without prior advice and written permission from the General Manager is highly prohibited. A softcopy of this manual can be given to stakeholders who are interested in doing business with MARIWAD.
 - I.1.8 The Quality Manual may be read by employees at the Document Control Center.
 - I.1.9 The manual has references to indicate that MARIWAD meets the requirements of ISO 9001.
 - I.1.10 This document may contain proprietary information and may only be released to third parties with approval of General Manager. Document is uncontrolled unless otherwise marked; uncontrolled documents are not subject to update notification.

II BRIEF BACKGROUND AND ORGANIZATIONAL PROFILE

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- II.1 The Mariveles Water District is a Government Owned/Controlled Corporation (GOCC), created through the virtue of PD 198, with the purpose of providing clean, safe, and potable drinking water to the people of Mariveles. For almost 41 years, it continues to give quality service to fourteen (14) barangays of Mariveles, namely; Balon Anito, San Isidro, Ipag, Poblacion, San Carlos, Camaya, Baseco, Sisiman, Alasasin, Mt. View, Cabcaban, Townsite, Lucanin, and Alion. We aim to maintain and improve more our services thru constructions and development of new wells, rehabilitation of old pipes and expansions.

CREATION/FORMATION: Since the early part of 1964, the coastal town of Mariveles had been suffering from lack of water. It's not because the municipality had no existing water, it has, but the water system was built by the Americans by 1938 for the Quarantine Services at Mariveles Harbor. By that time, there was no rehabilitation undertaken for that deteriorated system. The water was not safe to drink and the design of the system cannot supply or is not sufficient to the increasing population of the Mariveles residents.

When the Bataan Export Processing Zone (BEPZ) established early in 1970's, residents brought hope for a better water supply but it was in vain. BEPZ constructed a water system intended only to serve its enterprises and the residents within the area.

On the year 1973 of May 23, President Ferdinand E. Marcos, promulgated Presidential Decree 198 (amended by PD 768 & 1479) authorizing the formation of water district to operate local water work system. This decree also created the Local Water Utilities Administration or the LWUA, to assist and provide for the needs of the water district such as financial (in terms of loans), technical and skills training assistance (in form of inspections, surveys of the water distribution systems, designs and constructions), institutional development (in training water districts personnel and provide standards for the successful operation of the water district). The prospective districts creation is materialized thru a resolution approved by the local legislative body. Public hearing is done prior to any formative action. It secures nomination for candidates for the district's board of directors coming from the professional, civic, business, educational and women's group of the community.

On June 7, 1977, the Sangguniang Bayan of Mariveles headed by Mayor Carlos L. Sarreal passed a resolution creating the MARIVELES WATER DISTRICT (MARIWAD) to take control of the old system. Appointed officials and members of the Board of Directors were created. Soon, an agreement was made with BEPZ to utilize their pipelines going to Talaga for the tapping of water point in strategic locations of the municipality. This water point were manned by water tenders at specific scheduled time and collect P0.60/drum or P0.10/pail for the drawn water. Inconveniences were felt because "pila una, igib una" was the system. These develop the buy and sell states of the water districts.

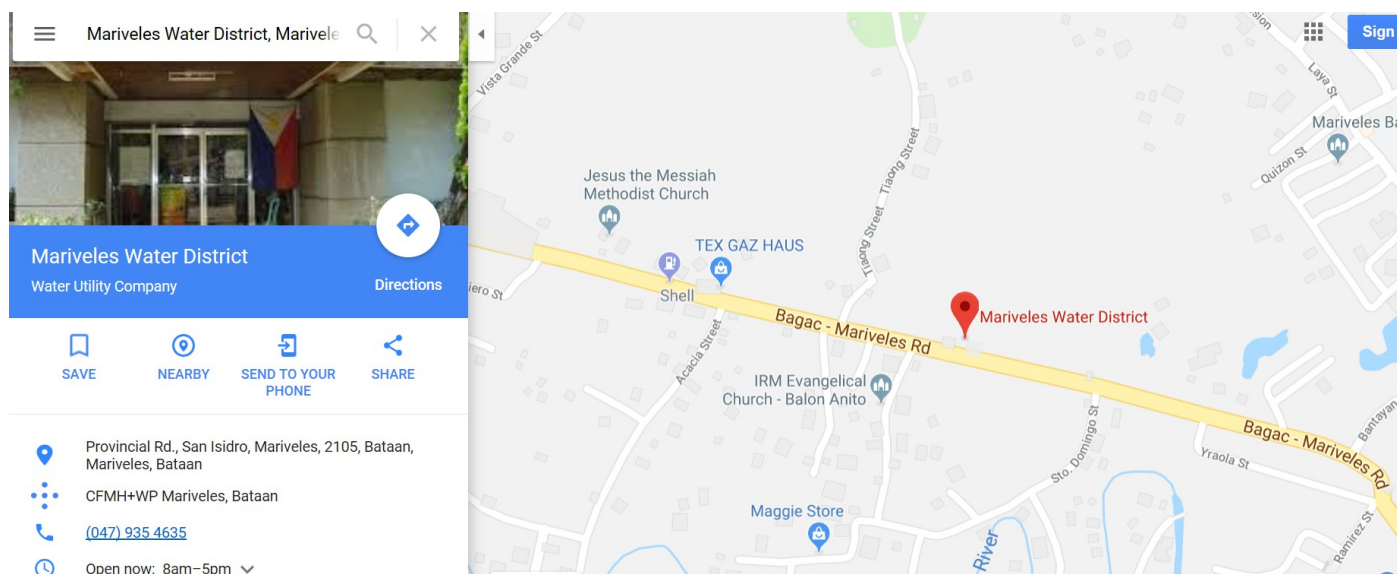
After a long wait, December 5, 1977, LWUA issued a certificate of conformance to MARIWAD formally making the 48th member of the water district family. Soon after the issuance of Conditional Certificate of Conformance (CCC No.) to MARIWAD on December 5, 1977, LWUA granted the water district a loan of P6M to finance its Interim Improvement Program (IIP).

III LOCATION MAP

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LOCATION: Provincial Road, San Isidro, Mariveles, Bataan

IV MANDATE – VISION – MISSION- CORE VALUES

IV.1 Vision

The excellence in life of Mariveles consumers emanates from Mariveles Water District by providing a sustainable and self-reliant water service.

IV.2 Mission

To provide the highest level of water service at the lowest costs to the Mariveles consumers and to enhance the quality of life through a convenient living by providing an efficient, responsive and abundant supply of clean and potable water

IV.3 Core Values

Unity, Dedicated, Reliable and Transparent.

0.1 INTRODUCTION

0.1.1 The MARIWAD management decided to adopt the ISO 9001 revised International Standard to:

0.1.1.1 improve its overall performance and provides a sound basis for sustainable development initiatives;

0.1.1.2 consistently provide services to meet the MARIWAD customer, applicable statutory and regulatory and ISO 9001 standard requirements;

0.1.1.3 address risks and opportunities associated within its context and objectives;

0.1.1.4 demonstrate conformity to quality management system requirements;



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0.1.1.5 ensure that its processes are adequately resourced and managed to improve the effectiveness of MARIWAD quality management system and enhance customer satisfaction by meeting customer requirements and by adopting the PDCA (See Annex B);

0.1.1.6 determine the factors that could cause its processes and its quality management system to deviate from planned results. MARIWAD employed risk-based thinking in all its processes to put in place preventive controls so as to minimize the negative effects and to make maximum use of opportunities.

0.2 QUALITY MANAGEMENT PRINCIPLE

0.2.1 To improve the MARIWAD performance, the following seven (7) quality principles are applied:

0.2.1.1 Customer Focus – The primary focus of quality management of MARIWAD is to meet the requirements and to strive to exceed the expectations of its customers.

0.2.1.2 Leadership – primarily establish unity of purpose and direction to achieve the quality objective of MARIWAD.

0.2.1.3 Engagement of People – MARIWAD ensures that all employees are competent, empowered and engaged to enhance its capability to create value and to help achieve the quality management system objectives;

0.2.1.4 Process Approach–MARIWAD establishes processes that are effective and efficient to optimize its performances.

0.2.1.5 Improvement – MARIWAD continuously improves its services to maintain or exceed levels of performances and to react to changes in its internal and external conditions and to create new opportunities;

0.2.1.6 Evidence-Based Decision Making – MARIWAD uses evidence-based decision making in all MARIWAD data, information, performances and nonconformities.

0.2.1.7 Relationship Management – MARIWAD manages relationship with its interested parties to optimize their impact on its performance.

0.3 RISK-BASED THINKING

0.3.1 MARIWAD shall plan and implement actions to address risk and opportunities so as to increase the effectiveness of the quality management system, achieving improved results and preventing negative effects.

1.0 SCOPE

1.1 This manual is prepared for the purpose of defining the MARIWAD interpretations of the ISO 9001 International Standard, as well as to demonstrate how the MARIWAD complies with that standard.

1.2 This manual specifies the Quality Management System (ISO 9001QMS) and related systems of MARIWAD. The requirements of this system seek to achieve customer satisfaction by providing services that consistently meet or exceed customer requirements through continuous application, improvement, and prevention of non-conformity.

1.3 This document ensures that MARIWAD identifies customer requirements through Quality Management System processes to achieve customer satisfaction with a closed-loop methodology. This document applies to all service categories and satisfies the requirements and intent of ISO 9001.

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- 1.4 The scope of the Quality Management System covers aspects of the operations from defining the customer requirements down to servicing their needs to the fullest possible means. The system is categorized into seven (7) major sections namely:
- a. Context of the Organization,
 - b. Leadership,
 - c. Planning,
 - d. Support,
 - e. Operation,
 - f. Performance Evaluation and
 - g. Improvement.
- 1.5 Each section starts with a general policy statement expressing the commitment to implement the basic principles of the quality system element that is the subject of the section. The general policy statement is followed by more specific procedural policies outlining how the general policy shall be carried out, and referencing the corresponding operational procedures. The established, documented and implemented Quality Management System specifies requirements that will demonstrate its ability to consistently provide services that meet customer satisfaction in compliance with applicable regulatory requirements, thereby enhancing customer satisfaction.
- 1.6 MARIWAD claims exclusions 8.3 (Design and Development). All design and developments of MARIWAD is under the verification, approval and monitoring of Local Water Utilities Administration (LWUA).

2.0 NORMATIVE REFERENCES

- 2.1 Mariveles Water District (MARIWAD) adopts the following terms and definitions within its Quality Management System. Where no definition is provided, the company typically adopts the definitions provided in ISO 9000: Quality Management – Fundamentals and Vocabulary. In some cases, specific procedures or documentation may provide a different definition to be used in the context of that document; in such cases, the definition will supersede those provided for in this Quality Manual or ISO 9000.

3.0 TERMS AND DEFINITIONS

- 3.1 **Quality Management System** – management system to direct and control an organization with regard to quality.
- 3.2 **Risk** –effect of uncertainty.
- 3.3 **Audit Criteria** – set of policies, procedures or requirements used as reference.
- 3.4 **Audit Evidence** – records, statements of fact or other information which are relevant to the audit criteria and verifiable
- 3.5 **Non-Conformity (NC)** – non-fulfillment of a requirement.
- 3.6 **Improvement** – recurring activity to enhance performance.

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- 3.7 **Preventive Action** – action to eliminate the cause of a potential non-conformity or other undesirable potential situation.
- 3.8 **Interested Party** – person or organization that can effect, be affected by, or perceives itself to be affected by decision.
- 3.9 **Requirement** – need or expectation that is stated, generally implied or obligatory.
- 3.10 **Objective** - results to be achieved.
- 3.11 **Documented Information** (DI) – information required to be controlled and maintained by an organization and the medium on which it is contained. DI can be in any format and media, and from any source. Information created and ordered for the organization to operate.
- 3.12 **Process** – set of interrelated or interacting activities which transforms inputs to outputs.
- 3.13 **Performance** – measurable results.
- 3.14 **Outsource** –an arrangement made where an external organization performs part of an organization's System and/or products and services.
- 3.15 **Monitoring** – determining the status of a system or activity.
- 3.16 **Measurement** – process to determine a value.
- 3.17 **Competence** – ability to apply knowledge and skills to achieve intended results.
- 3.18 **QMS** – Quality Management System.
- 3.19 **CAR** – Corrective Action Report.
- 3.20 **IQA** – Internal Quality Audit.
- 3.21 **Hard Copy Document** – refers to document printed in a clean sheet of paper.
- 3.22 **Soft Copy Document** – refers to unprinted document stored in computers.
- 3.23 **Master Copy** – is the original issue of the document or so called the “first generation copy”.
- 3.24 **Controlled Copy** – copy of a document coming from the master document or the so- called “second generation copy.” It should be updated for any revision.
- 3.25 **Uncontrolled Copy** – a document duly approved for publication/public usage and does require any update.
- 3.26 **Obsolete Copy** – a document that is outdated and is for disposal from archive files.
- 3.27 **Revised Documents** – documents with partial or complete revision or changes.
- 3.28 **Internal Documents** – documents internally generated/originated in the organization.
- 3.29 **External Documents** – documents, specifications, requirements and other written information from suppliers, customers, government and system standards which are not created in the organization.
- 3.30 **Distribution** – issuance of approved documents for the implementation of system.
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- 3.31 **Distribution List** – is a summary of service holding a copy of registered document.
- 3.32 **Confidential Document** – refers to a document with limited accessibility and usage to public.
- 3.33 **Deployment** - refers to orientation/training of staff on the standard operating procedures of the organization.
- 3.34 **Originator** – author of documents.
- 3.35 **Opportunities** – factors in the organization that allow development in its activities and/or position.
- 3.36 **Risk Management** - the process of identifying, assessing, responding to, monitoring, and reporting risks.
- 3.37 **Risk Control**- the method to evaluate potential losses and take action to reduce or eliminate such threats. Risk control is a technique that utilizes findings from risk assessments.
- 3.38 **Document** – written information used to describe how an activity is done.
- 3.39 **Record** – captured evidence of an activity that has been done.
- 3.40 **Change Management** – managing changes to processes and other aspects of the management system in a controlled manner.
- 3.41 **Management Review** – an activity that reviews the suitability, adequacy and effectiveness of the Quality Management System

4.0 CONTEXT OF THE ORGANIZATION

- 4.1 Understanding the Organization and Its Context.
 - 4.1.1 MARIWAD shall determine external and internal issues that are relevant to its purpose and its Strategic direction that affects its ability to achieve the intended results of its QMS.
 - 4.1.2 MARIWAD shall understand the external issues arising from legal, technological, competitive, market, cultural, and economic environment, whether international, national, regional or local and the internal issues related to values, culture knowledge and performance of MARIWAD.

Reference:

 - a. MARIWAD Organization Structure (See Annex C)
- 4.2 Understanding the Needs and Expectations of Interested Parties.
 - 4.2.1 MARIWAD shall monitor and review information and requirements of both relevant and interested Parties (e.g. suppliers, customers, government agencies and employees). Addressing current and anticipated future needs of relevant and interested parties can lead to the identification of improvement and innovation opportunities for MARIWAD.

Reference:

 - a. Legal and statutory requirements
 - b. Needs of relevant interested parties (customer, LWUA)



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- c. Supplier's Memorandum of Agreement (MOA)
- d. Annual Employee Performance Evaluation
- e. Customer Satisfaction Survey Reports
- n. Inputs and Outputs of Management Review

4.3 Determining the Scope of the QMS

4.3.1 The Mariveles Water District (MARIWAD) demonstrates its ability to consistently provide service to meet our customer needs. The services within the scope are as follows:

4.3.1.1 DEPARTMENTS

- 1. Administrative Department
 - a. Administrative Services Division
 - b. Finance Division
- 2. Engineering Department
 - a. Construction and Maintenance Division
 - b. Production Division
- 3. Commercial Department
 - a. Customer Services Division
 - b. Customer Accounts Division

4.3.1.2 MARIWAD COMMITTEES

- 1. Quality Assurance Committee
- 2. Bids and Awards Committee
- 3. Gender and Development Focal Point System Committee
- 4. Human Resource Personnel Selection Board Committee
- 5. Grievance Committee
- 6. Policy Rewards and Incentive for Service Excellence Committee
- 7. Records Management and Improvement Committee
- 8. Personnel Development Committee
- 9. Water Safety Plan Committee
- 10. Performance Management Team Committee



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11. Committee on Decorum and Investigation

4.3.2 MARIWAD recognizes the significant role that outsourcing contributes to achieving desired results and recognizes and ensures the proper control over outsourced QMS processes and the enhancement of customer satisfaction. MARIWAD outsources the following services:

4.3.2.1 Security

4.3.2.2 ISO Consultancy

4.3.2.3 LWUA Accredited Laboratory (water sampling)

4.3.2.4 LWUA Accredited Water Meter Calibration.

4.4 Quality Management System and Its Processes

4.4.1 MARIWAD determines its processes needed for the quality management system and the application throughout the MARIWAD. In all processes we shall:

4.4.2 determine the inputs required and the outputs expected from our processes;

4.4.3 determine the sequence and interaction of our processes;

Reference:

a. MARIWAD procedures and records

4.4.4 determine and apply the criteria and methods including monitoring, measurements and related performance indicators needed to ensure the effective operation and control of our processes;

Reference:

a. Internal Quality Audit Summary Report (F-QAC-05-00)

b. MARIWAD monthly and daily statistics reports

c. Meter Reading (P-CAD-01)

d. Water Meter (Anti-back flow) calibration certificate

e. MARIWAD daily, weekly, monthly and annually performance indicators

4.4.5 determine the resources needed for our processes and ensure their availability;

4.4.5.1 MARIWAD shall maintain documented information to support its processes. Retained documented information is reviewed via document audit to ensure fulfillment of documented requirements.

Reference:

a. Annual Procurement Plan (External form)

4.4.5.2 assign the responsibilities and authorities of our processes;

4.4.5.2.1 MARIWAD Organizational Chart is one of the most important management tools that outline not only the accountability of the various department heads, but most importantly, it depicts the interaction of the MARIWAD personnel. It shows not only the hierarchy but it also clearly illustrates the flow of information and communication within the organization. The organizational structure may require adjustments and revisions for continual improvement and suitability.

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The President task is to approve and design this and sign the Organizational Chart for approval prior to use. The MARIWAD Organizational Chart is posted at the Upper Ground Lobby.

Reference:

- a. Job description (F-ASD-52-00)
- b. Appointment letter (F-ASD-45-00)
- c. Organizational Chart See Annex C

4.4.5.3 address the risks and opportunities as determined in accordance with the requirements.

Reference:

- a. Risks and Opportunities Procedure (P-QAC-06)

4.4.5.4 evaluate our processes and implement any changes needed to ensure that these processes achieve our intended results; and

Reference:

- a. Minutes of the Management Review (F-QAC-09-00)
- b. Objective Target and Plan Monthly Performance Graph (F-QAC-12-00)
- c. Improve the processes and our quality management system.

5.0 LEADERSHIP

5.1 Leadership and Commitment

5.1.1 MARIWAD GM shall demonstrate leadership and commitment to establish quality Management system by:

- a. taking accountability of the effectiveness of the QMS;
- b. ensuring that the quality policy and quality objectives are established for QMS

Reference:

1. Quality Policy Statement
2. b. Quality Objective Records (F-QAC-12-00)
3. Quality Objective Procedure (P-QAC-03)

- c. ensuring integration of QMS requirements into the organization's business process;
- d. ensuring that QP is communicated, understood and applied within the organization;

Reference:

1. MARIWAD Memorandum about QP
2. Posting of QP in designated areas in the MARIWAD
3. Part of new hire orientation program.

- e. promoting the use of the process approach and risk-based thinking;

Reference:

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1. Risks and Opportunities Registry (F-QAC-14-00)
2. Risks and Opportunities Procedure (P-QAC-06)

f. ensuring that the resources needed for QMS are available;

Reference:

1. MARIWAD Annual Procurement Plan (external form)
2. Five Year Business Plan (LWUA Design)

g. communicating the importance of effective quality management and of conforming to the QMS requirements;

Reference:

1. Memorandum pertaining to launching of ISO
2. Minutes of Meeting (Board of Directors, General, Staff and Division)
3. Minutes of the Management Review (F-QAC-09-00)

h. ensuring that the QMS achieves its intended results;

Reference:

1. Minutes of Management Review (F-QAC-09-00)
2. Objective Target and Plan Records (F-QAC-12-00)
3. Risks and Opportunities Registry (F-QAC-14-00)
4. Internal Audit Summary Report (F-QAC-05-00)
5. Customer Feedback Records (F-QAC-16-00)
6. Summary of High Risks (F-QAC-15-00)
7. CAR Monitoring Records (F-QAC-07-00)

i. engaging, directing and supporting persons to contribute to the effective QMS;

j. promoting improvement; and

k. supporting other relevant management roles to demonstrate their leadership assist applies to their areas of responsibility.

5.1.2 Customer Focus

5.1.2.1 MARIWAD GM also recognizes all compliance to and implementation of all legal and statutory requirements related to the Quality Management System to ensure customer focus MARIWAD is compliant to the following legal and statutory requirements:

Reference:

- a. Water Analysis Report
- b. Civil Service Certificate of Accreditation
- c. PD No. 198 (Provincial Water Utilities Water Act)
- d. PD 1067 (Creation of National Water Resource Board)
- e. Bureau of Internal Revenue (BIR)
- f. Philippine Health Insurance
- g. Pag-Ibig Membership
- h. Government Service Insurance System



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- i. RA No. 9184 (Procurement Act)
- j. Department of Budget & Management Circulars
- k. RA 1041 (Publication Law)

5.1.2.2 MARIWAD GM ensures that all its processes that require legal requirement are implemented.

Reference

- a. Matrix of Legal Requirements (F-GMO-05-00)

5.1.2.3 MARIWAD GM shall determine and address the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction.

Reference:

- a. Risks & Opportunities Registry (F-QAC-14-00)
- b. Risks & Opportunities Procedure (P-QAC-06)

5.1.2.4 MARIWAD GM ensures that MARIWAD consistently providing products and services that meet customer and applicable statutory and regulatory requirements is maintained.

5.1.2.5 MARIWAD GM continues to create ways and means that focus on enhancing Customer satisfaction.

Reference:

- a. Control of Nonconforming Procedure (P-QAC-01)
- b. Appoint of Public Assistance Complaint Desk Personnel (PACD)
- c. Customer Feedback (F-QAC-16-00)

5.2 Policy

5.2.1 MARIWAD GM established quality policy.

5.2.1.1 The MARIWAD GM shall ensure that the quality policy:

- 5.2.1.1.1 is appropriate to the purpose and context of the organization and supports its strategic direction;
- 5.2.1.1.2 provides a framework for setting quality objectives;
- 5.2.1.1.3 includes a commitment to satisfy applicable requirements;
- 5.2.1.1.4 includes a commitment to continual improvement of the quality management system; and
- 5.2.1.1.5 is reviewed annually for continuing suitability.

5.2.2 Communicating the Quality Policy

5.2.2.1 MARIWAD GM shall ensure that quality policy:

- 5.2.2.1.1 is available and maintained as documented information;

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5.2.2.1.2 is communicated, understood and applied within the organization; and

5.2.2.1.3 is available to relevant interested parties.

Reference:

a. Quality policy were framed and posted in the main office of MARIWAD.

5.3 Organizational Roles, Responsibilities and Authorities

5.3.1 MARIWAD GM shall ensure that responsibilities and authorities for relevant functions/ roles are assigned, communicated and understood within MARIWAD.

5.3.1.1 The duties and responsibilities of the TOP Management are as follows:

5.3.1.1.1 Board of Directors

- a. They formulate policies beneficial to the operation of the Water District.
- b. They oversee that the policies formulated have been properly implemented by the management and staff
- c. They are not allowed to interfere in the management and operation of the Water District.

5.3.1.1.2 General Manager

- a. Implements the policies formulated by the Board of Directors.
- b. Oversees the day-to-day operation of the Mariveles Water District.
- c. Recommends programs and relative activities for the development and improvement of the water system.
- d. Manage and monitor the MARIWAD finances
- e. Responsible for leadership of MARIWAD ensuring its effectiveness and setting its agenda. Facilitates the effective contribution and performance of the whole organization while identifying any development of their needs.
- f. See to it that the organization complies with statutory and regulatory requirements.
- g. Approves the organizational chart.
- h. Controls the day-to-day operations of the MARIWAD, ensuring customer care meets compliance with state standards and MARIWAD policies.
- i. Develop and approve an applicable continuous quality improvement program, including a plan and a timetable to assess the efficiency of corrective measures.

5.3.1.1.3 Administrative Services

- a. Recruits, screens, hires qualified applicants, maintaining statistical information pertaining to new hires and oversees other personal programs.



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- b. Administers the Employee Benefit Program, the Employee Assistance Program, deferred compensation, retirement plan and life insurance.
- c. Performs other related jobs concerning the personnel.
- d. Ensure continuing education programs for employees essential for maintaining standards in the MARIWAD.

5.3.1.1.4 Finance Division

- a. Responsible for the monitoring and controlling of funds needed to implement the Water District's program and initiatives.
- b. Maintains records of all general and capital projects, fund reserves, and expenditures of the District.
- c. Prepares the financial statement and monitor its financial condition which is in accordance with Generally Accepted Accounting Principle and Generally Accepted Accounting Manual.
- d. In-charge for the preparation/consolidation of annual budget.
- e. Processes request for budget items through purchase orders and request for payments.
- f. See to it that budget request are complied and evaluated for all district's division.

5.3.1.1.5 Commercial Division

- a. Responsible for the effective monitoring and execution of the established policies and procedures in the performance of the general function of the Customer Services Group.
- b. Sets up established possible effective strategy to increase the daily collection and decrease the percentage of waste water.
- c. Maintains a periodic review and validation program to determine the degree of compliance and adherence to policies and procedures in the performance of the general functions by the Customer Service Group.
- d. Submits report to the General Manager for final evaluation and appropriate action.
- e. Provides customer services the concessionaires responsible for billing and collection of water sales of the district.
- f. Responsible for the implementation and public information and inspection and investigation regarding water connections, meter reading, billing and collection.

5.3.1.1.6 Construction and Maintenance Division



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- a. It is responsible for the technical evaluation, design, project management and inspection of District's construction projects and facilities.
- b. Investigates the needs for and designs necessary repairs of the distribution mains and service connections.
- c. Responsible for the water maintenance and disconnection and reconnection of service lines. Install water meters to new connection.
- d. In-charge in the operation, maintenance and installation of water distribution mains and service connections.

5.3.1.1.7 Production Division

- a. Responsible for the pumping operation and water distribution of safe and potable water, and monitoring of the water quality.
- b. In-charge for the pumping facilities, maintenance management and operation.
- c. Gather and maintain data for proper analysis of well sources.
- d. Responsible for the regular chlorination of all pump stations and maintenance of water treatment facilities.

5.3.1.1.8 Employees

- a. All employees are responsible for the quality of their work and implementation of the policies and procedures including to the processes they perform.
- b. Personnel responsible for service quality have the authority to stop work to correct quality problems.
- c. Employees are motivated and empowered to identify and report any known risks or potential problems and recommend related solutions Corrective Action Report.

5.3.2 MARIWAD Top Management shall assign responsibility and authority to the Quality Management Representative and Chairman of Quality Assurance Committee for:

- 5.3.2.1 ensuring that the quality management system conforms to the requirements of ISO 9001;
- 5.3.2.2 ensuring that the processes are delivered their intended outputs;
- 5.3.2.3 reporting on the performance of QMS and on opportunities for improvement;
- 5.3.2.4 ensuring promotion of customer focus throughout the organization; and
- 5.3.2.5 ensuring that the integrity of QMS is maintained when changes to QMS are planned and implemented.

6.0 PLANNING FOR THE QUALITY MANAGEMENT SYSTEM

6.1 Action to Address Risks and Opportunities

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- 6.1.1 MARIWAD when planning for the QMS shall consider the issues on internal and external context and determine the risks and opportunities that need to be addressed to give assurance that the MARIWAD quality management system can achieved its intended results like enhance desirable effects, prevent or reduce undesired effects and achieve improvement.
- 6.1.2 MARIWAD shall plan actions to address risk and opportunities by integrating and implementing actions into its quality management system processes and evaluate effectiveness of the actions to address risks and opportunities.

Reference:

- a. Risks and Opportunities Registry (F-QAC-14-00)
- b. Summary of High Risks (F-QAC-15-00)
- c. Risks and Opportunities Procedure (P-QAC-06)

- 6.1.3 MARIWAD shall identify risks and opportunities of its service processes. Identified risks and opportunities are entered in Risks and Opportunities Register. The Risk and Opportunities Register consists of the following items:

- 6.1.3.1 Process
- 6.1.3.2 Description of Risk Event
- 6.1.3.3 Risk Date Reported
- 6.1.3.4 Impact of Risk
- 6.1.3.5 Degree of Impact
- 6.1.3.6 Probability of Occurrence
- 6.1.3.7 Risk Rating
- 6.1.3.8 Risk Control
- 6.1.3.9 Responsibility
- 6.1.3.10 Opportunities
- 6.1.3.11 Attainment Probability of Opportunities

Reference:

- a. Risks and Opportunities Registry (F-QAC-14-00)
- b. ISO 9001 standard (10.2) stated that when a nonconformity occurs, including any arising from complaints, the organization shall update risks and opportunities determined during planning, if necessary.

- 6.1.4 Based on the Risk Registry by multiplying the Risk Impact and Risk Probability the organization can identify the high risks (25 pts.). High risks identified should be closely monitored by the organization.

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a. Summary of High Risks (F-QAC-15-00)

- 6.1.5 6.3.5 If a risk was identified in any nonconforming from events, activities, audit or customer complaint. The identifier of risk (person/service/area) will include the risk identified in the Risks and Opportunities Registry.

6.2 Quality Objective and Planning to Achieve Them

- 6.2.1 MARIWAD shall establish quality objective at relevant functions, levels and processes needed for the QMS.
- 6.2.2 MARIWAD quality objective must be consistent with quality policy, is measurable, takes into account applicable requirements, must be relevant to conformity of services to enhance customer satisfaction, is monitored, communicated and updated. The quality objective follows the SMART principle and ensures that responsibility, resources, are defined together with the time framed. The Quality Assurance Committee monitors the quality objective performance achievements reports.

Reference:

- a. Quality Objective Procedure (P-QAC-03)
- b. Objective Target and Plan Record (F-QAC-12-00)

6.3 Planning of Changes

- 6.3.1 When MARIWAD determines the need for changes to the QMS, this is carried out in a planned manner and take into consideration the following:
- 6.3.1.1 the purpose of the changes and their potential consequences;
 - 6.3.1.2 the integrity of quality management system;
 - 6.3.1.3 the availability of resources; and
 - 6.3.1.4 the allocation or relocation of responsibilities and authorities.

7.0 SUPPORT

- 7.1 Resources. The GM of MARIWAD shall determine the resources needed for the establishment, implementation, maintenance and continual improvement of QMS.

7.1.1 People

- 7.1.1.1 The Human Resource Section ensures that anyone who gets hired is competent on the basis of applicable education, training, skills and experience.

Reference:

- a. Recruitment Selection & Placement (P-ASD-03)
- b. Training (P-ASD-04)
- c. Employee Training Record (F-ASD-32-00)

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e. Performance Evaluation (P-ASD-07)

7.1.2 Infrastructure

7.1.2.1 MARIWAD determines and maintains the infrastructure for the operation of its process to achieve conformity in its services. MARIWAD conducts the following activities:

7.1.2.1.1 Preventive maintenance

7.1.2.1.2 Regular inspection

7.1.2.1.3 Repair or replacement of nonfunctional areas

Reference:

- a. Water System Maintenance (P-EMD-01)
- b. Water Disinfection Process (P-EPD-01)
- c. Water Extraction Process (P-EPD-02)

7.1.3 Environment for the Operation of Process

7.1.3.1 MARIWAD determines, provides and maintains the environment necessary for the operation of its processes and to achieve conformity of its services. MARIWAD shall:

7.1.3.1.1 Ensure environmental safety procedures and mechanisms are in place

7.1.3.1.2 Establish preventive maintenance plan

Reference

- a. Water System Maintenance (P-EMD-01)
- b. Five-S Checklist (F-QAC-08-00)
- c. Delivery, Issuance, Releasing & Inventory of Supplies (P-ASD-10)

7.1.3.1.3 Establish emergency and disaster preparedness plan

Reference:

- a. MARIWAD Fire and Earthquake Drill are conducted by Municipal Risk Reduction Management Council.

7.1.3.1.4 Ensure compliance with standards for environmental safety

Reference:

- a. Water Disinfection Process (P-EPD-01)

7.1.4 Monitoring and Measuring Resources

7.1.4.1 MARIWAD determines the resources needed to ensure valid and reliable monitoring and measuring results. MARIWAD shall outsource the meter calibration from LWUA designated calibrator.

7.1.5 Organizational Knowledge



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7.1.5.1 MARIWAD determines the knowledge (competence of organization) for the operation of its processes and to achieve conformity of its services.

Reference:

- a. Annual Training Plan (F-ASD-31-00)
- b. Training Procedure (P-ASD-04)
- c. Employee Training Record (F-ASD-32-00)
- d. Training Needs Analysis Record (F-ASD-30-00)

7.2 Competence

7.2.1 Mariveles Water District (MARIWAD) shall:

7.2.1.1 determines the necessary competence of employees doing work under its control that affects its quality of performance.

Reference:

- a. Measurement of Training Effectiveness (F-ASD-60-00)
- b. Individual Performance Commitment & Review Records (CSC form)
- c. Department Performance Commitment Review Records (CSC form)
- d. Organization Performance Commitment Review Records (CSC form)

7.2.1.2 ensures that these persons are competent on the basis of appropriate education, trainings or experience.

Reference:

- a. Employee's 201 Files
- b. Master List of Professional License Validity, Civil Service Eligibility and TESDA Certificate
- c. Employee Training History Records (F-ASD-32-00)
- d. Personal Data Sheet Record (CSC form)

7.2.1.3 where applicable, takes actions to acquire the necessary competencies and the effectiveness of the actions taken;

Reference:

- a. Measurement of Training Effectiveness Records (F-ASD-60-00)

7.2.1.4 retains appropriate documented information as evidence of competence

Reference:

- a. Individual Performance Commitment and Review (F-ASD-38-00)

7.2.1.5 The Human Resource Section shall evaluate the effectiveness of all actions taken to meet Competency needs. The effectiveness of training provided is evaluated by gathering immediate feedback from the participant employee. Training results are gathered and documented by HR.

Reference:



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a. Training Feedback (F-ASD-33-00)

7.2.1.6 The HR conducts employee's evaluation annually that assesses the performance level of the employee.

Reference:

- a. Individual Performance Commitment & Review Records (CSC form)
- b. Department Performance Commitment Review Records (CSC form)
- c. Organization Performance Commitment Review Records (CSC form)

7.3 Awareness

7.2.2 MARIWAD employee doing work under the organization's control shall be aware of:

7.2.2.1 the Quality Policy;

7.2.2.2 relevant quality objective;

7.2.2.3 their contribution to the effectiveness of the QMS, including the benefits of improved quality performance; and

7.2.2.4 the implications of not conforming to QMS requirements.

7.4 Communication

7.2.3 MARIWAD determines the internal and external communication relevant to the QMS

Reference:

- a. Internal and External Communication Procedure (P-GMO-01)
- b. Minutes of Meeting of the following:
 - b.1 Board meeting (two times a month)
 - b.2 Staff Meeting (as needed)
 - b.3 Division Meeting (as needed)
 - b.4. General Meeting (once a month)
- c. Records of Management Review (F-QAC-09-00)
- d. Records of Communication Received from Government Agencies (e.g. DBM, GSIS, LWUA, PhilHealth, BIR, Pagibig, CSR and LGU)
- e. Internal Memorandum (F-GMO-02-00)
- f. External Memorandum (F-GMO-03-00)
- g. MARIWAD Bulletin
- h. Records of Memorandum of Agreement (Suppliers)
- i. Social Media Account (facebook: mariveles water district)
- j. Website (www.mariwad.gov.ph)
- k. Customer Mobile Phone Hotline

7.3 Documented Information

7.3.1 MARIWAD QMS includes documented information determined by the organization as being necessary for the effectiveness of the QMS.

Reference:

- a. MARIWAD Quality Manual (Q-GMO-01)

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7.3.2 The MARIWAD shall maintain medical records/procedures that are documented accurately and in a timely manner, that are readily accessible, and that permit prompt retrieval of information including statistical data.

7.3.3 Control of Documented Information

7.3.3.1 System control for identification, storage, protection, retrieval, allocation of retention time and disposal of Records.

7.3.3.2 MARIWAD documents are reviewed and approved prior to use by:

Level of Documents	Prepared by	Reviewed by	Approved by
Level 1	Quality Management Representative (QMR)	General Manager	General Manager
Level 2	Department Head/ Division Head	QMR	General Manager
Level 3	Department Head/ Division Head	QMR	General Manager
Level 4	Department Head/ Division Head	QMR	General Manager

Reference:

- a. Control of Documents (P-ASD-02)
- b. Control of Records (P-ASD-01)

7.3.3.3 MARIWAD Document Structure

7.3.3.3.1 Level 1 – Quality Manual

7.3.3.3.1.1 The manual contains general MARIWAD Policies, Service Processes, Organization and Management Practices on applicable clauses of ISO 9001 which are implemented within operational procedures.

7.3.3.3.2 Level 2 – Procedures

7.3.3.3.2.1 The procedures describe how a particular activity is implemented or performed.

7.3.3.3.3 Level 3 – Work Instructions

7.3.3.3.3.1 Work instructions are to be followed, such that the absence of these may affect conformity to the services' requirements. This also describes the detailed steps of important procedures in each department.

7.3.3.3.4 Level 4 – Forms, Records, Memos and Other References

7.3.3.3.4.1 This is a compilation of all the forms to be used in carrying out the different activities and work instructions together with the records

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subsequently generated by the activities. Memoranda and other references are included in this level.

7.3.3.4 The MARIWAD System Procedure Format

7.3.3.4.1 The header includes the MARIWAD name, address and logo, and document number, origination date, affectivity date, page number, and document title.

7.3.3.4.2 The Revision History includes the following:

7.3.3.4.2.1 Document Change Number (DCN) – Number given by DCC to track the total number of document per department or section.

7.3.3.4.2.2 Revision Date - date when the document was registered to DCC (origination, revision and deletion).

7.3.3.4.2.3 Revision Number - indicates how many times a procedure has been revised.

7.3.3.4.2.4 Page Affected - particular page where change/s was/were made

7.3.3.4.2.5 Reason for Revision –corrections and updates

7.3.3.4.2.6 Prepared By - name of person or staff who wrote the document (Author's name)

7.3.3.4.2.7 Reviewed By - name of the head of services assigned by the organization to review the document

7.3.3.4.2.8 Approved By - name of the chief of MARIWAD to approve the document

7.3.3.5 MARIWAD defines control of its documents as follows:

7.3.3.5.1 to review, update and re-approve documents as necessary;

7.3.3.5.2 to approve documents for adequacy prior to use;

7.3.3.5.3 to review and update as necessary and re-approve documents;

7.3.3.5.4 to ensure that changes and the current revision status of documents are identified;

7.3.3.5.5 to ensure that relevant versions of applicable documents are available at point of use;

7.3.3.5.6 to ensure that documents remain legible and readily identifiable;

7.3.3.5.7 to ensure that documents of external origin determined by MARIWAD to be necessary for the planning and operation of the Quality Management System are identified and their distribution controlled;

7.3.3.5.8 to prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.

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Reference:

a. Control of Document (P-ASD-02)

7.3.3.6 MARIWAD controls all records required for the Quality Management System. Such records are maintained to provide evidence of conformity to requirements and effective operation of the QMS.

7.3.3.7 MARIWAD has established a documented procedure for the identification, storage, retrieval, protection, retention time and disposal of records.

7.3.3.8 Records of the organization are disposed as follows:

7.3.3.8.1 Various records identified by MARIWAD are disposed to National Archives Office after the period of 10 years.

7.3.3.8.2 Others records that do not contain any customer information matters are disposed after five years.

Reference:

a. Control of Records (P-ASD-01)

b. Masterlist of Internal Documents (F-ASD-01-00)

8.0 OPERATION

8.1 Operational Planning and Control

8.1.1 MARIWAD shall plan, implement and control the processes by:

8.1.1.1 determining requirements for the product and services;

Reference:

a. Contingency Plan (F-GMO-01-00)

b. Procurement (P-AFD-03)

c. Annual Procurement Plan (DBM form)

8.1.1.2 establishing criteria for the processes and for acceptance of services

Reference:

a. New Service Connection Application (P-CSD-01)

8.1.1.3 implementing control of the processes in accordance with criteria; and

Reference:

a. Inspection and Investigation (P-CSD-03)

b. Water System Maintenance (P-EMD-01)

c. Water Disinfection Process (P-EPD-01)

d. Water Extraction Process (P-EPD-02)



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8.1.1.4 retaining documented information to the extent necessary to have confidence that processes have been carried out as planned and to demonstrate conformity of services to requirements.

Reference:

- a. Meter Reading Procedure (P-CAD-01)
- b. Daily Operation Log (F-EPD-01-00)
- c. Flushing Checklist Records (F-EMD-02-00)
- d. Cleaning Reservoir Checklist Records (F-EMD-05-00)
- e. Corrosion Prevention (WI-EMD-02)
- f. Maintenance Logbook
- g. Monthly Billing Summary (F-CAD-01-00)
- h. Daily Collection Report (F-CAD-02-00)
- i. Purchase Order Records (F-AFD-09-00)
- j. Material Receiving Report

8.1.2 MARIWAD shall ensure that outsourced processes are controlled.

Reference:

- a. Suppliers Records of Memorandum of Agreement
- b. Suppliers' Records of Company Profile

8.2 Requirements for Products and Services

8.2.1 Customer Communication

8.2.1.1 MARIWAD shall establish the processes for communicating with customers in relation to:

8.2.1.1.1 information relating to services

Reference:

- a. New Applicants orientation Seminar conducted every Tuesday of the week
- b. www.mariwad.gov.ph
- c. Customer Communication (P-CSD-04)

8.2.1.1.2 enquiries, contracts or order handling, including changes;

Reference:

- a. Memorandum of Agreement (e.g. supplier)
- b. Kasunduan sa Pagpapakabit ng tubig (F-CSD-14-00)
- c. Customer Promissory Note (F-CAD-06-00)
- d. Billing Notice (computerized)

8.2.1.1.3 obtaining customer views and perceptions, including customer complaints; and

Reference:

- a. Handling of Service Request and Complaints (P-CSD-02)



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8.2.1.1.4 the handling or treatment of customer property, if applicable, specific requirements for contingency actions, when relevant

Note: MARIWAD does not require, borrowed, hold any property that belongs to customer/suppliers, etc.

8.2.2 Determination of Requirements Related to Products and Services

8.2.2.1 MARIWAD shall ensure that service requirements and applicable statutory and regulatory requirements are defined.

Reference:

- a. Water Analysis Report
- b. Civil Service Certificate of Accreditation
- c. PD No. 198 (Provincial Water Utilities Water Act)
- d. PD 1067 (Creation of National Water Resource Board)
- e. Bureau of Internal Revenue (BIR)
- f. Philippine Health Insurance
- g. Pag-Ibig Membership
- h. Government Service Insurance System
- i. RA No. 9184 (Procurement Act)
- j. Department of Budget & Management Circulars
- k. RA 1041 (Publication Law)

8.2.3 MARIWAD shall review requirements related to service.

8.2.3.1 Requirements specified by the customer, including the requirements for delivery and post-delivery.

Reference:

- a. Handling of Service Request and Complaints (P-CSD-02)
- b. Meter Reading (P-CAD-01)
- c. Billing of Water Bill (P-CAD-02)
- d. Billing Adjustment (P-CAD-03)
- e. Collection of Water Bill (P-CAD-04)

8.2.3.2 Requirements not stated by the customer, but necessary for the customer's specified or intended use, when known.

Reference:

- a. Monitoring of Delinquent Accounts (P-CAD-05)
- b. Change of Account Name (P-CAD-06)

8.2.3.3 Contract or order requirements from those previously expressed.

Reference:

Note: See 8.4.3.1

8.3 Design and Development (D&D) of Products and Services

8.3.1 MARIWAD Design and Development declared as exclusion. The design and development of *Unauthorized reproduction/distribution/dissemination of this document is strictly prohibited.*



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MARIWAD is monitored and approved by Local Water Utilities Administration (LWUA)

8.4 Control of Externally Provided Products and Services

8.4.1 MARIWAD shall apply the specified requirements for the control of externally provided products and services when:

8.4.1.1 services are provided by external providers for incorporation into the MARIWAD own services;

Note: All water meter are calibrated by the outsource calibrator accredited by LWUA

8.4.1.2 services are provided directly to the customers by external providers on behalf of MARIWAD;

Note: No services rendered by another external provider for MARIWAD customer.

8.4.1.3 a process or part of a process is provided by an external provider as a result of a decision by MARIWAD to outsource a process or function;

Note: See 8.6.1.1

8.4.2 MARIWAD shall establish and apply criteria for the evaluation, selection, monitoring of performance and re- evaluation of external providers; and

Reference:

a. Suppliers Evaluation (F-AFD-12-00)

8.4.2.1 MARIWAD shall retain appropriate documented information of the results, monitoring of the performance and re-evaluations of the external providers.

8.4.2.2 The Purchasing Supervisor and selects suppliers

8.4.2.3 Type and Extent of Control of External Provision

8.4.2.3.1 MARIWAD shall take into consideration:

8.4.2.3.1.1 the potential impact of the externally provided processes, products and services on the organization's ability to consistently meet customer and applicable statutory and regulatory requirements;

8.4.3 Information for External Providers

8.4.3.1 MARIWAD shall communicate to external providers applicable requirements for the following:

8.4.3.1.1 the services to be provided or the processes to be performed on behalf of MARIWAD;

8.4.3.1.2 approval or release of products and services, methods, processes or equipment;

8.4.3.1.3 their interactions with the organization's quality management system;

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8.4.3.1.4 the control and monitoring of the external provider's performance to be applied by the organization; and

8.4.3.1.5 verification activities that the organization, or its customer, intends to perform at the external providers premises.

Note: MARIWAD follows the R.A. 9184 (Philippine Government Procurement Act)

8.5 Production and Service Provision

8.5.1 MARIWAD shall implement control of production and service provision

8.5.1.1 Controlled conditions shall include, as applicable for delivery and post-delivery of services:

8.5.1.1.1 the availability of documented information that defines the characteristics of the service;

Reference:

a. MARIWAD Procedure and Work Instructions

8.5.1.1.2 the availability of documented information that defines the activities to be performed and the results to be achieved;

8.5.1.1.3 monitoring and measurements activities at appropriate stages to verify that criteria for control of processes outputs and acceptance criteria for services have been met:

8.5.1.1.4 the use and control of suitable infrastructure and process environment;

8.5.1.1.5 the availability and use of suitable monitoring and measuring equipment;

8.5.1.1.6 the competence and, where applicable required qualification of persons;

8.5.1.1.7 the validation and periodic revalidation of the ability to achieve planned results of any processes for production and service provision where the resulting output cannot be verified by subsequent monitoring measurements; and

8.5.1.1.8 the implementation of services release, delivery and post-delivery.

8.5.2 Identification and Traceability

8.5.2.1 MARIWAD identifies the status of process outputs with respect to monitoring and measurements throughout service provision.

8.5.2.2 Where traceability is a requirement, MARIWAD shall control the unique identification of the process and retain any documented information necessary to maintain traceability.

Reference:

a. DCC Document Control Number

b. MARIWAD Property Inventory Sticker



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8.5.3 Property Belonging to Customers or External Providers

8.5.3.1 MARIWAD shall exercise care with property belonging to the customer or external providers while it is under the organization's control or being used by MARIWAD. MARIWAD shall identify, verify, protect and safeguard the property.

Note: See 8.4.1.1.10

8.5.3.2 When property of the customer or external provider is incorrectly used, lost, damaged or otherwise found to be unsuitable for use, MARIWAD reports this to the customer.

8.5.4 Preservation

8.5.4.1 Preservation can include identification, handling, packaging, storage, transportation.

Reference

- a. Delivery, Issuance, Releasing and Inventory of Supplies & Materials (P-ASD-10)
- b. Water System Maintenance (P-EMD-01)
- c. Water Disinfection (P-EPD-01)

8.5.5 Post-Delivery Activities

8.5.5.1 In determining the extent of post-delivery activities that are required, MARIWAD considers:

8.5.5.1.1 the risk associated with services;

8.5.5.1.2 the nature, use and intended lifetime of the product and services;

8.5.5.1.3 customer feedback;

8.5.5.1.4 statutory and regulatory requirements

8.5.6 Control of Changes

8.5.6.1 MARIWAD shall review and control unplanned changes essential for services provision to the extent necessary to ensure continuing conformity with specified requirements.

8.5.6.2 MARIWAD shall retain documented information describing the results of changes.

8.6 Release of Services

8.6.1 MARIWAD shall ensure that the release of service to the customer shall not proceed until planned arrangements for verification of conformity have been satisfactorily completed unless otherwise approved by a relevant authority and, as applicable, by the customer. Documented information shall provide traceability to the person authorizing release of service for delivery to the customer.

Note: See 8.4.3.1

8.7 Control of Non-Conforming Outputs



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- 8.7.1 MARIWAD shall take appropriate corrective action based on the nature of the non-conformity and its impact on the conformity of products and services. This applies to non-conforming (NC) services detected after delivery of service provision.

Reference:

- a. Control of Non-Conforming Services (P-QAC-01)

- 8.7.2 MARIWAD shall deal with NC process outputs services in one or more of the following:

8.7.2.1 correction (e.g. corrective action like removal, change, etc.);

8.7.2.2 segregation, containment, return or suspension of provision of service (e.g. removal of parts, holding the equipment, return to supplier, stopping of services);

8.7.2.3 informing the customer (e.g. mail, fax, e-mail or phone); and

8.7.2.4 obtaining authorization for use, release, and acceptance.

9 PERFORMANCE EVALUATION

- 9.1 Monitoring, measurement, analysis and evaluation

- 9.1.1 MARIWAD shall determine:

9.1.1.1 What needs to be monitored and measure; (e.g. Patient Satisfaction Survey, audit results, OTP achievement report, Daily Monitoring Reports, etc.).

9.1.1.2 The methods for monitoring, measurements, analysis and evaluation, as applicable, to ensure valid results;

9.1.1.3 When the monitoring and measuring shall be performed (e.g. daily, weekly, monthly, quarterly or annually).

9.1.1.4 When the results from monitoring and measurements shall be analyzed and evaluated (e.g. Customer negative feedback need to be analyzed and evaluated ASAP).

- 9.1.2 Customer Satisfaction

9.1.2.1 MARIWAD shall receive customer feedback via Patient Satisfaction Survey. Survey is tabulated monthly. Negative feedbacks shall be treated with Corrective Action Report (CAR). Negative feedbacks that need immediate action from the Top Management is given priority.

9.1.2.2 MARIWAD staff of Cashiering Section to distribute the Patient Satisfaction Survey Form. A member of Quality Assurance acts as a Patient Liaison Officer.

9.1.2.3 Customer complaints (whether received in writing or verbally) are immediately forwarded to Section Head concerned for prompt and appropriate action. If these personnel cannot resolve the issue, then the complaint is forwarded to the Division Head. Customer's complaints are documented and monitored to effect continual improvement in the system.

Reference:

- a. Handling of Service Request and Complaints (P-CSD-02)

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b. Control of nonconforming Services (P-QAC-01)

9.1.3 Analysis and Evaluation

9.1.3.1 MARIWAD shall use the output of analysis and evaluation to:

9.1.3.1.1 demonstrate conformity of services to requirements;

9.1.3.1.2 assesses and enhances customer satisfaction;

9.1.3.1.3 ensures conformity and effectiveness of the QMS;

9.1.3.1.4 demonstrates that planning has been successfully implemented;

9.1.3.1.5 assesses the performance of processes;

9.1.3.1.6 assesses the performance of external providers;

9.1.3.1.7 determines the need or opportunities for improvements within the QMS.

9.1.3.2 The results of analysis and evaluation shall also be used to provide inputs to the management review.

9.2 Internal Audit

9.2.1 MARIWAD shall conduct internal audits at planned intervals (semi-annually) to provide information on whether the QMS conforms to the requirements of ISO 9001 International Standard and/or it is effectively implemented and maintained.

9.2.2 MARIWAD shall conduct internal quality audit:

9.2.2.1 plan, establish, implement and maintain an audit program including frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the quality objective, the importance of the processes concerned customer feedback, changes impacting on the organization, and the results of previous audits.

9.2.2.2 define the audit criteria and scope for each audit;

9.2.2.3 select auditors and conduct audits to ensure objectivity and the impartiality of the audit process;

9.2.2.4 ensures that the results of the audits are reported to relevant management;

9.2.2.5 take necessary correction and corrective actions without undue delay; and

9.2.2.6 retain documented information as evidence of the implementation of the audit program and the audit results.

9.2.3 The MARIWAD Management establishes a process for performing objective audits in order to determine if the Management System has been effectively implementing, maintaining and conforming to ISO 19011. The first party audit is performed by MARIWAD qualified internal auditors and the third party audit is performed by a private certifying body selected by MARIWAD Management.



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9.2.4 MARIWAD maintains a number of qualified competent auditors to audit the system semi-annually or as needed. All auditors are subject to annual performance evaluations.

9.2.5 Competence of all auditors are enhanced through Continuing Professional Development. Lead Assessor Training Course, Supplier Audit, regularly joining the internal audit, participate as observer guide during external audit and or given a chance to be a team leader during audit.

Reference:

- a. Internal Quality Auditing (P-QAC-04)
- b. Masterlist of Auditors (F-QAC-11-00)
- c. Audit Summary Report (F-QAC-05-00)

9.3 Management Review

9.3.1 MARIWAD management review shall be planned and carried out taking into consideration:

- 9.3.1.1 the status of actions from previous management reviews;
- 9.3.1.2 changes in in internal and external issues that are relevant to the QMS including its strategic direction;
- 9.3.1.3 information on the quality performance, including trends and indicators for:
 - 9.3.1.3.1 non-conformities and corrective actions;
 - 9.3.1.3.2 monitoring and measurements results;
 - 9.3.1.3.3 audit results;
 - 9.3.1.3.4 customer satisfaction;
 - 9.3.1.3.5 issues concerning external providers and other relevant interested parties;
 - 9.3.1.3.6 adequately of resources for maintaining an effective QMS;
 - 9.3.1.3.7 process performance and conformity of products and services;
 - 9.3.1.3.8 new potential opportunities for continual improvements.

9.3.2 MARIWAD conducts Management Review semi-annually.

- 9.3.2.1 The Quality Management Representative (QMR) acts as the overall in-charge person responsible for conducting the Management Review at all levels.
- 9.3.2.2 MARIWAD ensures that President together with the Heads of two divisions and all Section Heads, chairman and members of different committees, and suppliers should attend the management review, if there are issues and concerns from the suppliers.
- 9.3.2.3 The Quality Assurance office secures the minutes of the Management Review.

Reference:

- a. Management Review (P-QAC-05)



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10 IMPROVEMENT

- 10.1 MARIWAD shall determine and select opportunities for improvements and implement necessary action to enhance customer satisfaction. This includes, as appropriate:
 - 10.1.1 improving processes to prevent nonconformities (e.g. CAR of IQA NC's)
 - 10.1.2 improving services to meet known and predicted requirements (e.g. Implementation of customer request, projects and D&D)
 - 10.1.3 improving quality management results (e.g. meeting all ISO 9001; standard requirements).
- 10.2 Non-Conformity and Corrective Action
 - 10.2.1 When non-conformity occurs, including those arising from complaints, MARIWAD shall:
 - 10.2.1.1 react to the conformity, and as applicable:
 - 10.2.1.1.1 take action to control and correct it; and
 - 10.2.1.1.2 deal with the consequences.
 - 10.2.1.2 evaluate the need for action to eliminate the cause/s of the nonconformity, in order that it does not recur or occur elsewhere, by:
 - 10.2.1.2.1 reviewing the conformity
 - 10.2.1.2.2 determining the causes of the nonconformity;
 - 10.2.1.2.3 determining if similar nonconformities exist, or could potentially occurs;
 - 10.2.1.2.4 implement any action needed; and
 - 10.2.1.2.5 makes changes to the QMS, if necessary.
 - 10.2.2 MARIWAD shall retain documented information as evidence level. All documents pertaining to QMS of MARIWAD are retained at Quality Assurance Office.
- 10.3 Continual Improvement
 - 10.3.1 MARIWAD shall continually improve the suitability, adequacy, and effectiveness of the QMS.
 - 10.3.2 MARIWAD shall consider the outputs of analysis and evaluation, and the outputs from the management review, to confirm if there areas of underperformance or opportunities that shall be addressed as part of continual improvement.
 - 10.3.3 Where applicable, MARIWAD shall select and utilize applicable tools and methodologies for investigation of the causes of underperformance and for supporting continual improvement.

Reference:

- a. Root Cause Analysis: Fishbone Diagram (F-QAC-10-00)
- b. Corrective Action Report (P-QAC-02)
- c. Corrective Action Report Form (F-QAC-10-00)
- d. Corrective Action for Observation Findings (F-QAC-13-00)

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WE, the MARIVELES WATER DISTRICT
Commit our sincere desire to deliver
An adequate supply of potable water and
quality services
To satisfy the needs of Mariveles consumers.

In doing so, we further commit to meet
Our consumer expectations and to fulfill
The relevant statutory and legal requirements.

We shall further develop our services
Through continuous training of personnel
To increase the level of competencies.
Likewise, we shall commit to established
Quality management system
And continuously improve our services



Republic of the Philippines
Mariveles Water District
Mariveles, Bataan

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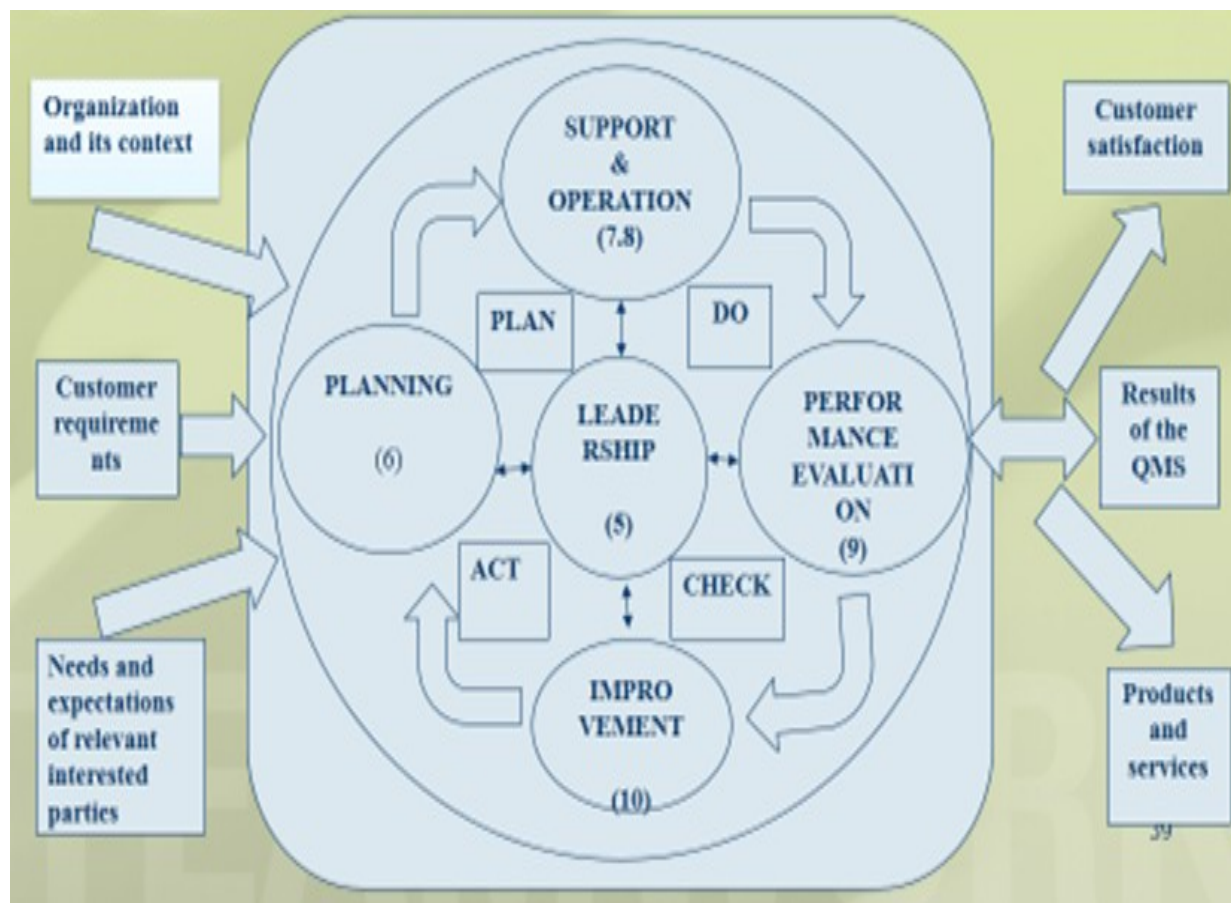
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ANNEX B

PLAN DO CHECK ACT CYCLE

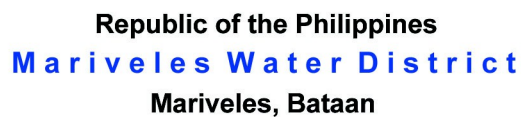


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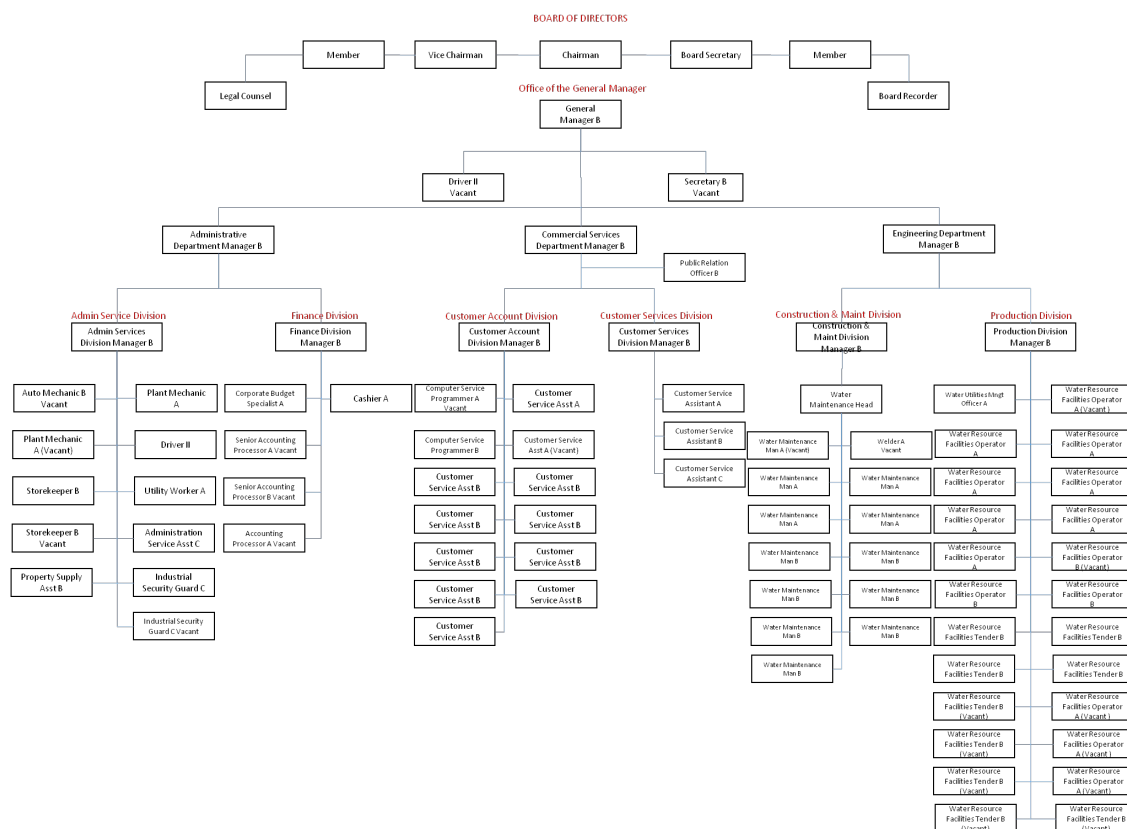


ANNEX C

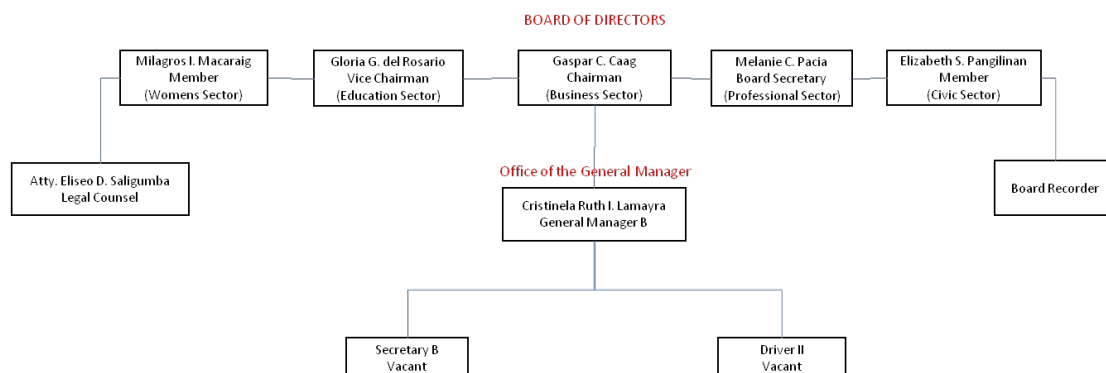
ORGANIZATIONAL CHART



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MARIVELES WATER DISTRICT
ORGANIZATIONAL STRUCTURE

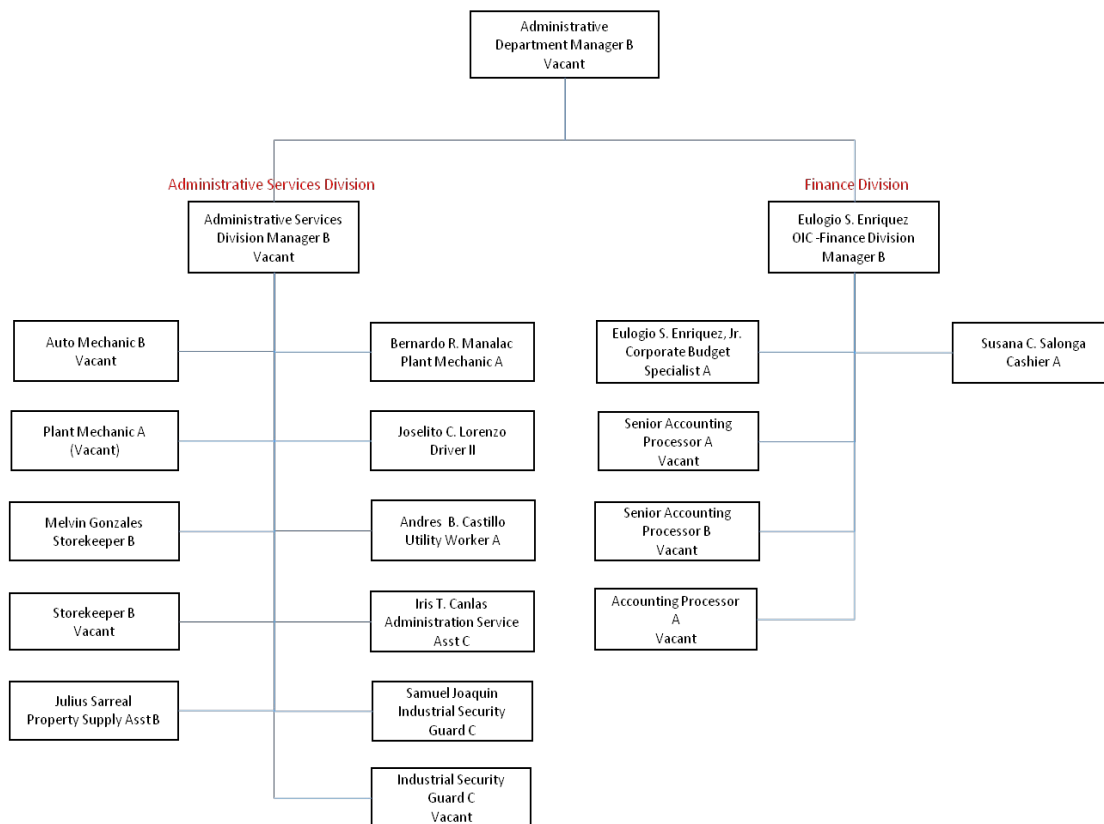
MARIVELES WATER DISTRICT ORGANIZATIONAL STRUCTURE





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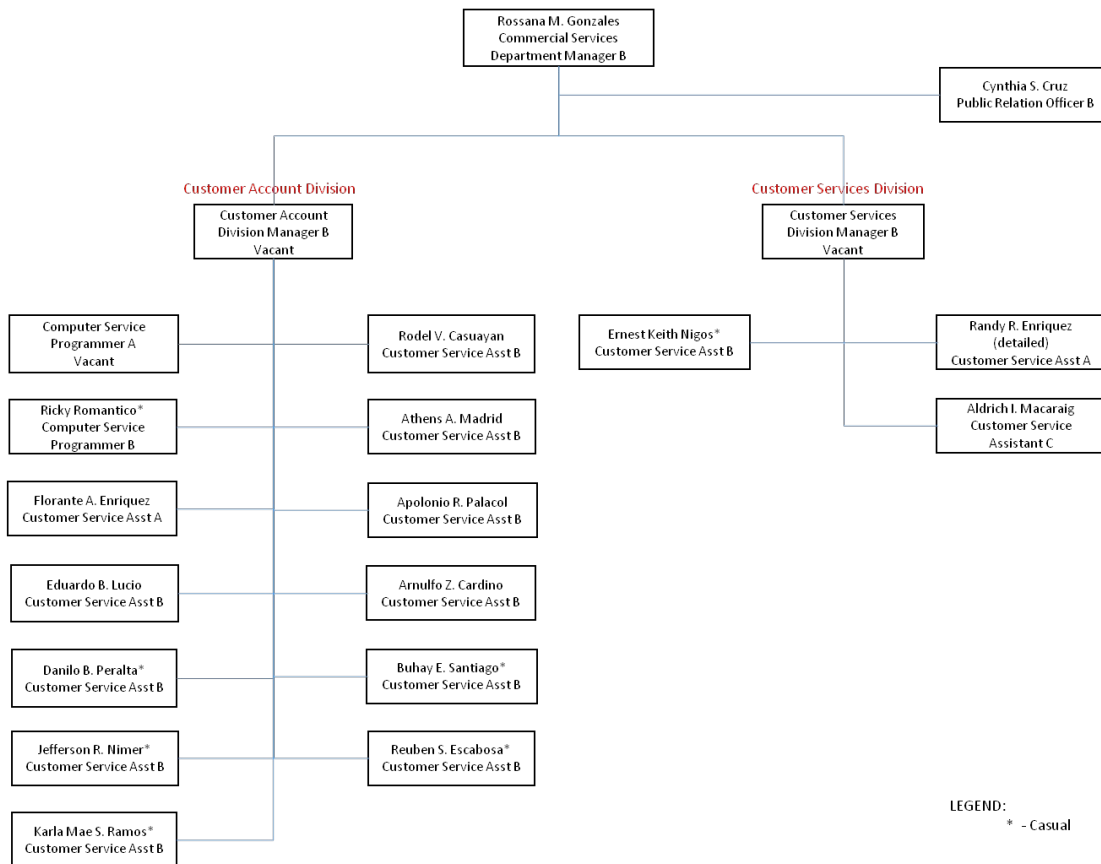
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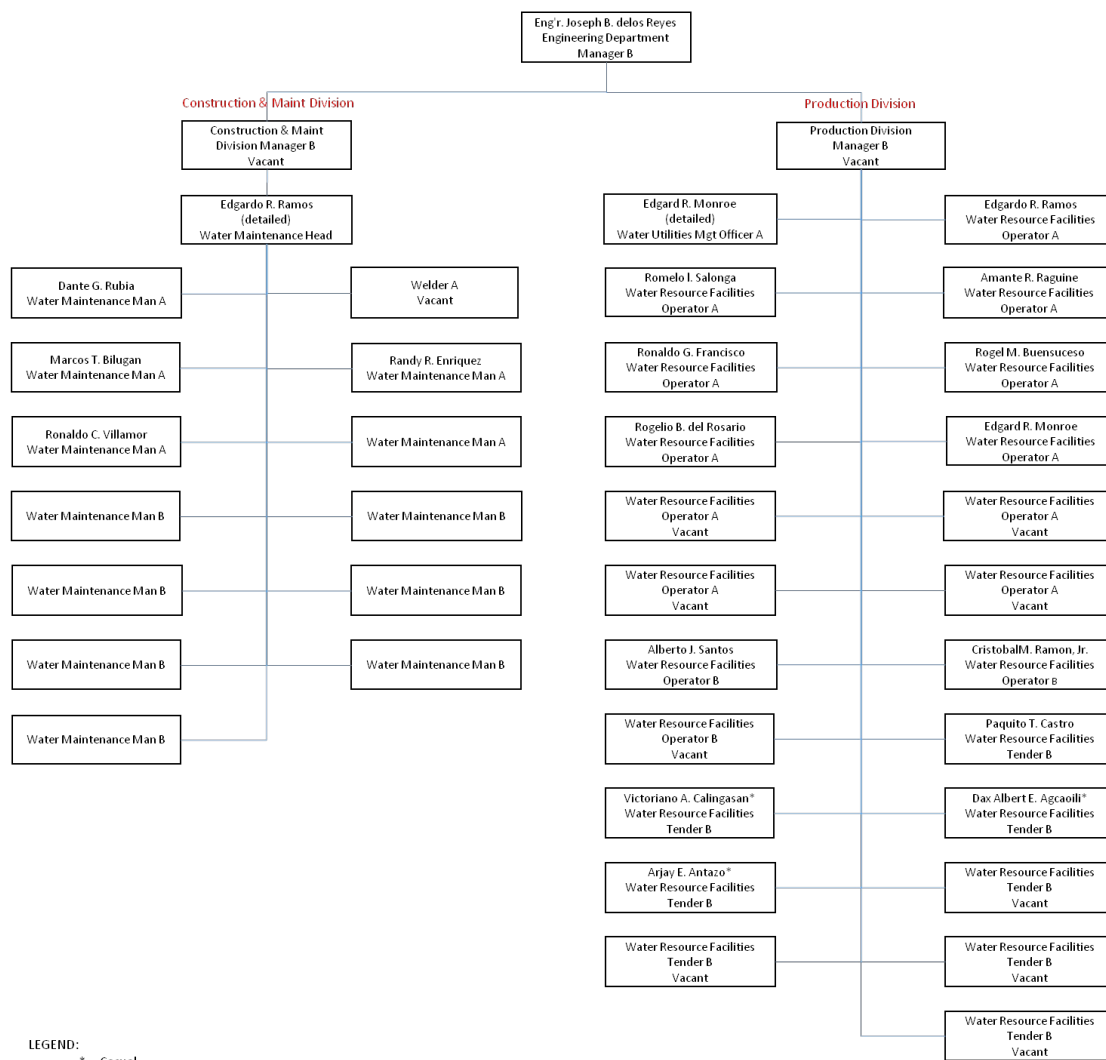
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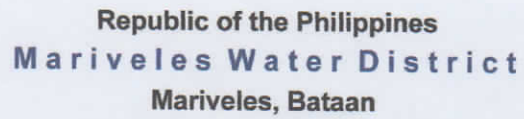




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MARIVELES WATER DISTRICT ENGINEERING DEPARTMENT





REVISION HISTORY

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