



NQA Surveillance 2 Audit Findings

December 11, 2020

MARIVELES WATER DISTRICT

Good Points:

1. Top management and staff commitment in implementing and maintaining of QMS was commendable.
2. Commitment, dedication and active participation of all staff and auditees is noteworthy.
3. Good results of customer satisfaction survey was commendable.
4. Good practice in purchasing is noteworthy.

Audit Findings:

Ref No.	Clause No.	Details of any finding(s) raised.	Type (Major NC, Minor NC, OFI or AoC)
1	6.1	Need to improve the risk registry to include the pandemic effect to the organization.	OFI
2	4.4/8.1/ 8.5.1	Need to provide valid and updated water permit for all water pump stations. Compliance to check on next visit.	OFI
3	9.2.2	Need to ensure to conduct audit of the internal audit process	OFI
4	7.2/7.3	Need to ensure to conduct training needs analysis prior setting the annual training plan. Need to ensure to conduct training related to related to operations and quality.	OFI
5	8.5.1	May provide documented procedure for emergency preparedness (e.g. Pandemic, Fire, Earthquake, etc.)	OFI
6	8.5.1	May consider to conduct chemical test for possible pesticide contents in water.	OFI
7	7.1.3	Need to ensure to provide preventive maintenance checklist of equipment (e.g. pump-service report; chlorinator-PM checklist, etc.)	OFI
		End of Findings	
Note: Responses to findings must be sent using the Corrective Action Plan form, as applicable, to caps@nqa-ph.com within the timeframes stated on Page 4.			

Audit Conclusion:

The audit proved that the implementation and maintenance of the quality management system was in accordance to the requirements of the standard, ISO 9001:2015, therefore continued certification is recommended.

Next Audit Activity: Recertification Audit – 1st Week of December 2020