

# Audit Report

Organisation Mangaldan Water District  
Audits (ZA): SE930410



## Master Data of Organisation

Name of Organisation	Mangaldan Water District
Name of corporate group (in case of group certification)	NA
Street	Serafica St, Poblacion
Postcode / Town / Country	2432, Mangaldan, Pangasinan, Philippines
Contact	Ms. Bernadeth Dizon, Ms. Demme Carbonel
E-Mail	mangaldanwaterdistrict0979@yahoo.com
Phone/Fax	075-523-5884
Language	English/ Filipino
Description	Provision of Water Supply (Commercial Division)  <input type="checkbox"/> more description regarding scope in annex
Industry / Scope (EA, TA, ...)	27

## Audit profile

Standards under contract / Audit type	ISO 9001 : 2015 Certification Audit Stage2 - remote audit	--
<input type="checkbox"/> Change to ISO 45001:2018 <input type="checkbox"/> Upgrade to ISO 50001:2018		
System documentation: Revision / Issue	MAWAD-PM-QMS-01, QMS Policy Manual, Rev. 02, Feb. 21, 2022	
Surveillance mode	Yearly surveillance	
Audit team leader / responsible	Maria Luisa Sitchon (MS), 90011574	
Audit team	Elizabeth Villezar (EV), 90007361	
Technical expert	Geraldine Manguiat,90012432	
Trainee	NA	
Multisite-organisation	All sites are listed in: <input type="checkbox"/> Audit Reference Data Sheet <input type="checkbox"/> separate Listing <input type="checkbox"/> Audit program/ATEA <input type="checkbox"/> Multisite-certification (Sample)	
Shift operation	no shift operation	

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## Audited Standards

ISO 9001 : 2015	<b>Certification Audit Stage 2</b>
Non-applicability of chapters: 8.3	
Audit team leader: Maria Luisa Sitchon	Audit number(ZA): SE930410
Certificate number: TBD	Valid until: TBD

## Audit-Details

Sites	Serafica St, Poblacion, 2432, Mangaldan, Pangasinan, Philippines
Audit date	28.02.2022
Audit duration	2.50 person days remote audit (incl. remote locations if applicable) including 1.00 Stage 1 remote audit (separate report)

## Details for Stage 1 - Audit

Stage 1 - Audit	Remote audit	
Duration Stage 1 - Audit	ISO 9001 : 2015	1.00 person-day (s) 1.00 total
Date Stage 1 - Audit	16.02.2022	

## Distribution/Confidentiality/Rights of ownership/Limitations/Responsibilities

This report is sent to the certification body or bodies, the members of the audit team and the audit representative of the organisation. All documents (such as this report) regarding the certification procedure are treated confidentially by the audit team and the certification body. This audit report remains the property of the certification body.

An audit is a procedure based on the principle of random sampling and cannot cover each detail of the management system. Therefore nonconformities of weaknesses may still exist which were not expressly mentioned by the auditors in the final meeting or in the audit report.

The responsibility for continuous effective operation of the management system always rests solely with the audited and certified organisation.

### Salvo clause:

The audit report will be left to the organisation at the end of the audit - subject to approval by the certification body. The independent release process may cause modifications or additions. In these cases a modified revision will be sent to the audited organisation.

## Annex/Enclosures

Annex/ corresponding audit documentation	<input checked="" type="checkbox"/> Questionnaire(s) / Checklist(s) <input type="checkbox"/> Additional annexes, number
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Summary of results											
ISO 9001:2015			-			-			-		
Clause	Audited	Result*	Clause	Audited	Result*	Clause	Audited	Result*	Clause	Audited	Result*
4.1	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
4.2	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
4.3	<input checked="" type="checkbox"/>	2		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
4.4	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
5.1	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
5.2	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
5.3	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
6.1	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
6.2	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
6.3	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
7.1	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
7.2	<input checked="" type="checkbox"/>	2		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
7.3	<input checked="" type="checkbox"/>	2		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
7.4	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
7.5	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
8.1	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
8.2	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
8.3	<input type="checkbox"/>	-		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
8.4	<input checked="" type="checkbox"/>	2		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
8.5	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
8.6	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
8.7	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
9.1	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
9.2	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
9.3	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
10.1	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
10.2	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
10.3	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
	<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
	<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
	<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
	<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
Additional requirements in accordance to ISO 17021:2015									Audited	Result	
a) internal audits and management review									<input checked="" type="checkbox"/>	1	
b) review of actions taken on nonconformities identified in previous audit									<input type="checkbox"/>	-	
c) responsiveness to complaints									<input checked="" type="checkbox"/>	1	
d) effectiveness of the management system with regard to fulfilment of objectives									<input checked="" type="checkbox"/>	1	
e) progress of planned activities aimed at continual improvement									<input checked="" type="checkbox"/>	1	
f) the client's management system ability and its performance regarding meeting of applicable requirements									<input checked="" type="checkbox"/>	1	
g) operational control of the client's processes									<input checked="" type="checkbox"/>	1	
h) review of any changes including system documentation									<input checked="" type="checkbox"/>	1	
i) use of marks and/or any other reference to certification									<input type="checkbox"/>	-	
audited: <input checked="" type="checkbox"/> = audited sections of the standard; Result: 1 = fulfilled; 2 = basically fulfilled / potential for improvement; 3 = not fulfilled / nonconformity ; - = not applicable / excluded. Details are listed in the section "Detailed results". Fields with a coloured background are obligatory elements in <b>every</b> audit.											

Obligatory elements from A00VA02		
a) Are temporary sites (i.e installation sites, project locations etc.) available?	yes <input type="checkbox"/>	no <input checked="" type="checkbox"/>
b) Which one are visited?	NA	

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## Organisations profile

<p>Organization Profile</p>	<p><u>Registration Number:</u> LWUA Certificate of Conformance, cert. no. 139, issued Oct. 6, 1980</p> <p><u>Info for org. Profile.</u> The MANGALDAN WATER DISTRICT was first operated under the administration of the Municipality of Mangaldan under the name "MANGALDAN WATERWORKS AUTHORITY". It was formed through Resolution No. 38, series of 1979, passed by the Sanggunian Bayan of Mangaldan, Pangasinan on May 12, 1979 pursuant to the provisions of Presidential Decree (PD) No. 198, as amended by Presidential Decree Nos., 768 and R.A. 9286 also known and referred to as the "PROVINCIAL WATER UTILITIES ACT OF 1973".</p> <p>On October 6, 1980, the Conditional Certificate of Conformance (CCC No. 139) was issued by the Local Water Utilities Administration (LWUA) to the District entitling it to have access to LWUA's technical, financial and institutional assistance to improve and develop the water supply system in the area.</p> <p>Effective March 2015, MAWAD is re-categorized as Category "B" Water District.</p> <p>The Mangaldan Water District is one of the agencies accredited by the Civil Service Commission per Resolution No. 982649 dated October 6, 1998, the accreditation of the Mangaldan Water District which grants the authority to take final action on appointments.</p> <p><u>Brief of processes &amp; Important process:</u> New Application, Billing and Collection, Disconnection, Reconnection, Relocation</p> <p><u>Number of effective employees :</u> 47 employees</p> <p><u>Shift operation:</u> Single shift</p> <p><u>Office hour :</u> 08.00-17.00</p>
<p>Product Types / Services &amp; Application Requirements</p>	<p><u>Products /or services :</u> Commercial services</p> <p><u>Majors clients :</u> Residents of Mangaldan municipality</p>
<p>Any special application of the product / services</p>	<p>No special application of product / service.</p>
<p>Regulatory Requirements / Licencing Requirements</p>	<p>LWUA Certificate of Conformance, cert. no. 139, issued Oct. 6, 1980 BIR Certificate of Registration OCN 1RC0001026542, registration date 07/08/1997 DBM; Civil Service Commission; DOH requirement on Water Safety Plan; PD 198</p>
<p>QMS EA code</p>	<p>EA: 27 Risk: Low</p>
<p>Statement of implementation :</p>	<p><i>The organization has been implemented, and maintained management system in accordance to the ISO 9001:2015.</i></p>

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	<i>Strategical direction of the organisation has established by their understanding internal and external issues in related contexts such as economics, technologies, politics, and etc. As well as interested parties needs expectations are determined such as customer, obligations compliance, top management, suppliers, and etc. They have been considered into identification of organization risks &amp; opportunities and the ways to mitigate these risks to the acceptable levels and incorporated into the action plan which measured and monitored in the regular basis.</i>
QMS: QA/QC control	Document checking, Site Inspection
Legal Or Mutual Relationship With The Central Office (Multisite)	NA
Year's Been Certified	NA

## Summary / explanations of results

### Organisational or functional units or processes audited:

Management process, Internal Audit, Purchasing / BAC, Document and Records Control, Commercial Division (New applicants, Relocation, Billing and Collection, Disconnection, Reconnection including Calibration and meter replacement), Warehouse / Store Room including IQC, HR / Training, Facility Maintenance, and Customer Satisfaction / Complaint.

### Aspect of the company and/or audit to be highlighted:

None during audit.

### Summary of the findings in this visit:

NC A: 0 , NC B: 0 , PI: 4 , GP: 1 , CM: 1

**Last year's Non Conformity Verification for Effectiveness:** NA

**Reason selecting the site audited to be detailed (if any):** NA

### Expert feedback (if using expert):

Technical expert was employed during this audit to guide the auditors on technical matters. The overall assessment of the organization's Quality Management System was affirmative and her agreement to each audit finding is stated on the "Detailed Results" section. Her overall agreement with the result of this audit is denoted by her signature affixed on this audit report.

### Remote Audit (if using remote audit):

The 100% remote audit via Google Meet was effective as all the infrastructure requirements were met with secure internet connection. Mandatory requirements like conduct of management review and internal audits were conducted accordingly. All auditees were knowledgeable of the processes and documented information was readily available and presented thru screen sharing.

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## Management of non-conformities

- Nonconformities were not found - the procedure can continue.  
 Nonconformities were found.

### Follow-up action:

#### NC A: Action plan with follow-up Audit or action plan and the submission of documents

**Action plan and follow-up audit**

A scheduled plan of actions with the serial number of the findings, root cause analysis, corrections (to eliminate the non-conformity) and corrective actions (to eliminate the cause of the non-conformity) have to be submitted to the auditors for reviewing (Deadline: Within 6 weeks after the last audit day). Based upon the action plan the on-site review and evaluation of the introduction, implementation and effectiveness of implemented guided corrections and corrective actions take place (Deadline: Within 3 months after the last audit day).

or

**Action plan and the submission of documents**

A scheduled plan of actions with the serial number of the findings, root cause analysis, corrections (to eliminate the non-conformity) and corrective actions (to eliminate the cause of the non-conformity) have to be submitted to the auditors for reviewing (Deadline: Within 6 weeks after the last audit day). Based upon the action plan the evaluation of the effectiveness and the implementation of corrections and corrective actions take place (Deadline: Within 3 months after the last audit day).

#### NC B: Action plan and if necessary the submission of documents

**Action plan**

A scheduled plan of actions with the serial number of the findings, root cause analysis, corrections (to eliminate the non-conformity) and corrective actions (to eliminate the cause of the non-conformity) have to be submitted to the auditors for reviewing (Deadline: Within 6 weeks after the last audit day).

**Submission of documents** (if necessary)

Based upon the action plan the on-site review and evaluation of the introduction, implementation and effectiveness of implemented guided corrections and corrective actions take place (Deadline: Within 3 months after the last audit day).

**Note:** The audit team leader directs the non-conformities as needed to the responsible auditor for processing.

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Results				
Results	ISO 9001:2015	-	-	-
Fulfilled	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Open nonconformities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not fulfilled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Follow up actions				
None	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Action plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Document review	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Follow up audit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Next audit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recommendations				
Grant/Extension*/Renewing*	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suspension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Refusing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Withdrawal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**\*) Grant / Extension / Renewing / Maintenance in the case of open nonconformities assumes that the nonconformities will be cleared as agreed.**

**Explanation of the terms:**  
Renewing: New issue of the certificate for the re-certification.  
Restoring: End of the temporary invalidity of certificate after the suspension or after delayed re-certification.

Comments for next audit
<p>In the next audit, the final evidence of effectiveness, corrections and corrective actions will be assessed for the possible nonconformities from this audit.</p> <p>The comments and potentials for improvement will be taken up again.</p> <p>For the next audit it is preliminarily agreed: on or before 28.02.2023</p>

Signatures	
<p>Date: 28.02.2022</p> <p>Name: Ms. Maria Luisa Sitchon</p> <p>Name : Ms. Geraldine Manguiat</p>	<p>Signature Audit team leader    Signature Technical Expert</p> 
<p>Date: 28.02.2022</p> <p>Name: Engr. Marcelo Petonio</p>	<p>Signature Representative of organisation</p>