



Republic of the Philippines
MANGALDAN WATER DISTRICT

Serafica St., Mangaldan, 2432 Pangasinan

Tel. Nos: (075) 523-5884; (075) 653-0574



Management
System
ISO 9001:2015

www.tuv.com
ID: 310840216



May 23, 2019

C E R T I F I C A T I O N

This is to certify that the **MANGALDAN WATER DISTRICT** conducted an Internal Quality Audit (IQA) on May 16-17 & 20, 2019 on all processes relevant to MAWAD's Quality Management System for the following areas:

1. Top Management
2. Administrative Division
3. Commercial Division
4. Finance Division
5. Engineering Division
6. Document Control

Attached herewith is the approved Internal Quality Audit Program, Itinerary, Notice of Meeting for the QMS-IQA, and the Attendance Sheet on the conduct of the IQA.


ENGR. MARCELO M. PETONIO
General Manager B

“Water is life..... Use it Wisely”



MANGALDAN WATER DISTRICT
Mangaldan, Pangasinan

INTERNAL QUALITY AUDIT PROGRAM

FUNCTION / PROCESS / AREA	P / A	CALENDAR YEAR 2019												TIME	INTERNAL AUDITOR AUDIT TEAM	REMARKS	
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC				
Opening Meeting	Plan					16								21	8:15 - 8:45	All	
	Actual					16									8:15 - 8:45	- do -	
Top Management *Context of the Organization *Objectives and Target Performance *Customer Satisfaction *Applicable Statutory and Regulatory Requirements	Plan					16								21	9:00 - 10:00	Violeta Garcia; - Commercial Cecille Fabia; - Commercial Lea Magalong - Commercial	
	Actual					16									9:00 - 10:00	- do -	
Administrative Division *Procurement *Recruitment, Selection and Placement *Performance Management *Learning and Development *Rewards and Recognition *Supplier Evaluation	Plan					16								21	10:15 - 11:15	Violeta Gayaga; Anna Liza Ramos; Karen Tandingan	
	Actual					16									2:45 - 3:45	- do -	
Finance Division *Cashiering *Disbursement	Plan					16								21	1:30 - 2:30	Violeta Garcia; Cecille Fabia; Lea Magalong	
	Actual					16									1:30 - 2:30	- do -	
Commercial Division *New Application *Reconnection *Relocation *Disconnection *Billing *Collection *Complaints Handling	Plan					16								21	2:45 - 3:45	Marlyn de Guzman; Bernadeth Dizon; Terry Marticio	
	Actual					16									10:15 - 11:30	- do -	
Engineering Division *Pumping Stations *Design and Development *Water Extraction *Tapping *Maintenance	Plan					17								22	8:30 - 10:00	Marlyn de Guzman; Bernadeth Dizon; Terry Marticio	
	Actual					17									2:30 - 4:30 9:00 - 11:30	- do -	
Document Control	Plan					16								21	4:00 - 5:00	Violeta Gayaga; Anna Liza Ramos; Karen Tandingan	
	Actual					16									4:00 - 5:00	- do -	
Debriefing / Consolidation	Plan					17								22	10:30 - 12:00	QMS Internal Audit Team	
	Actual					20									11:30 - 1:30	- do -	
Internal Audit	Plan					17								22	1:30 - 4:00	Demmee Carbonel	
	Actual					20									1:30 - 4:00	- do -	
Closing Meeting	Plan					17								22	4:15 - 5:00	All	
	Actual					20									4:15 - 5:00	- do -	

PREPARED BY:

Demmee Carbonel
DEMMEE G. CARBONEL
Document Control Officer
Date: 12/21/18

REVIEWED BY:

Marlyn C. de Guzman
MARLYN C. DE GUZMAN
Quality Management Representative
Date: DEC 21 2018

APPROVED BY:

Engr. Marcelo M. Petonio
ENGR. MARCELO M. PETONIO
Overall Team Leader
Date: DEC 21 2018



MANGALDAN WATER DISTRICT
Mangaldan, Pangasinan

INTERNAL QUALITY AUDIT ITINERARY

TYPE of AUDIT REGULAR SPECIAL Others **DATE** May 16-17, 2019

AUDIT CRITERIA ISO 9001:2015; Statutory and Regulatory Requirements; MAWAD policies and procedures

AUDIT OBJECTIVE/S - To determine whether the QMS of the agency conforms with:
a) ISO Standard; b) Regulatory Requirements and Company Policies and Procedures
- To ascertain effectiveness of the QMS

SCOPE All processes relevant to Mangaldan Water District's QMS

	STARTING DAY		AREA/PROCESS/FUNCTION	AUDIT FOCUS	AUDITEE	AUDITOR
	[TIME]	[DATE]				
	8:15 - 8:45	5/16/2019	OPENING MEETING		All	
A M	9:00 - 10:00	5/16/2019	Top Management *Context of the Organization *Objectives and Target Performance *Customer Satisfaction *Applicable Statutory and Regulatory Requirements	4.1; 4.2; 4.3; 4.4; 5.1; 5.1.2; 5.2.1; 5.2.2; 5.3; 6.1; 6.2; 6.3; 7.4; 7.5; 8.2.4; 8.5.6; 8.6; 9.1.3; 9.2	General Manager; Quality Management Representative; Document Control Officer	Violeta Garcia; - Commercial Cecille Fabia; - Commercial Lea Magalong - Commercial
	10:15 - 11:15	5/16/2019	Administrative Division *Procurement *Recruitment, Selection and Placement *Performance Management *Learning and Development *Rewards and Recognition *Supplier Evaluation	4.1; 4.2; 4.4; 5.1.2; 5.2.2; 5.3; 6.1; 6.3; 7.1; 7.1.2; 7.1.3; 7.1.4; 7.1.5; 7.1.5.2; 7.1.6; 7.2; 7.3; 7.4; 7.5; 7.5.2; 7.5.3; 8.1; 8.2.1; 8.2.2; 8.2.3; 8.2.4; 8.4; 8.4.2; 8.4.3; 8.5.3; 8.5.4; 8.5.6; 8.6; 9.1; 9.1.3; 9.2	Division Manager & Personnel	Violeta Gayaga; Anna Liza Ramos; Karen Tandingan
	1:30 - 2:30	5/16/2019	Finance Division *Cashiering *Disbursement	4.4; 5.1.2; 5.2.2; 5.3; 6.1; 7.1; 7.1.3; 7.1.4; 7.1.5; 7.1.5.2; 7.1.6; 7.3; 8.1; 8.2.2; 8.2.3; 8.4; 8.4.2; 8.5.5; 9.1; 9.1.3; 9.2	Division Manager & Personnel	Violeta Garcia; Cecille Fabia; Lea Magalong
P M	2:45 - 3:45	5/16/2019	Commercial Division *New Application *Reconnection *Relocation *Disconnection *Billing *Collection *Complaints Handling	4.4; 5.1.2; 5.2.2; 5.3; 6.1; 7.1; 7.1.4; 7.1.5; 7.1.5.2; 7.1.6; 7.3; 8.1; 8.2.1; 8.2.2; 8.2.3; 8.2.4; 8.5.1; 8.5.2; 9.1; 9.1.2; 9.1.3; 9.2	Division Manager & Personnel	Marlyn de Guzman; Bernadeth Dizon; Terry Marticio
	4:00 - 5:00	5/16/2019	Document Control	4.4; 5.1.2; 5.2.2; 5.3; 6.1; 7.1; 7.1.3; 7.1.4; 7.1.5; 7.1.5.2; 7.1.6; 7.3; 8.1; 8.2.1; 8.5.1; 8.5.2; 8.5.3; 8.5.4; 9.1; 9.1.3; 9.3	Document Control Officer	Violeta Gayaga; Anna Liza Ramos; Karen Tandingan
A M	8:30 - 10:00	5/17/2019	Engineering Division *Pumping Stations *Design and Development *Water Extraction *Tapping *Maintenance	4.4; 5.1.2; 5.2.2; 5.3; 6.1; 7.1; 7.1.3; 7.1.4; 7.1.5; 7.1.5.2; 7.1.6; 7.3; 8.1; 8.2.1; 8.3.1; 8.3.2; 8.5.1; 8.5.2; 8.5.3; 8.5.4; 9.1; 9.1.3; 9.2	Division Head & Personnel	Marlyn de Guzman; Bernadeth Dizon; Terry Marticio
	10:30 - 12:00	5/17/2019	Debriefing / Consolidation		QMS Internal Audit Team	
P M	1:30 - 4:00	5/17/2019	Internal Audit	4.4; 5.1.2; 5.2.2; 5.3; 6.1; 7.1; 7.1.4; 7.1.5; 7.1.5.2; 7.1.6; 7.3; 8.1; 8.2.1; 8.2.2; 8.2.3; 8.2.4; 8.5.1; 8.5.2; 9.1; 9.1.2; 9.1.3; 9.3	Internal Auditors	Demmee Carbonel
	4:15 - 5:00	5/17/2019	Closing		All	

PREPARED BY:

DEMMEE G. CARBONEL
Document Control Officer
Date: 12/21/18

REVIEWED BY:

MARLYN C. DE GUZMAN
Quality Management Representative
Date: DEC 21 2018

APPROVED BY:

ENGR. MARCELO M. PETOMO
Overall Team Leader
Date: DEC 21 2018



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ID: 310803216

NOTICE OF MEETING

April 25, 2019

TO: ALL MEMBERS OF THE QUALITY MANAGEMENT SYSTEM INTERNAL AUDIT TEAM
and AUDITEE

FROM: MARLYN C. DE GUZMAN
Quality Management Representative

SUBJECT: QUALITY MANAGEMENT SYSTEM - INTERNAL QUALITY AUDIT

Please be informed that we will be having an Internal Quality Audit on May 16-17, 2019. The meeting will start at exactly 8:15 A.M. at the 3rd floor MAWAD Building. Attached herewith is the Program and Itinerary of the Auditors and Auditee schedule.

Your 100% attendance is hereby enjoined.

MARLYN C. DE GUZMAN

Quality Management Representative

Noted by:

ENGR. MARCELO M. PETONIO

Over-all Team Leader, Quality Management System

Violeta O. Garcia
Violeta B. Gayaga
Bernadeth D. Dizon
Juan B. Bauzon
Arnold M. Cariño
Terry S. Marticio
Cecille A. Fabia

Anna Liza G. Ramos
Lea V. Magalong
Karen S. Tandingan
Demmee G. Carbonel
Donald M. Relve
Arabela R. Aquino
Leonardo M. de Vera

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MANGALDAN WATER DISTRICT

ATTENDANCE SHEET

DEPARTMENT/ PROJECT	QUALITY MANAGEMENT SYSTEM – INTERNAL QUALITY AUDIT		
SUBJECT OF MEETING	To determine whether the QMS of the agency conforms with the a) ISO Standard; b) Regulatory Requirements; and c) Company Policies and Procedures		
DATE OF MEETING	May 16, 2019	TIME	8:15 AM
VENUE OF MEETING	3 rd Floor MAWAD Building, Serafica St., Poblacion, Mangaldan, Pangasinan		

NO.	NAME	DEPARTMENT / POSITION	SIGNATURE
1	ENGR. MARCELO M. PETONIO	OFFICE OF THE GM/CEO. MANAGER	
2	MARLYN C. DE GUZMAN	ADMIN. / QMS / QMR	
3	DEMME E. CARBONER	QMS / DCO	
4	BERNADETH D. DIZON	ADMIN / ADMINISTRAT'N SERV. ACCT. A	
5	TERRY S. MARTICIO	OFFICE OF THE GM/Exec. Asst. B	
6	ANNA UZA G. RAMOS	SENIOR ACCT. DMC. A	
7	KAREN S. TANDINGAN	CASHIERING ASSISTANT	
8	Violita B. Gayoga	DMB - Finance	
9	Uchir O. Garcia	DMB - Comm. I	
10	Willie C. Fabre	ULCO - A	
11	VEN V. MAGALONG	UCSA - A	
12	ARBECA R. FOCINO	UCSA - A	
13	DONALD M. RELLEVE	PROPERTY/SUPPLY OFFICER A	
14	ARNOLD M. CARIÑO	H/S CASHIER	
15	LEONARDO M. DE VERA	ENGINEERING / WS/M FOREMAN	
16			
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