

METRO KIDAPAWAN WATER DISTRICT QUALITY MANUAL	Document No. : QM - RH	Eff. Date : 12-08-16
	Revision No. : 00	Pages : 1 of 1
REVISION HISTORY		

Amendments:

- 1.1 Amendments shall be made as and when required or after any review.
- 1.2 MR shall approve amendments before issuance.
- 1.3 Once the whole quality manual reaches ten (10) revisions, the company shall re-issue a new version of the quality manual.
- 1.4 Amendments shall be recorded in the revision history.

#	Doc. No.	Doc. Title	Change Description	Rev. No.	Eff. Date
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

PROPRIETARY NOTICE

THIS DOCUMENT CONTAINS INFORMATION PROPRIETARY TO METRO KIDAPAWAN WATER DISTRICT. ANY DISCLOSURE OR USE IS EXPRESSLY PROHIBITED EXCEPT UPON WRITTEN PERMISSION BY METRO KIDAPAWAN WATER DISTRICT.



INTERESTED PARTIES MATRIX

INTERESTED PARTY	NEEDS/REQUIREMENTS
Water consumers / Transacting Public/ Stakeholders	<ul style="list-style-type: none"> • Reliable and potable water supply • Reasonable rates • Prompt and professional service • Courteous employees • Timely information dissemination
GOVERNMENT AGENCIES: <ul style="list-style-type: none"> • Regulatory LWUA, NWRB, DENR, COA, CSC, BIR, DBM, HDMF, GSIS, DOH, NHA • LGU Provincial City and Municipal Barangay • Other WDs • Others DPWH 	<ul style="list-style-type: none"> • Compliance with applicable law, rules and regulations • Cooperation • Coordination efforts • Collaborative Planning • Technical assistance/logistics
Employees	<ul style="list-style-type: none"> • Good working conditions (Conducive working area, CSC Memorandum Circular No. 33, s. 1997) • Benefits administration (Fixed by Law benefits, Benefits by effort of employees) • Work-life balance (Human Resource must be sensitive with regard to personal and work life of employees) • Access to information on Corporate Goals and Targets (Common vision, Rules and regulations, Policies, Rights and Privileges as a government employee, Financial Position, Performance Rating, Vacancy and Promotion, Well Communicated Information)
Suppliers <ul style="list-style-type: none"> • Materials and Supplies • Services 	<ul style="list-style-type: none"> • Prompt payment (On-time payment based on the terms and conditions and terms of preference) • Specification on the set quality standards
Board of Directors	<ul style="list-style-type: none"> • Compliance to Parameters of Good Governance
Academe Media Groups Non-Government Offices People’s Organization (Other Water Providers)	<ul style="list-style-type: none"> • Support OJT program, Information Education Campaign Advocacy • Compliance to Freedom of Information • Bidding concerns • Services • Technical Assistance • Community Activities
Banks	<ul style="list-style-type: none"> • Compliance to applicable banking rules and regulations • Maintain Good Financial Standing to Avail Banking Facilities services

METRO KIDAPAWAN WATER DISTRICT QUALITY MANUAL	Document No. : QM - 01	Eff. Date : 12-08-16
	Revision No. : 00	Pages : 1 of 2
INTRODUCTION		

I. ORGANIZATION'S VISION-MISSION STATEMENT

Our Vision

MKWD envisions an economically viable public utility firm whose index of success is customer satisfaction in the provision of adequate, safe, potable, and affordable water for Kidapawan City, Makilala, Magpet, and Matalam service areas.

Our Mission

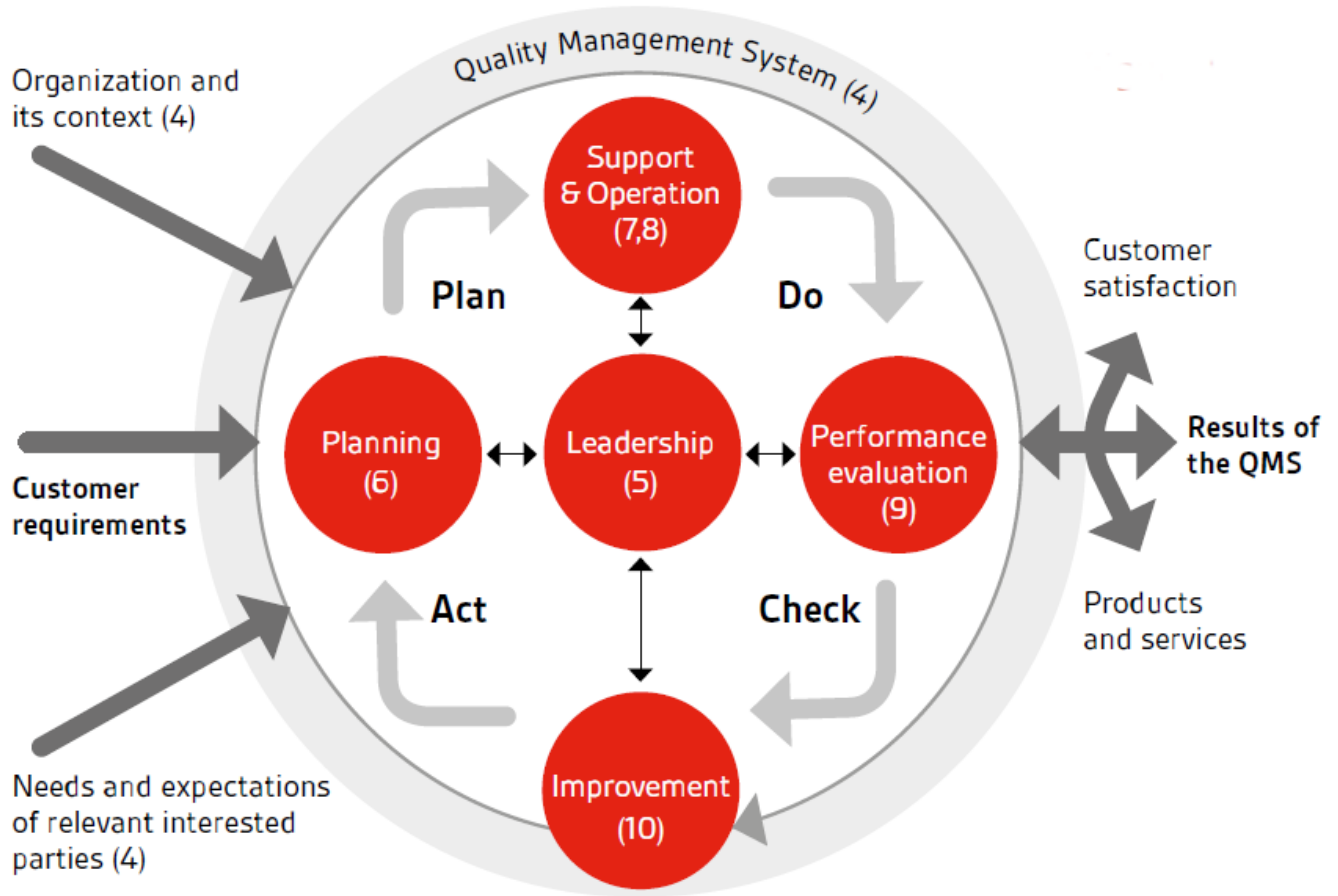
MKWD provides cost effective services and environmentally sensitive management of water resources that is committed to service, development and self-reliance.

II. PRINCIPLE

With the Vision-Mission in place, METRO KIDAPAWAN 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 product and service. These PDCA cycle links to the different clauses of ISO 9001:2015 Standard. Key business processes and activities that affect the quality of our water distribution processes are identified, managed and monitored.

Prepared by: <u>WILESPER LISANDRO M. ALQUEZA</u> Management Representative	Approved by: <u>STELLA M. GONZALES</u> General Manager
---	---

INTRODUCTION

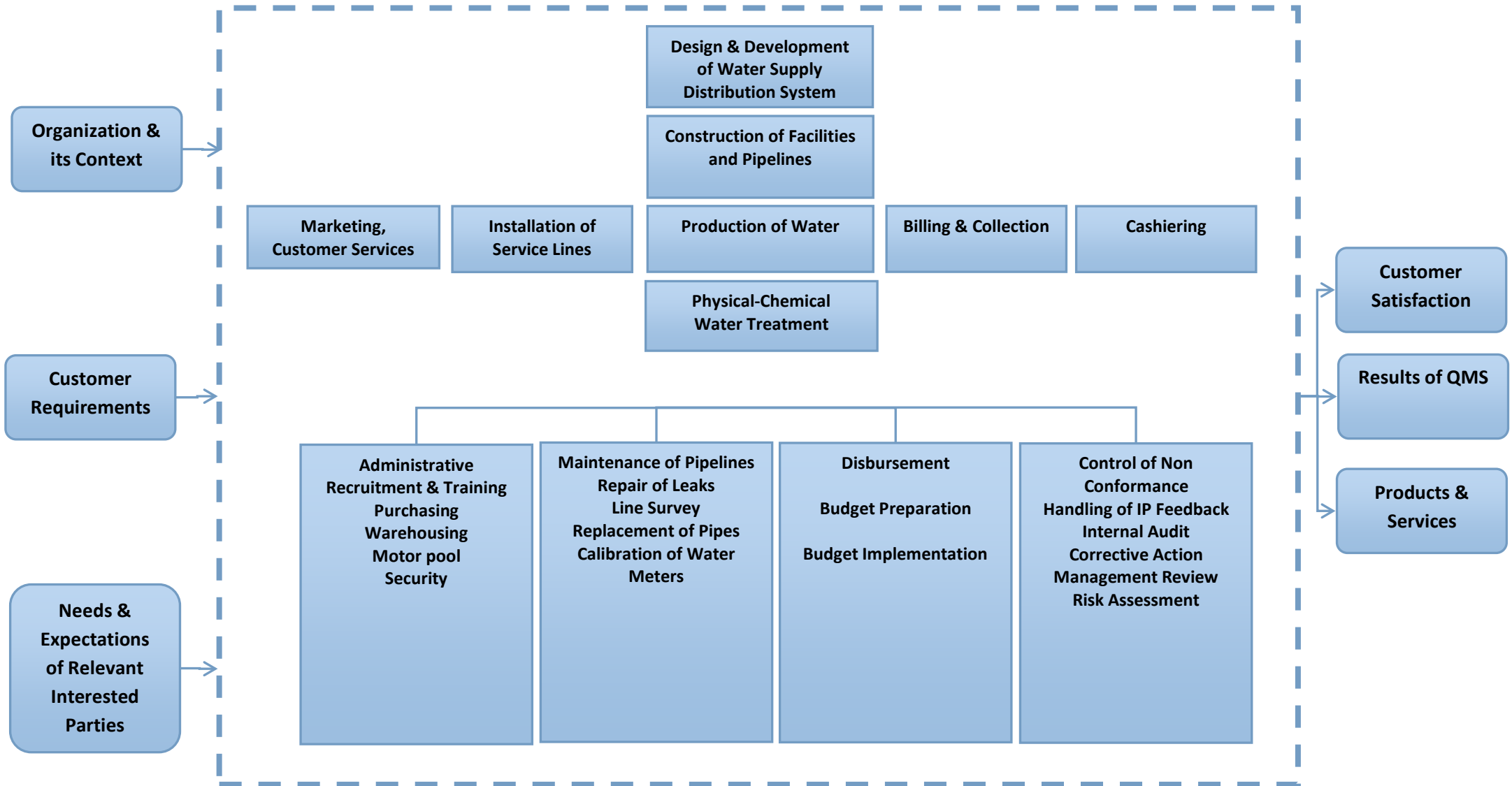


This quality manual establishes compliance to International Standards ISO 9001:2015. The manual contains documented statements of our quality policy and quality objectives, documented quality procedures are referenced throughout the manual. Interfaces between processes are also defined (as shown in our 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 General Manager is the authorized personnel to do revisions of this manual and is subject for review and approval of the President.

PROPRIETARY NOTICE

THIS DOCUMENT CONTAINS INFORMATION PROPRIETARY TO METRO KIDAPAWAN WATER DISTRICT. ANY DISCLOSURE OR USE IS EXPRESSLY PROHIBITED EXCEPT UPON WRITTEN PERMISSION BY METRO KIDAPAWAN WATER DISTRICT

BUSINESS PROCESS MAP



Prepared by: WILESPER LISANDRO M. ALQUEZA
Management Representative

Approved by: STELLA M. GONZALES
General Manager

UNDERSTANDING THE CONTEXT OF THE ORGANIZATION

4.0 Context of the Organization

4.1 Understanding the Organization and its Context

The Top Management and Department Heads shall determine external and internal issues that are relevant to its purpose and its strategic direction and that affect its 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 **SWOT (Strengths, Weaknesses, Opportunities, and Threats) Analysis**. The SWOT Analysis shall be reviewed and updated at least once a year as basis for the yearly planning.

Reference Documented Information:

- *SWOT Analysis*

4.2 Understanding the needs and expectations of interested parties

To anticipate the potential effect of the organization's ability to consistently provide quality products and services, the organization shall determine the interested parties that are relevant to the quality management system and the requirements of these interested parties that are relevant to the quality.

The organization 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:

- *Handling of Interested Parties Procedure* PM-RAI-02

4.3 Determining the scope of the quality management system

When determining the scope, the organization 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: WILESPER LISANDRO M. ALQUEZA
Management Representative

Approved by: STELLA M. GONZALES
General Manager

UNDERSTANDING THE CONTEXT OF THE ORGANIZATION

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

METRO KIDAPAWAN WATER DISTRICT's Quality Management System aligns its approach to all clauses under the ISO 9001:2015 standard in Construction of Water Sources and Supplying water services to concessionaires in the City of Kidapawan, Municipalities of Makilala, Magpet and Matalam.

4.4 Quality management system and its processes

METRO KIDAPAWAN WATER DISTRICT shall establish, implement, maintain and continually improve a QMS, including the processes needed and their interaction. These processes were documented to be used as guide for the implementation of the Quality Management System.

The processes that were documented:

- a) determine the inputs required and the outputs expected from these processes;
- b) determine the sequence and interaction of these processes (*QM-03 Business Process Map*)
- c) determine and apply the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure effective operation and control of these processes;
- d) determine the resources needed for these processes and ensure their availability
- e) assign the responsibilities and authorities for these processes.
- f) address the risk and opportunities as determined with accordance with the requirements of 6.1
- g) evaluate these processes and implement any changes needed to ensure that these processes achieve their intended results.
- h) Improve the processes and the quality management system.

PROPRIETARY NOTICE

METRO KIDAPAWAN WATER DISTRICT QUALITY MANUAL	Document No. : QM - 05	Eff. Date : 08-20-16
	Revision No. : 00	Pages : 1 of 3
LEADERSHIP		

5.0 Leadership

5.1 Leadership & Commitment

Top Management provides full support in the development, implementation and improvement of our QMS towards achieving its effectiveness. Evidence of leadership commitment to development & improvement of the quality management system is provided through the following manner:

- a) taking accountability for the effectiveness of the quality management system;
- b) ensuring that the quality policy and quality objectives are established for the quality management system
- c) ensuring the integration of the quality management system requirements into the organization’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 systems 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 their leadership as it applies to their areas of responsibility.

5.1.2 Customer Focus

Top Management also assures that METRO KIDAPAWAN WATER DISTRICT is customer-focused particularly those that have direct relation to our customers. 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 as well.

Customer complaints and feedback are monitored, handled and addressed accordingly. The General Manager and Department Heads are tasked to handle this responsibility. These data are used to identify opportunities for improvement.

Prepared by: <u> WILESPER LISANDRO M. ALQUEZA </u> Management Representative	Approved by: <u> STELLA M. GONZALES </u> General Manager
--	--

METRO KIDAPAWAN WATER DISTRICT QUALITY MANUAL	Document No. : QM - 05	Eff. Date : 08-20-16
	Revision No. : 00	Pages : 2 of 3
LEADERSHIP		

Reference Documented Information:

- *Handling of Interested Parties Feedback* PM-RAI-02
- *Risk Assessment Procedure* PM-RAI-06

5.2 Quality Policy

To express intentions, directions and aims of METRO KIDAPAWAN WATER DISTRICT’s management regarding quality of its products and services, the Top Management, together with Department Heads, has established a Quality Policy that is appropriate to the purpose and context of the organization, and should support its strategic direction, provides a framework for establishing and setting quality objectives, includes a statement of commitment to satisfy applicable requirements and commitment to meeting requirements and to continual improvement.

This quality policy is communicated to all levels of organization to establish our own commitment and role towards attainment of this goal in any creative way. This is reviewed and evaluated annually or as necessary to monitor QMS performance and ensure its relevance.

Reference Documented Information:

- *Quality Policy*

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 Standard <input type="checkbox"/> Reporting to top management on the performance of the quality management system and any need for improvement. <input type="checkbox"/> Ensuring the promotion customer focus throughout the organization. <input type="checkbox"/> Ensuring that the integrity of the quality management system is maintained

PROPRIETARY NOTICE

LEADERSHIP

	when changes to the quality management system are planned and implemented
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 top management.
Internal Auditor	<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.
Document Controller	<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"/> ensuring that the processes are delivering their intended outputs

Reference Documented Information:

- *Recruitment Procedure* *PM-AHR-01*
- *Training Procedure* *PM-AHR-02*

PROPRIETARY NOTICE

METRO KIDAPAWAN WATER DISTRICT QUALITY MANUAL	Document No. : QM - 06 Eff. Date : 12-08-16 Revision No. : 00 Pages : 1 of 2
PLANNING	

6.0 Planning

6.1 Actions to address Risk and Opportunities

METRO KIDAPAWAN WATER DISTRICT determines the risks and opportunities that needs to be addressed in the quality management system per process to ensure that risks are to be part of the organization’s culture. When these risks are addressed, this will give assurance that the quality management system can achieve its intended result(s), enhance desirable affects; prevents, or reduces undesired effects and achieve improvement.

These risks and opportunities were prioritized using the Severity-occurrence-Detection concept to ensure that these risks and opportunities are addressed based on the 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-RAI-06*

6.2 Quality objectives and planning to achieve them

The organization established a 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 to enhancement of customer satisfaction
- monitored
- communicated
- updated as appropriate

The organization 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: <u> WILESPER LISANDRO M. ALQUEZA </u> Management Representative	Approved by: <u> STELLA M. GONZALES </u> General Manager
--	--

PLANNING

Reference Documented Information:

- *Objectives, Targets & Programmes*

FM-QM-01

6.3 Planning of Changes

METRO KIDAPAWAN 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 of reallocation of responsibilities and authorities

PROPRIETARY NOTICE

METRO KIDAPAWAN WATER DISTRICT QUALITY MANUAL	Document No. : QM - 07 Eff. Date : 12-08-16 Revision No. : 00 Pages : 1 of 3
SUPPORT	

7.0 Support

7.1 Resources

Top Management, with inputs from all respective department, evaluates plans and ensures that appropriate resources will contribute to product and service quality and conformance and to the effectiveness of QMS are provided including trained employees, facilities, support services, environment necessary for the operations, resources needed to ensure valid and reliable results when monitoring or measuring and organizational knowledge.

Reference Documented Information:

- *Recruitment Procedure* *PM-AHR-01*
- *Calibration of Water Meters* *PM-WRD-01*

7.2 Competence

Top Management recognizes the value of its personnel to the achievement of the quality policy and quality objectives and human resource personnel are tasked to ensure that all personnel are competent to perform their specific task. 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 quality objectives.

The need for additional personnel and other competency requirements shall be identified prior to 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 are identified based on the set criteria in the job description. Human Resource personnel, 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 resource for planning and for approval of Top Management.

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 jobs functions or as required by a regulatory agency. The company maintains records of education, training, skills and experience. Result of performance evaluation is also maintained and kept.

Prepared by: <u> WILESPER LISANDRO M. ALQUEZA </u> Management Representative	Approved by: <u> STELLA M. GONZALES </u> General Manager
--	--

SUPPORT

- distribution, access, retrieval and use
- storage and preservation, including preservation of legibility
- control of changes
- retention and disposition

Reference Documented Information:

- *Internal Document Control Procedure* *FM-DRC-01*
- *External Document Control Procedure* *FM-DRC-02*
- *Records Control* *FM-DRC-03*

PROPRIETARY NOTICE

METRO KIDAPAWAN WATER DISTRICT QUALITY MANUAL	Document No. : QM - 08 Eff. Date : 12-08-16 Revision No. : 00 Pages : 1 of 5
OPERATION	

8.0 Operation

8.1 Operational Planning

In planning, METRO KIDAPAWAN WATER DISTRICT will determine the following:

- Quality objectives and requirements for the products and services
- 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 requirement set.

8.2 Requirements for products and services

It is the policy of METRO KIDAPAWAN WATER DISTRICT to determine all the requirements related to its service, which include those:

- Specified by the Marketing Group of the Service Provider, METRO KIDAPAWAN WATER DISTRICT, including requirements for delivery and post-delivery activities;
- Not stated by the Marketing Group of the Service Provider, METRO KIDAPAWAN WATER DISTRICT 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.

Reference Documented Information:

- *Marketing Procedure* PM-CD-01

Prepared by: <u> WILESPER LISANDRO M. ALQUEZA </u> Management Representative	Approved by: <u> STELLA M. GONZALES </u> General Manager
--	--

METRO KIDAPAWAN WATER DISTRICT QUALITY MANUAL	Document No. : QM - 08	Eff. Date : 12-08-16
	Revision No. : 00	Pages : 2 of 5
OPERATION		

8.3 Design and Development

The organization shall establish, implement and maintain a design and development process that is appropriate to ensure the subsequent provision of products and services.

Reference Documented Information:

- *Project Design Procedure* *PM-PDD-01*

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.

Purchasing Officer 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 but at the least of once a year. Performance is based on the quality, cost, delivery, and after service. Evaluation results are communicated to suppliers through email 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 requesting officer. Any non-conformances are immediately coordinated to the supplier for their knowledge and action.

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

- 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 organization
- Verification or Validation activities that the organization, or its customer, intends to perform at the external provider's premises

PROPRIETARY NOTICE

OPERATION

Reference Documented Information:

- *Alternative Procurement Procedure* *PM-AHR-03*
- *Competitive Bidding Procedure* *PM-BAC-01*

8.5 Production and Service Provision

It is the policy of METRO KIDAPAWAN 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.

METRO KIDAPAWAN 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.

METRO KIDAPAWAN 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

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

PROPRIETARY NOTICE

METRO KIDAPAWAN WATER DISTRICT QUALITY MANUAL	Document No. : QM - 08 Eff. Date : 12-08-16 Revision No. : 00 Pages : 4 of 5
OPERATION	

8.6 Release of Products and Services

METRO KIDAPAWAN 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.

METRO KIDAPAWAN 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.

8.7 Control of Nonconforming Outputs

QMS 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 reviews and identifies where improvements are needed and implement necessary correction and corrective actions.

The organization shall retain documented information that describes the nonconformity, describes the actions taken describes any concessions obtained, identifies the authority deciding the action in 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 Procedures:

- *Control of Nonconforming Parts/Service* *PM-RAI-01*

PROPRIETARY NOTICE

METRO KIDAPAWAN WATER DISTRICT QUALITY MANUAL	Document No. : QM - 09 Eff. Date : 12-08-16 Revision No. : 00 Pages : 1 of 3
PERFORMANCE EVALUATION	

9.0 Performance Evaluation

9.1 Monitoring and Measurement

9.1.1 Customer Satisfaction

Information relating to customer perception of fulfillment of customer requirements is monitored as one of the measurements of the performance of the quality management system.

Customer satisfaction is being measured using various methods such as encouraging customers to give feedbacks regarding quality of the water distribution services rendered. All METRO KIDAPAWAN WATER DISTRICT personnel are required to be as courteous and friendly as possible while keeping an utmost level of professionalism with all our customers.

Customer feedbacks are forwarded to the Operation Manager and are logged, evaluated and monitored. Immediate resolution is implemented to contain the problem but a root-cause analysis will ensue thereafter. Necessary corrective actions are thereby implemented as required by the quality management system.

Department concern has the overall responsibility of analyzing and summarizing customer feedback results. QMR may introduce any related improvements.

QMR is tasked to review the effectiveness of implemented corrective actions or to initiate improvements. The results are part of the review input during management review.

Reference Procedures:

- *Handling of Customer Feedback* PM-RAI-02

9.2 Internal Audit

The Internal Audit’s objective is to determine whether the QMS conforms to the planned arrangements, to the requirements of the International standard and to the quality management system requirements and has been effectively implemented and maintained.

Prepared by: <u> WILESPER LISANDRO M. ALQUEZA </u> Management Representative	Approved by: <u> STELLA M. GONZALES </u> General Manager
--	--

PERFORMANCE EVALUATION

Internal quality audit is being conducted annually or as needed by trained auditors. Auditors shall not be assigned to audit their own processes to prevent impartiality. The audit is based on the annual plan describing the scope, frequency and methods. The audit programme is updated accordingly based on the status and its results.

Internal audit results are used to determine the scope and frequency of future audits of processes, water distribution services and quality system components. The result is also a component of the review input during management review.

Internal Lead Auditor and Auditors is responsible for the area being audited takes corrective action without undue delay to eliminate detected nonconformities and their causes. Follow-up actions include the verification of the actions taken and the reporting of verification results.

METRO KIDAPAWAN WATER DISTRICT shall ensure continuing ability of the processes to meet customer requirements that is:

- Suitable methods are applied for monitoring and where applicable, measurement of the Quality Management System processes.
- These methods demonstrate the ability of the processes to achieved planned results.
- When planned results are not achieved, correction and corrective action are taken, as appropriate, to ensure conformity of the product.

The organization shall also ensure conformance of product characteristics as per customer requirement

- The characteristics of the service are monitored and measured to verify that requirements for the product are met.
- This is carried out at appropriate stages of the service realization process in accordance with the planned arrangements.
- Evidence of conformity with accepted criteria is maintained. Records indicate the authority responsible for service provision.
- Service delivery does not proceed till all the planned arrangements are satisfactorily completed, unless otherwise approved by the relevant authority and where applicable by the customer.

Reference Procedures:

- *Internal Quality Audit*

PM-RAI-03

PROPRIETARY NOTICE

PERFORMANCE EVALUATION

9.3 Management Review

METRO KIDAPAWAN WATER DISTRICT's Top Management 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*

PM-RAI-05

PROPRIETARY NOTICE

IMPROVEMENT

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.

PROPRIETARY NOTICE