



Republic of the Philippines
METRO KIDAPAWAN WATER DISTRICT

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"Committed to Service, Development and Self-Reliance"

December 8, 2016

STELLA M. GONZALES, MPS

General Manager
This Office

Madam:

Respectfully requesting the approval of MKWD Quality Policy, Objectives, Target and Programs (OTPs), Procedures Manual (PM) and Forms (FM) which will serve as requirement for the ISO Certification.

Attached are the detailed contents of the roll-out process, to wit:

1. Quality Policy
2. Objectives, Targets and Programs of Engineering and Operations Department
3. PM-MD-01 – Leak Detection Procedure
4. PM-MD-02 – Repair Leak Procedure
5. PM-PDD-01 – Project Design Procedure
6. PM-PDD-02 – Quality Control Procedure on Projects
7. PM- CD-01 – Marketing (For New Distribution Line)
8. PM-CD-02 – Service Request Action
9. PM-CD-03 – Project Implementation
10. PM-WRD-01 – Calibration of Water Meters
11. PM-WRD-02 – Sources and Reservoir Production Treatment Procedure
12. PM-WRD-03 – Treatment Plant Utilization Procedure
13. PM-WRD-04 – Water Supply Interruption
14. PM-WRD-05 – Multi Tube Fermentation Technique
15. PM-WRD-06 – Physical Chemical Analysis
16. PM-WRD-07 – Watershed Management
17. Objectives, Targets and Programs of Commercial Services Department
18. PM-CAD-01 – Billing Procedure
19. PM-CAD-02 – Billing Adjustment Procedure
20. PM-CAD-03 – Accounts Receivable Procedure
21. PM-CSD-01 – Handling Customer Complaint Procedure
22. PM-CSD-02 – Pursuit of Delinquent Accounts Procedure
23. PM-CSD-03 – Customer Services Procedure for Change Name
24. PM-CSD-04 – Customer Service Procedure for Availing Sr. Citizen Discount
25. Objectives, Targets and Programs of Finance Services Department
26. PM-CMD-01 – Cash Management Procedure – Collection
27. PM-CMD-02 – Cash Management Procedure – Check Disbursement
28. PM-CMD-03 – Cash Management Procedure – Petty Cash Fund Handling
29. PM-ABD-01 – Budget Utilization Procedure
30. Objectives, Targets and Programs of Administration & Human Resource Department
31. PM-GSD-01 – Warehousing Procedure
32. PM-GSD-02 – Inventory Control Procedure
33. PM-GSD-03 – Security Procedure
34. PM-GSD-04 – General Service Procedure
35. PM-GSD-05 – Inventory of Assets Procedure
36. PM-GSD-06 – Motor pool Procedure
37. PM-AHR-01 – Recruitment Procedure
38. PM-AHR-02 – Training Procedure

Stella M. Gonzales
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- 39. PM-AHR-03 – Alternative Procurement Procedure
- 40. Objectives, Targets and Programs of Office of the General Manager
- 41. PM-OGM-01 – Incoming Communication Procedure
- 42. FM-OGM-01 – Incoming Communication Monitoring Form
- 43. PM-OGM-02 – Outgoing Communication Procedure
- 44. FM-PGM-02 – Outgoing Communication Monitoring Form
- 45. PM-OGM-03 – Maintenance of IT Procedure
- 46. FM-OGM-03 – Annual Preventive Maintenance Plan
- 47. FM-OGM-04 – Preventive Maintenance Checklist
- 48. FM-OGM-05 – Hardware and Software Corrective Maintenance Monitoring Form
- 49. PM-BAC-01 – Competitive Bidding Procedure


After your approval, will be the processing for registration of all the above-mentioned documents and forms used in the procedures also mentioned above.

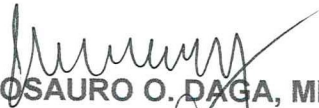
Hoping you will find everything in order.


Very truly yours,


JOAN P. CAMANO, CPA
 Deputy Management Representative

Noted:



LALAINA A. WITARA, MPS
 Department Manager, FSD


ROSAURO O. DAGA, MBA
 Department Manager, AHRD


MYRNA R. VICTORIA, MBA
 Department Manager, EOD


ENGR. RAMIL A. CONDEZ, RMP, MBA
 Department Manager, CSD

Recommending Approval:


ENGR. WILESPER LISANDRO M. ALQUEZA, RMP, MBA
 Assistant General Manager, Operations


JEMIMA A. ALFANTA, MPA
 Assistant General Manager, Admin & Finance

Approved/~~Disapproved~~:


STELLA M. GONZALES, MPS
 General Manager

