



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
in 910500276



August 10, 2020

CERTIFICATION

This is to certify that the MANGALDAN WATER DISTRICT conducted an Internal Quality Audit (IQA) on August 5 and 7, 2020 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 Itinerary, Notice of Meeting for the QMS-IQA, and the Attendance Sheet on the conduct of 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 2020												TIME	INTERNAL AUDITOR AUDIT TEAM	REMARKS		
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC					
Opening Meeting	Plan							28								8:15 - 8:45	All	
	Actual							5								8:30 - 9:00	- do -	
Top Management *Context of the Organization *Objectives and Target Performance *Customer Satisfaction *Applicable Statutory and Regulatory Requirements	Plan							28								9:00 - 10:00	Violeta Garcia; - Commercial Cecille Fabia; - Commercial Lea Magalong - Commercial	
	Actual							5								9:15 - 10:15	- do -	
Administrative Division *Procurement *Recruitment, Selection and Placement *Performance Management *Learning and Development *Rewards and Recognition *Supplier Evaluation	Plan							28								10:15 - 11:15	Violeta Gayaga; Anna Liza Ramos; Karen Tandingan	
	Actual							7								8:45 - 9:45	- do -	
Finance Division *Cashiering *Disbursement	Plan							28								1:30 - 2:30	Violeta Garcia; Cecille Fabia; Lea Magalong	
	Actual							7								11:15 - 12:00	- do -	
Commercial Division *New Application *Reconnection *Relocation *Disconnection *Billing *Collection *Complaints Handling	Plan							28								2:45 - 3:45	Marlyn de Guzman; Bernadeth Dizon; Terry Marticio	
	Actual							7								10:00 - 11:00	- do -	
Engineering Division *Pumping Stations *Design and Development *Water Extraction *Tapping *Maintenance	Plan							29								8:30 - 10:00	Marlyn de Guzman; Bernadeth Dizon; Terry Marticio	
	Actual							5								2:00 - 4:00	- do -	
Document Control	Plan							28								4:00 - 5:00	Violeta Gayaga; Anna Liza Ramos; Karen Tandingan	
	Actual							5								10:30 - 11:30	- do -	
Debriefing / Consolidation	Plan							29								10:30 - 12:00	QMS Internal Audit Team	
	Actual							7								1:00 - 2:30	- do -	
Internal Audit	Plan							29								1:30 - 4:00	Demmee Carbonel	
	Actual							7								2:45 - 3:45	- do -	
Closing Meeting	Plan							29								4:15 - 5:00	All	
	Actual							7								4:00 - 4:30	- do -	

PREPARED BY:

DEMMEE G. CARBONEL
Document Control Officer
Date: JAN 10 2020

REVIEWED BY:

MARLYN C. DE GUZMAN
Quality Management Representative
Date: JAN 10 2020

APPROVED BY:

ENGR. MARCELO M. PETONIO
Overall Team Leader
Date: JAN 10 2020



MANGALDAN WATER DISTRICT
Mangaldan, Pangasinan

INTERNAL QUALITY AUDIT ITINERARY

TYPE of AUDIT REGULAR SPECIAL Others **DATE** July 28-29, 2020

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]				
A M	8:15 - 8:45	7/28/2020	OPENING MEETING		All	
	9:00 - 10:00	7/28/2020	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	7/28/2020	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	7/28/2020	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
	2:45 - 3:45	7/28/2020	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	7/28/2020	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	7/29/2020	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	7/29/2020	Debriefing / Consolidation		QMS Internal Audit Team	
P M	1:30 - 4:00	7/29/2020	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	7/29/2020	Closing		All	

PREPARED BY:

DEMMEE G. CARBONEL
Document Control Officer
Date: **JAN 10 2020**

REVIEWED BY:

MARLYN C. DE GUZMAN
Quality Management Representative
Date: **JAN 10 2020**

APPROVED BY:

ENGR. MARCELO M. PETONIO
Overall Team Leader
Date: **JAN 10 2020**



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NOTICE OF MEETING

July 24, 2020

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 July 28-29. 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
Leonardo M. De Vera
Arnold M. Cariño
Terry S. Marticio
Cecille A. Fabia

Anna Liza G. Ramos
Lea V. Magalong
Karen S. Tandingan
Demmee G. Carbonel
Donald M. Relleve
Arabela R. Aquino
Liberino A. Torio



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	August 5, 2020	TIME	8:30 AM
VENUE OF MEETING	3 rd Floor MAWAD Building, Serafica St., Poblacion, Mangaldan, Pangasinan		

NO.	NAME	DEPARTMENT / POSITION	SIGNATURE
1	ENGR. MARCELO M. PETOLIO	GENERAL MANAGER	
2	MARLYN C. DE GUZMAN	OUR Religiato	
3	DEMME C. CARBONER	QMS / DCO-Designate	
4	LEONARDO M. DE VERA	ENGINEERING / WSM FOREMAN	
5	BETNADETH D. DIZON	ADMINISTRATIVE DIV.	
6	Viola B. Gayaga	DMB- Finance	
7	Anna Liza G. Ramos	SAP. A	
8	ARNOLD M. CAPIÑO	FINANCE - H/O CASHIER	
9	KAREN S. TANDLINGAN	FINANCE - Cashiering Assistant	
10	VIOLA O. GARCIA	Div. Manager - Comm	
11	ARABICA P. TORILLO	COMM. DIV / CSR A	
12	DONATO M. TELIVUE	PROPERTY/SUPPLY OFFICER A	
13	EKKY S. MARTICIO	Exec. Asst. B	
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