

Republic of the Philippines
MANGALDAN WATER DISTRICT
Serafica St., Mangaldan, Pangasinan



**QUALITY
MANAGEMENT
SYSTEM
POLICY
MANUAL**





MANGALDAN WATER DISTRICT

Mangaldan, Pangasinan

POLICY MANUAL

QUALITY MANAGEMENT SYSTEM (QMS) POLICY MANUAL

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1.0 USER'S GUIDE AND CONTROL OF THE QMS MANUAL

1.1 Introduction

1.1.1 This QMS Policy Manual is authorized for use in **Mangaldan Water District (MAWAD)**.

1.1.2 The QMS Policy Manual defines the scope, design, functional structure and responsibilities, documentation structure and core elements of the QMS. Also included in the policy manual are the MAWAD policies and intentions to satisfy the requirements of ISO 9001:2015 standard to which the quality management system is based. Further, the QMS Policy Manual includes a description of MAWAD's overall planning, implementation and operation; performance monitoring and measurement; management review and continual improvement of the QMS.

1.1.3 The QMS Policy Manual shall serve as the primary reference of MAWAD in controlling their processes. Hence, the QMS Policy Manual shall apply to all MAWAD employees, suppliers, and service providers; all its processes including those which are outsourced.

1.1.4 Lastly, this manual shall provide reference to relevant documentation of MAWAD.

1.2 Purposes of the QMS Policy Manual

1.2.1 The QMS Policy Manual is developed and used by MAWAD for purposes including but not limited to the following:

1.2.1.1 Describing the core elements of the management system and as framework in its effective establishment, implementation, maintenance and continual improvement;

1.2.1.2 Communicating MAWAD's quality policy, objectives and the key requirements of its QMS to employees, customers, visitors, suppliers and contractors, stakeholders and other interested parties;

1.2.1.3 Providing improved and best practices, and in facilitating controls in MAWAD's operations to continually improve its performance;

1.2.1.4 Providing continuity of MAWAD's QMS and its requirements during changing circumstances;

1.2.1.5 Training MAWAD employees and external providers on the QMS requirements, thereby enabling them to understand their respective roles and responsibilities in achieving the intended results of the management system;

1.2.1.6 Providing a documented management system, which serves as a basis in evaluating the continuing suitability, adequacy and effectiveness of the QMS; and

1.2.1.7 Demonstrating compliance with the requirements of ISO 9001:2015 Standard, to which this QMS is based.





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1.3 Control of the QMS Policy Manual

- 1.3.1** The preparation and revision of this manual is the main responsibility of the Document Control Officer. The review of its appropriateness and adequacy is the responsibility of the Quality Management Representative (QMR) while its approval and authorization for use is with the General Manager/Head of the Agency. The Document Control Officer (DCO) is responsible for uploading in MAWAD's shared folder the appropriately reviewed and approved copy of the Policy Manual, including keeping the master (original) copy of the document.
- 1.3.2** All pages of the manual shall have the same format, except for the first page where the footer will include name and signature of the functions for the preparation, review, notation and approval of the document. The header contains the following information:
- Official logo of MAWAD
 - Title of manual
 - Document title and code
 - Page number
 - Effective Date
 - Revision number
- 1.3.3** The Effective Date is the date when the document becomes officially implementable. The Revision Number shows the document has been prepared or revised, with 0 as the initial revision. The status and description of the revision are detailed in the Revision History.
- 1.3.4** The footer shall contain the statement, "This is a controlled document and must not be printed and photocopied without prior permission from the General Manager and/ or QMR". Each Policy Manual document shall have a Revision History, which shall contain a summary and description of changes each document has undergone.
- 1.3.5** The manual is subject to regular review, and where applicable, revision once every three (3) years. Should there be changes to any part of the manual during the year, the revision is effected based on the established procedure on control of documented information of MAWAD.

1.4 Confidentiality and Distribution

- 1.4.1** This QMS Policy Manual is confidential and propriety of MAWAD. Current and approved copy of the policy manual in PDF format marked "Original Signed" shall be uploaded in the designated shared folder in MAWAD's shared folder and shall be maintained by the Document Control Officer (DCO). Uploaded documents shall be watermarked as CONTROLLED. Uploaded documents are accessible to all MAWAD employees with defined viewing rights. MAWAD employees shall use only the "CONTROLLED" copies as reference in the performance of their work.
- 1.4.2** This manual is maintained on a controlled basis. A Master Copy (hard copy) is maintained by the Document Control Officer. Only the controlled copies are considered as official documents. Where need arises, reproduction of controlled copies is done from the Master Copy only and with the permission of the QMR. Printing or e-copying of uploaded documents is restricted and must be appropriately permitted. The DCO shall ensure that the policy manual is available to relevant employees in their respective areas. Controlled hardcopies shall be provided to work stations at strategic locations where there is no or limited access to the electronic management system documentation.





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1.4.3 The manual may be distributed to external interested parties when deemed mutually beneficial or when required contractually or obligatory, i.e., regulatory bodies, certification body, customers, etc. Any external distribution of the manual is subject to the approval of the QMR and are considered uncontrolled. Uncontrolled copies are not updated when the document is revised.

1.5 Amendments

1.5.1 The introduction of new processes and/ or services or a change in the management structure may necessitate amendment or addition to policies described in this policy manual. Any comments, suggestions, or questions regarding the QMS and this QMS Policy Manual may be forwarded to the QMR.

1.5.2 Only the QMR is authorized to effect revision on the policy manual and for the DCO to upload appropriately reviewed and approved document. When any part of the policy manual is revised, the uploaded policy manual shall be replaced with the current version and the master copy of the revised page or document shall be marked OBSOLETE.

1.5.3 Obsolete documents shall be removed from the shared folder permanently. The DCO is tasked to ensure that obsolete electronic copies are securely deleted from the server. The e-copy of the superseded document shall be kept in the designated "Obsolete" folder for reference. The editable e-copy of the document shall be filed accordingly. Only the e-copies kept by the DCO shall be considered official.





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2.0 TERMS AND DEFINITIONS

2.1 Definition of Terms

The following terms are used in this manual and other QMS documentation, using the ISO 9001:2015 (and as being popularly practiced and understood in MAWAD):

- 2.1.1 **Audit** – systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled.
- 2.1.2 **Audit Conclusion** – outcome of an audit provided by the auditor or team of auditors, after consideration of the audit objectives and all audit findings.
- 2.1.3 **Audit Criteria** – set of policies, procedures or requirements used as reference in the audit.
- 2.1.4 **Audit Findings** – results of the evaluation of the collected evidence against audit criteria.
- 2.1.5 **Audit Program** – set of one or more audits planned for specific time frame and directed towards a specific purpose. This is also referred to as Annual QMS Audit Program.
- 2.1.6 **Auditor** – person with the competence to conduct an audit.
- 2.1.7 **Company** – refers to Mangaldan Water District (MAWAD). (Note: “Company” may be used interchangeably with “Organization”).
- 2.1.8 **Competency** – should be understood as the application of knowledge, understanding, proficiency, skills, confidence and, where appropriate, the qualities of leadership necessary for an individual to perform a specified task, duty or responsibility.
- 2.1.9 **Continual Improvement** – a recurring activity to enhance performance.
- 2.1.10 **Compliance Obligation** – legal requirements that an organization should comply with and other requirements that an organization chooses to comply with.
- 2.1.11 **Conformity** – fulfilment of a requirement.
- 2.1.12 **Contractor** – refers to an individual or an entity engaged by MAWAD to provide service for its operations (see “Supplier”), i.e., haulers, security services, construction, repairs and maintenance contractor. Also, referred to as external provider.
- 2.1.13 **Context of the Organization** – combination of internal and external issues that can have an effect on an organization’s approach to developing and achieving its objectives.
- 2.1.14 **Continual** – activity occurs over a period but with potential intervals of interruption, while ‘Continuous’ means duration without interruption.
- 2.1.15 **Control Measure** – any action and activity that can be used to prevent or eliminate, environmental aspect.
- 2.1.16 **Correction** – action taken to correct or stop or mitigate the impacts of a detected nonconformity or other undesirable and substandard condition.
- 2.1.17 **Corrective Action** – action to eliminate the cause of a nonconformity and to prevent recurrence or occurrence.





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- 2.1.18 Customer** – person or organization that could or does receive a product or a service that is intended for or required by this person or organization. Recipient of the products and services provided by MAWAD.
- 2.1.19 Customer Satisfaction** – customer’s perception of the degree to which customer’s expectations have been fulfilled.
- 2.1.20 Design and Development** – set or processes that transform requirements for an object into more detailed requirements for that object.
- 2.1.21 Document** – meaningful data and other information and its supporting medium, i.e., procedure, specification, drawing, report, standard, records, etc. The medium can be paper, magnetic, electronic or optical disc photograph, or master sample, or a combination thereof. Also, referred to as documented information to be maintained.
- 2.1.22 Documentation** – a set of documents and records containing meaningful information, i.e., policies, specifications, procedures, guidelines, work instructions and records.
- 2.1.23 Documented Information** – information required to be controlled and maintained by an organization and the medium which it is contained.
- 2.1.24 Effectiveness** – extent to which planned activities are realized and planned results achieved.
- 2.1.25 Engagement** – involvement in, and contribution to, activities to achieve shared objectives.
- 2.1.26 External Provider** – refers to an organization engaged by MAWAD to provide product or service.
- 2.1.27 Feedback** – opinions, comments and expressions of interest in a product, a service or a complaints-handling process.
- 2.1.28 Interested Party** – person organization that can affect, be affected by or perceive itself to be affected by a decision of activity.
- 2.1.29 Indicator** – measurable representation of the condition or status of operations, management or conditions.
- 2.1.30 Infrastructure** – system of facilities, equipment and services needed for the operation of an organization.
- 2.1.31 Involvement** – taking part in an activity, event or situation.
- 2.1.32 Management** – coordinated activities to direct and control an organization.
- 2.1.33 Mission** – organization’s purpose for existing as expressed by top management.
- 2.1.34 Monitoring** – determining the status of a system, a process, product, service or an activity.
- 2.1.35 Measurement** – process to determine a value.
- 2.1.36 Nonconformity** – non-fulfillment of a requirement. Any deviation from work standards, practices, procedures, regulations, and other management system requirements, that could either directly lead to customer complaints, damage to goods and services, injury





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or illness, property damage, damage to the workplace environment or combination of these. This may also be referred to as non-conformance.

- 2.1.37 Objective** – results to be achieved. An objective can be strategic, tactical or operational.
- 2.1.38 Outsource** – an arrangement where an external organization performs part of an organization's function or process.
- 2.1.39 Output** – result of a process.
- 2.1.40 Performance** – measurable result. Can relate either to quantitative or qualitative findings.
- 2.1.41 Procedure** – specified way to carry out an activity or a process. Procedures can be documented or not.
- 2.1.42 Process** – set of interrelated or interacting activities that use inputs to deliver an intended result. Whether the "intended result" of a process is called output, product or service depends on the context of the reference.
- 2.1.43 QMS Performance** – measurable results of the QMS associated to MAWAD's products and services based on its quality policy and objectives.
- 2.1.44 Quality** – degree to which a set of inherent characteristics of an object fulfils requirements.
- 2.1.45 Quality Assurance** – part of the quality management focused on providing confidence that quality requirements will be fulfilled.
- 2.1.46 Quality Control** – part of the quality management focused on fulfilling quality requirements.
- 2.1.47 Quality Improvement** – part of quality management focused on increasing the ability to fulfil quality requirements.
- 2.1.48 Quality Management System (QMS)** – the part of the overall management system used to develop and implement its quality policy.
- 2.1.49 Quality Policy** – statement of commitments, intentions and principles in related to MAWAD's overall goals and direction as formally expressed by the top management. It can be aligned with the organization's vision and mission and provides framework for the setting of quality objectives
- 2.1.50 Quality Objective** – overall quality goals, arising from the quality policy, that MAWAD sets itself to achieve, and which is measurable where practicable.
- 2.1.51 Record** – special type of document stating results achieved or providing evidence of activities performed. Also, referred to as documented information to be retained.
- 2.1.52 Requirement** – need or expectation that is stated, generally implied or obligatory.
- 2.1.53 Risk** – effect of uncertainty. An effect is a deviation from the expected – positive or negative.
- 2.1.54 Risks and Opportunities** – potential adverse effects (threats) and potential beneficial effects (opportunities).





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- 2.1.55 Statutory Requirement** – obligatory requirement specified by a legislative body.
- 2.1.56 Regulatory Requirement** – obligatory requirement specified by an authority mandated by a legislative body.
- 2.1.57 Supplier** – refers to an individual or business entity that supplies MAWAD with goods and materials for its operations and processes. Also, referred to as external provider.
- 2.1.58 Traceability** – ability to trace the history, application or location of an object.
- 2.1.59 Top Management** – person or group of people who direct and controls and organization at the highest level. For MAWAD, this refers to the General Manager.
- 2.1.60 Uncertainty** – the state, even partial, of deficiency of information related to, understanding or knowledge of an event, consequence, or likelihood.
- 2.1.61 Validation** – confirmation through the provision of objective evidence that the requirements for a specific intended use or application have been fulfilled.
- 2.1.62 Verification** – confirmation, through the provision of objective evidence that specified requirements have been fulfilled.
- 2.1.63 Vision** – aspiration of what an organization would like to become as expressed by top management.
- 2.1.64 Work Environment** – set of conditions under which work is performed.

2.2 ACRONYMS

CAR	– Corrective Action Request
CSS	– Customer Satisfaction Survey
DCO	– Document Control Officer
MAWAD	– Mangaldan Water District (MAWAD)
ISO	– International Organization for Standardization
NCP	– Nonconforming Products/ Services
OTP	– Objectives and Target Performance
PDCA	– Plan-Do-Check-Act
QMR	– Quality Management Representative
QMS	– Quality Management System





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3.0 MANGALDAN WATER DISTRICT (MAWAD)

3.1 Profile of MAWAD

COMPANY HISTORY / PROFILE

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". It is a National Policy favoring local operation and control of water systems; authorizing the formation of Local Water Districts and providing for the Government and Administration of such Districts; chartering a National Administration to facilitate improvement of Local Water Utilities; granting said administration such powers as are necessary to optimize public service from water utility operations, and for other purposes.

That on September 1, 1980, it acquired ownership of the Mangaldan Waterworks Authority. 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.

In a Supreme Court ruling with "Entry of Final Judgment on March 12, 1992" in the case of Davao City Water District, et. al vs. Civil Service Commission and Commission On Audit, GR No. 95237-38, declared all Local Water Districts (LWDs) as government-owned and/or controlled corporations subject to policies, rules and regulations of, and to usual mandatory review and examination of national agencies such as, DBM, CSC and COA.

In 1998, MAWAD applied for upward categorization from average to medium water district. Upon recommendation of LWUA Administrator, the request was approved on February 15, 1999 by the Department of Budget and Management Regional Office No. 1.

Again, the MAWAD had requested for the approval of its re-categorization from Medium to Big WD and was duly approved by the Local Water Utilities Administration and Department of Budget and Management on September 1, 2004.

In compliance with the guidelines as provided for in the DBM- approved Revised Local Water District Manual on Categorization, Re-Categorization and Other Related Matters (LWD-MACRO), the Mangaldan Water District was re-categorized as Category "C" Water District on March 16, 2012 by the Local Water Utilities Administration. The Department of Budget and Management approved the staffing modification to implement its Category "C" WD on February 1, 2013.

On November 5, 2014, the Mangaldan Water District, again requested for the re-categorization of its existing Category "C" to Category B" to the LWUA. After satisfying all the required documents, the latter approved the said request on February 23, 2015. Hence, effective March 2015, MAWAD is re-categorized as Category "B" Water District.

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.





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The results of the Level II Revalidation Assessment conducted by the Civil Service Commission Regional Office No. 1, San Fernando City, La Union at the Mangaldan Water District in May 2012 and the reassessment done in February 2013 showed that MAWAD has continued to be compliant to the requirement for Level II-Accredited Status so that MAWAD has been granted the Revalidated Level II Accreditation under the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM) thru Resolution No. 1301352 promulgated on July 2, 2013.

Likewise, the Human Resource Policies and Standards Office (HRPSO), Civil Service Commission, Central Office has confirmed the recommendation for the recognition of Mangaldan Water District's Recruitment, Selection and Placement; and Performance Management System core areas of its Human Resource Management for meeting the Maturity Level 2 (Process-defined HRM) indicators of the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM). This maturity level indicates how well the behaviors, practices and processes of an organization can reliably and sustainably produce required outcome. Certificate of Recognition was awarded on January 29, 2016 by Nelson G. Sarmiento, Director IV, Civil Service Commission, Regional Office No. 1, San Fernando City, La Union together with Rogelio T. Del Rosario, Director II, Civil Service Commission, Urdaneta City Field Office and he was then the OIC of the CSC Lingayen Field Office and Flordeliza C. Bugtong of CSC Chief Human Resource Specialist, Policies and Systems Evaluation Division, Regional Office and now the Director II of the CSC Lingayen Field Office, Pangasinan.

3.2 Vision and Mission Statement



The MANGALDAN WATER DISTRICT is geared to build partnership with consumers or concessionaires' community and the public to value water as life-giving resource to be served with excellence and integrity.



The MANGALDAN WATER DISTRICT is committed to provide water supply that is adequate, potable, safe and affordable to the people of Mangaldan and its environs.





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4.0 CONTEXT OF THE ORGANIZATION

4.1 Understanding the Organization and Its Context

4.1.1 The internal and external issues associated to MAWAD that are relevant to its purpose and that can affect the ability to achieve the intended results of its QMS are determined, reviewed and updated taking into consideration the following:

4.1.1.1 External issues arising from legal, technological, competitive, market, cultural, social and economic environments whether international, national, regional or local; and

4.1.1.2 Internal issues related values, culture, knowledge and performance of the organization.

4.1.2 The internal and external issues which can result in risks and opportunities are addressed in the established procedure on risks and opportunities assessment.

4.2 Understanding the Needs and Expectations of Interested Parties

4.2.1 Relevant internal and external interested parties and their corresponding needs and expectations that relate to the quality performance of MAWAD and the effectiveness of its QMS are determined, updated and reviewed. Interested parties include among others the customers, staff and management, external providers, community, and relevant regulatory bodies.

4.2.2 The risks and opportunities resulting from the identified needs and expectations of interested parties are addressed in the established procedure on risks and opportunities assessment.

4.3 Determining the Scope of the Quality Management System

4.3.1 The QMS of MAWAD covers all its process, products and services and associated facilities as it is described as follows:

Scope: Operation and Maintenance of Water Facilities; Water Connection and Service provisions to customers.

Location: Mangaldan, Pangasinan

4.3.2 All persons entering the premises of MAWAD (employees, visitors, external providers and other interested parties) are influenced by the policies, programs and processes set out in the QMS.

4.3.3 The QMS is established to provide order and consistency in MAWAD's effort in managing and controlling its activities, products and services. It is an essential management tool in enhancing the ability of MAWAD to meet customer's selective decisions and ever increasing competition in the industry. It also provides a framework for MAWAD to continually improve its performance in all stages of its operations. These include among others the following:

4.3.3.1 To consistently provide instruction, research and extension services;





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- 4.3.3.2 To enhance customer satisfaction;
- 4.3.3.3 To achieve quality objectives; and
- 4.3.3.4 To continually improve MAWAD's operation and services

4.4 The QMS and its Process

4.4.1 The Quality Management System (QMS) of MAWAD is based on the requirements of ISO 9001:2015 Standard. The QMS is established, implemented, maintained and continually improved following closely the principle of "Plan-Do-Check-Act", as described below (See Figure 4.1):

4.4.2 PLAN (Determining and Planning What to Manage in the QMS) – Includes establishing the quality policy and identifying the basis of the QMS – understanding the context of MAWAD and its activities, products and services that need to be managed and controlled. This involves:

- 4.4.2.1 Establishing the Quality Policy by the General Manager which provides MAWAD the overall direction as to its quality performance;
- 4.4.2.2 Determining and updating internal and external issues that are relevant to the purposes of MAWAD, and that can affect its ability to achieve the intended results of the QMS;
- 4.4.2.3 Determining and updating the needs and expectations of relevant interested parties relevant to the effective implementation of the QMS;
- 4.4.2.4 Identifying, accessing and updating compliance obligations related to products and services and planning actions to ensure compliance;
- 4.4.2.5 Identifying and evaluating risks and opportunities associated to MAWAD's internal and external issues, needs and expectations of relevant interested parties and business processes, and planning actions to address them; and
- 4.4.2.6 Setting-up quality objectives to identified improvement areas, and establishing programs and action plans to achieve these.

4.4.3 DO (Strengthening the Support Mechanism and Operating the QMS) – Includes engagement of people; documentation and implementation of the management system in MAWAD's activities, products and services; taking actions to critical risks and pursuing opportunities, and satisfy compliance obligations; and implementing programs to achieve quality objectives established at the planning phase. Specifically involves:

- 4.4.3.1 Defining the organizational structure, responsibilities and authorities in the QMS;
- 4.4.3.2 Determining and providing adequate resources (e.g., people, infrastructure, environment for the operation of processes, monitoring and measuring resources and organizational knowledge) necessary for the effective implementation of the management system. This also includes provision of specialized training necessary to ensure competency of persons doing work for MAWAD that affects the performance and effectiveness of the QMS;





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- 4.4.3.3 Documenting the QMS and its processes considering the identified actions and control measures to meet customer requirements, address identified risks and opportunities, achieve quality objectives and fulfill compliance obligations;
- 4.4.3.4 Conduct general orientation among employees and external providers, especially those on-site on MAWAD's QMS and its key requirements to engage each one within the company for the effective implementation of the management system;
- 4.4.3.5 Establishing effective communication with the employees, customers and other relevant internal and external interested parties such as the regulatory bodies, external providers especially those on-site; and
- 4.4.3.6 Operating the QMS and carrying out MAWAD's business processes in accordance with the defined quality control plans, operational procedures and improvement plans and programs.

4.4.4 CHECK (Evaluating the performance of the QMS) – Includes regular monitoring, measurement, analysis and evaluation of MAWAD's quality performance and the effectiveness of the QMS. This involves:

- 4.4.4.1 Monitoring, measuring, analyzing and evaluating regularly the key characteristics of the MAWAD's activities, products and services including its performance against set quality objectives and programs;
- 4.4.4.2 Evaluating periodically MAWAD's compliance obligations;
- 4.4.4.3 Ensuring that the monitoring and measuring resources being used are calibrated and/ or verified;
- 4.4.4.4 Conducting internal audits to provide information on whether the QMS conforms to the requirements of the standard to which it is based, and to MAWAD's own requirements, and to determine if it is effectively implemented and maintained; and
- 4.4.4.5 Conducting periodic review of the management system to ensure its continuing suitability, adequacy and effectiveness.

4.4.5 ACT (Improving the QMS) – Includes determining opportunities for improvement and implementing necessary actions to achieve the intended results of the QMS. This involves:

- 4.4.5.1 Assessing opportunities for improvement and the need for changes, including the quality policy, objectives, and other elements of the management system;
- 4.4.5.2 Handling of management system nonconformities and taking actions to mitigate their impacts to MAWAD's activities, products and services, including its quality performance; and
- 4.4.5.3 Driving continual improvement of the management system considering the quality policy and objectives, analysis of data from monitoring and measurement activities, results of management system audits and management reviews, and where necessary, applying corrective action processes to the identified weaknesses.





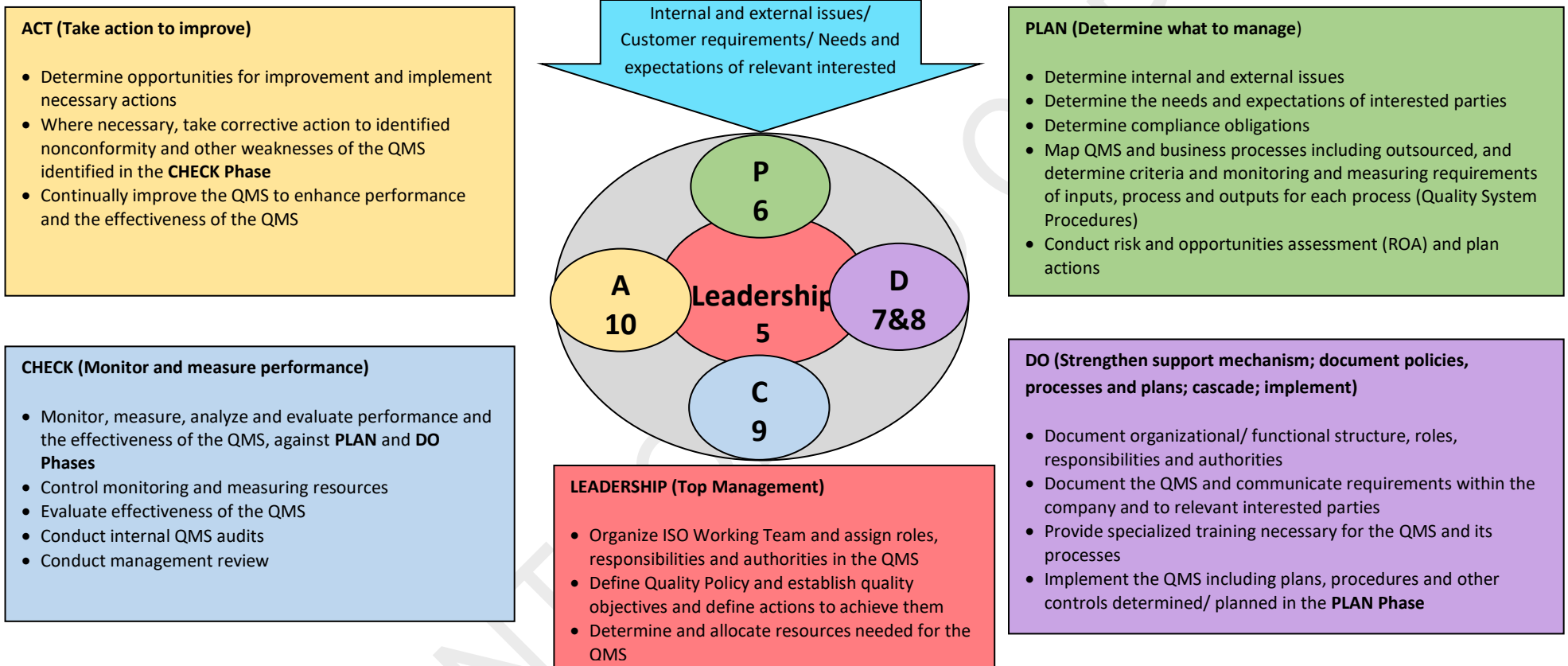
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Figure 4.1 QMS Processes for MAWAD using the PDCA Framework





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5.0 LEADERSHIP

5.1 Leadership and Commitment

5.1.1 MAWAD's Management demonstrates their leadership and commitment in the establishment, implementation, maintenance and continual improvement of the QMS by:

- 5.1.1.1 Taking accountability for the effectiveness of the QMS including the evaluation of its effectiveness;
- 5.1.1.2 Establishing, implementing and maintaining an appropriate quality policy within the defined scope of the management system;
- 5.1.1.3 Determining, understanding and satisfying customer requirements;
- 5.1.1.4 Ensuring that quality objectives and programs are set, maintained and achieved and are compatible with the strategic direction and the context of MAWAD;
- 5.1.1.5 Integrating the QMS requirements into MAWAD's processes;
- 5.1.1.6 Making the resources needed for the QMS to achieve its intended results available;
- 5.1.1.7 Communicating the importance of effective quality management and of conforming to the QMS requirements;
- 5.1.1.8 Directing and supporting persons to contribute to the effectiveness of the QMS and in promoting continual improvement throughout MAWAD;
- 5.1.1.9 Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility;
- 5.1.1.10 Conducting meaningful reviews for the continuing suitability, adequacy and effectiveness of the QMS;
- 5.1.1.11 Carrying out the plans of the QMS to meet the requirements specified in the ISO 9001:2015 Standards;
- 5.1.1.12 Maintaining the integrity of the QMS when planned changes to MAWAD are implemented; and
- 5.1.1.13 Recognizing, controlling and managing quality issues appropriately when necessary.

5.1.2 Where applicable, the General Manager may delegate responsibility for the above actions to others, but s/he retains accountability for the actions performed.

5.1.3 Customer Focus

- 5.1.3.1 The focus of the QMS shall be enhancing customer satisfaction, which is well reflected in the quality policy, objectives and programs, as well as the built-in controls in MAWAD's operations and processes, monitoring activities, and processes for continual improvement in the management system. The QMS shall include a system to determine and understand customer requirements, as well as proactively monitoring the same, to ensure their requirements are continuously met with the aim of enhancing their satisfaction.





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5.2 Quality Policy

- 5.2.1** To provide overall direction of its performance, the Management of MAWAD, headed by the General Manager, have established a quality policy that shall reflect the work attitude and values of every employee and member at the workplace, that is – quality of operations and processes is everybody’s responsibility!
- 5.2.2** The overall direction of MAWAD with respect to its quality performance shall be aligned and maintained consistent with the quality policy.
- 5.2.3** MAWAD shall initiate a review of the policy at least once a year to ensure that it shall continuously provide an overall direction and commitment regarding its quality performance, including providing framework for setting and reviewing its objectives.
- 5.2.4** The review shall ensure that the policy remains appropriate to the purposes of MAWAD, and to continually improve the effectiveness of the management systems established.
- 5.2.5** Should major changes in the operations of MAWAD occur and necessitate changes in the quality policy, any member of the ISO Working Committee shall initiate the revision. The proposed revision shall be reviewed by the Quality Management Representative (QMR) and shall be approved by the General Manager. The revision process shall be in accordance with the established control of documented information procedure.
- 5.2.6** To ensure that the policy shall be understood, implemented and maintained in MAWAD, the approved policy shall be posted in strategic locations. This shall be communicated and promoted among employees, customers and other relevant stakeholders, suppliers, contractors and other members through orientation, meetings and other means deemed appropriate. A copy of the policy shall be provided to all employees, suppliers, contractors and to any other interested member of the public.

5.3 Structures, Roles, Responsibilities, Authorities and Accountabilities

- 5.3.1** MAWAD shall ensure that the responsibilities and authorities of MAWAD personnel and the entire workforce, particularly those functions whose work may affect its QMS performance are clearly defined and documented.
- 5.3.2** Management Representative (QMR) and members of the ISO Working Team are known by the employees.
- 5.3.3** Responsibilities and authorities shall be assigned to individuals to ensure that quality control and assurance are integrated with their respective functions. More specific descriptions of the responsibilities and authorities of personnel whose work affect the QMS performance of MAWAD shall be described in related procedures. Below is the organizational structure of MAWAD and the functional structure of its QMS.





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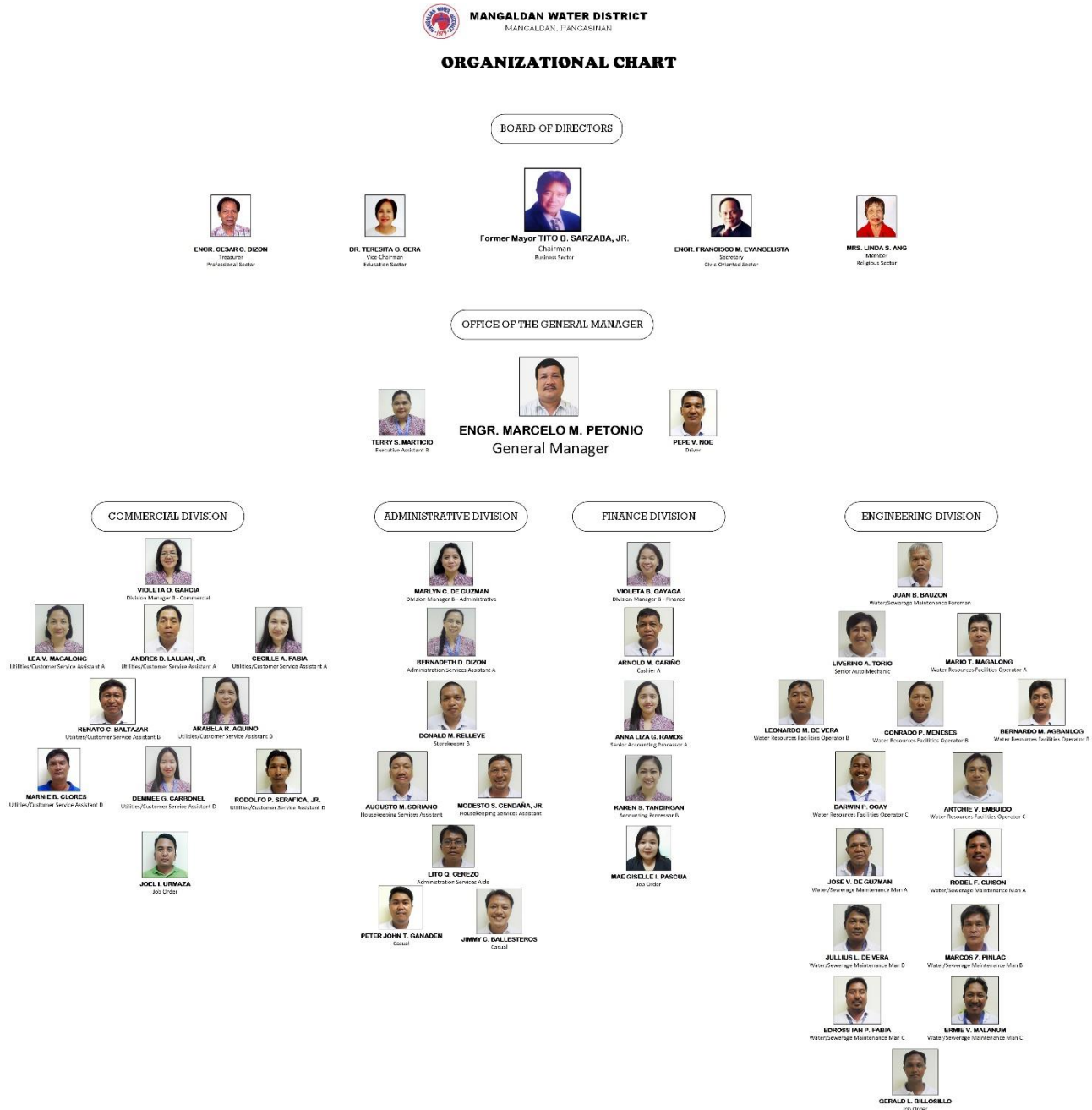
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Figure 5.1 Organizational Structure of the Mangaldan Water District





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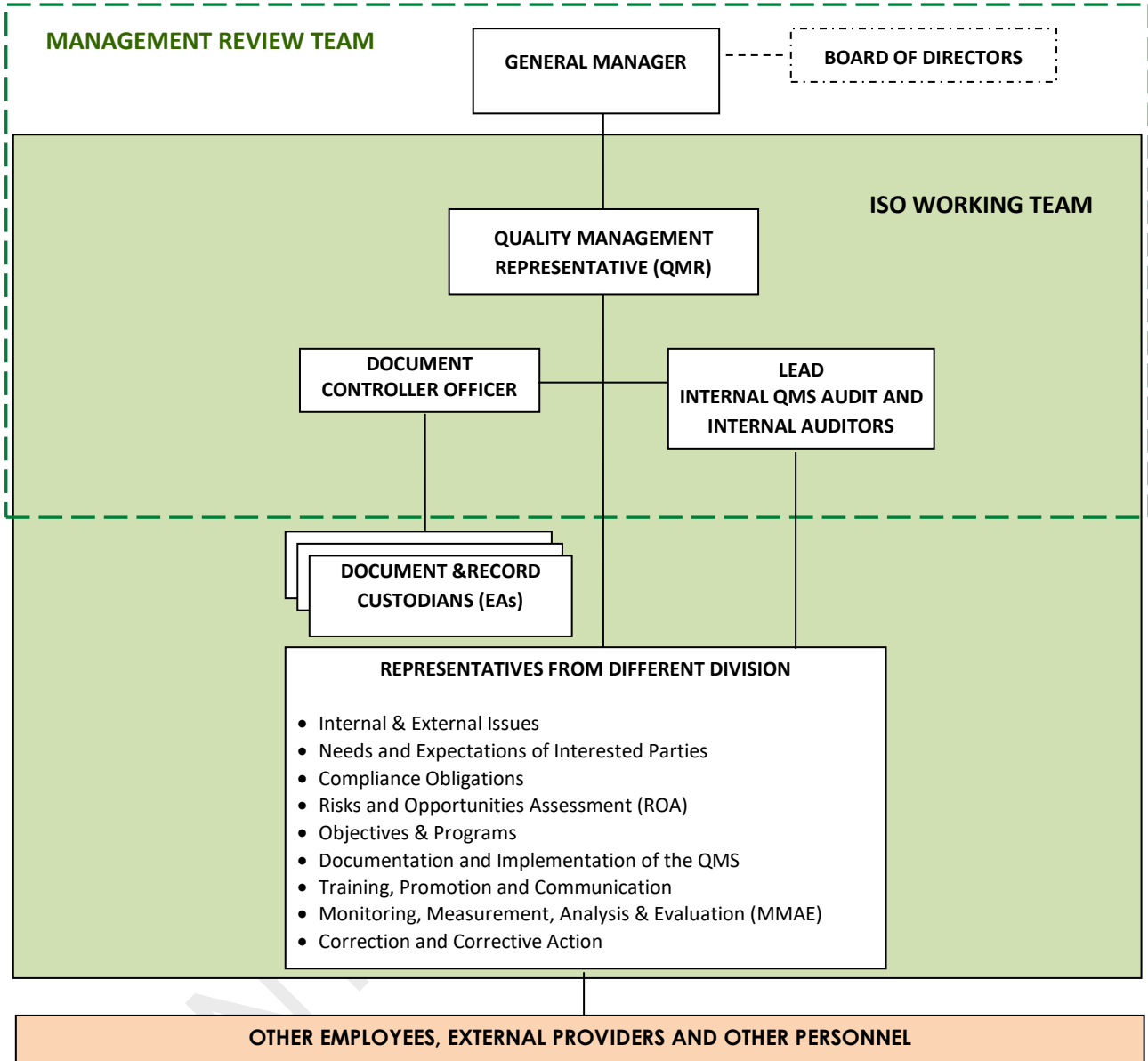
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Figure 5.2 Functional Structure of the QMS of Mangaldan Water District (MAWAD)





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5.4. Description of roles, responsibilities and authorities

KEY POSITION	RESPONSIBILITIES AND AUTHORITIES
GENERAL MANAGER	<p>In addition to having the executive responsibility in directing MAWAD the General Manager is responsible in:</p> <ul style="list-style-type: none"> • Chairing the Management Committee; • Defining the organization's quality policy which provides the overall directions and commitment of MAWAD on the quality of its operations and services; • Ensuring that the QMS is systematically and effectively executed; • Appointing the Quality Management Representative (QMR) and other key functions in the ISO Working Team; and • Approving the provision of the necessary resources for the effective establishment, implementation, maintenance, and continual improvement of the QMS.
MANAGEMENT REVIEW TEAM	<p>The team is responsible in conducting the second-tier periodic review of the QMS, particularly in:</p> <ul style="list-style-type: none"> • Reviewing the continuing suitability, adequacy and effectiveness of the QMS including the need for changes in the Quality Policy and the intended results of the QMS; • Defining the directions and areas of QMS-related policies, objectives, programs and standards; and • Review and where applicable, approve QMS-related final deliverables. <p>The Management Review Team comprises at minimum the General Manager, QMR, Document Control Officer, Division Heads, and Lead Internal QMS Auditor. Where need arises, other key functions shall be invited.</p>
QUALITY MANAGEMENT REPRESENTATIVE (QMR)	<p>In addition to being the Director of the Internal Quality Assurance Unit, has the overall responsibility in ensuring that the QMS is systematically established, implemented, maintained and continually improved. Specifically, responsible for:</p> <ul style="list-style-type: none"> • Managing the ISO Working Team; • Responsible in the preparation of the QMS Policy Manual and in the initiation of revision, where need arises. • Managing the implementation of QMS policies, objectives, plans and programs, procedures and guidelines to ensure that the management system is established, implemented and maintained compliant to the requirements of ISO 9001:2015 Standard; • Reporting to the Management on the performance of the QMS, including areas for improvement; • Acting as liaison with external parties on matters relating to the QMS, such as technical assistance, certification, etc; • Coordinating QMS activities with other divisions, including consolidating information/ data generated by the QMS Working Team, such as QMS performances, status against set objectives, compliance obligations, training needs and provision, etc; and





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KEY POSITION	RESPONSIBILITIES AND AUTHORITIES
	<ul style="list-style-type: none"> Providing logistics to facilitate the conduct of the management review meetings, including availability of information on the QMS performance and status of implementation for review and as basis for its improvement.
ISO WORKING TEAM	<p>Composed of the QMR, Document Control Officer, Lead Internal QMS Auditor and division representatives. Mainly responsible in spearheading the establishment, implementation, maintenance and continual improvement of the QMS in their respective division/ areas, compliant with the requirements of ISO 9001:2015 Standard.</p> <p>Each representative shall be in-charge in their respective area regarding:</p> <p>Internal and External Issues and Interested Parties</p> <ul style="list-style-type: none"> Determination and updating of internal and external issues and needs and expectations of relevant interested parties <p>Risks and Opportunities Assessment (ROA)</p> <ul style="list-style-type: none"> Identification and evaluation of risks and opportunities, and planning actions to address them <p>Documentation and Implementation of QMS</p> <ul style="list-style-type: none"> Preparation and review and where necessary, revision of management system documentation including implementation in their respective areas <p>Objectives and Programs</p> <ul style="list-style-type: none"> Formulation and documentation of action plans and programs to achieve set quality objectives, and in monitoring their implementation and progress. <p>Training, Promotion and Communication</p> <ul style="list-style-type: none"> Promotion of the QMS and its initiatives and requirements; Conduct of general QMS orientation among employees, contractors and other personnel; and Communication and promotion of the QMS and its initiatives to internal and external interested parties including employees, customers, visitors, external providers, surrounding communities and related government agencies <p>Monitoring, Measurement, Analysis and Evaluation</p> <ul style="list-style-type: none"> Monitoring, measurement, analysis and evaluation of data relevant to QMS performance; and Ensuring calibration and/ or verification of monitoring and measuring equipment owned and used in their area, if any. <p>Corrective Action</p> <ul style="list-style-type: none"> Taking correction and corrective action to identified/ detected QMS nonconformities.
DOCUMENT CONTROL OFFICER	Mainly responsible in assisting the QMR in the establishment, day-to-day implementation and maintenance of the QMS, particularly those that relate to their respective area, including among others the following:





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KEY POSITION	RESPONSIBILITIES AND AUTHORITIES
	<ul style="list-style-type: none"> • Evaluating, maintaining, and improving document and data control system and procedure. Coordinating with division representatives in implementation of related programs; • Monitoring and updating of QMS compliance obligations and implementation, management and administration of documents and records management system in the organization • Ensuring conformance to defined capabilities of the system. Participating in internal audits regularly to ensure that the established procedures and work instructions are updated. • Ensuring that controlled copies of the latest approved documents are issued or distributed to authorized copyholders in a timely manner, retrieving the old/superseded documents to avoid confusion. Division Documents and Records Custodian shall be checked and inspected by the QMS Document Control Officer to ensure documents are updated and monitoring are being complied as required by the standard. • Taking and preparing minutes during Management Reviews and QMS Committee meetings. • Providing support for QMS during certification audits and actively participate in division documentation activities. Effectively follow MAWAD standard operating procedures in submission of documents; • Coordinating with Lead Internal QMS Auditor for the Annual Audit Plans and Matrix, and Audit Checklists; and implementation of the management system procedure; and • Coordinating with the QMR on QMS implementation, documentation, monitoring, update of the status of compliance obligations and notifies responsible division to address active concerns;
DOCUMENT AND RECORD CUSTODIAN	<p>Mainly responsible in the control of documented information (documents) issued to and/ or printed by the division, including documented information (records) generated to evidence implementation of the QMS, including as follows:</p> <ul style="list-style-type: none"> • Maintaining, securing, and caring for records in accordance with MAWAD's guidelines in his/her division where he/ she belongs. • Monitoring and updating QMS compliance obligations and implementation, management and administration of documents and records management system in the division or section assigned. • Ensuring conformance to defined capabilities of the system. • Ensuring that the established procedures and work instructions are updated in the division • Ensuring that controlled copies of the latest approved documents are issued or distributed to authorized copyholders in a timely manner, retrieving the old/ superseded documents to avoid confusion. Coordinating with QMS Document Control Officer for documents and records relevant to the QMS.





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KEY POSITION	RESPONSIBILITIES AND AUTHORITIES
	<ul style="list-style-type: none"> • Providing support for Document Control Officer during certification audits and actively participate in division documentation activities. Effectively follow MAWAD standard operating procedures in submission of documents; • Coordinating with the Document Controller on QMS implementation, documentation, monitoring, update of the status of compliance obligations and notifies division head to address active concerns;
LEAD INTERNAL QMS AUDITOR AND	<p>Mainly responsible in managing the internal audit system of MAWAD, including:</p> <ul style="list-style-type: none"> • Preparing and updating the procedure for Internal QMS Audit, Annual Internal QMS Audit Plans and Matrix, and Internal QMS Audit Checklists; • Implementing the internal QMS audit system; and • Evaluating the performance of Internal QMS Auditors
INTERNAL AUDITORS	<p>Mainly responsible in:</p> <ul style="list-style-type: none"> • Assist in preparing and updating the procedure for Internal QMS Audit, Annual Internal QMS Audit Plans and Matrix, and Internal QMS Audit Checklists; • Assist in implementing the internal QMS audit system; and • Conduct internal audit as planned, submit reports to Lead Internal QMS Auditor.
OTHER EMPLOYEES/ PERSONNEL	<p>Mainly responsible in:</p> <ul style="list-style-type: none"> • Understanding the Quality Policy and following relevant operational procedures; • Implementing QMS-specific procedures, guidelines and instructions in accordance to set standards of MAWAD; and • Communicating through relevant channels any concern or suggestion for the effective implementation, maintenance and continual improvement of the QMS; • Participate in any consultation arrangements of MAWAD on matters related to QMS; and • Respond appropriately to both internal and external audits.





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6.0 PLANNING OF THE QMS

6.1 Actions to Address Risks and Opportunities

6.1.1 Risks and opportunities associated to the business processes, internal and external issues and needs and expectations of relevant interested parties are identified and evaluated through the Risk and Opportunities Assessment (ROA) procedure. The ROA includes criteria for determining which risks need to be acted upon and which opportunities need to be pursued by the company. The ROA is performed by the QMS Working Team members, guided by the appointed Team Leader.

6.2 Quality Objectives and Programs

6.2.1 The MAWAD shall develop a key performance indicator in line with quality policy and set objectives. The objectives shall be aimed at continual improvement of the overall performance of MAWAD. Improvement areas considered in setting-up quality objectives include among others the following organizational goals as stated in the strategic plan of MAWAD.

6.2.2 Specific objectives per division documented as Objective and Target Performance shall support MAWAD's overall goal.

6.2.3 To ensure that the set objectives are achieved and action plans are implemented as planned, these shall be communicated to relevant functions and levels within MAWAD to solicit everyone's commitment. Individual commitments and action plans shall be developed by each employee in consultation with his or her immediate.

6.3 Planning of Changes

6.3.1 The Management ensures that the planning of the QMS is carried out to meet the requirements of MAWAD operations, processes and services including associated risks and opportunities and the MAWAD's commitment to continual improvement of its quality performance and the management system.

6.3.2 Changes in MAWAD that may affect its performance and the integrity of the QMS, caused by internal or external factors, are planned and carried out in a planned manner. MAWAD plans changes that may affect the integrity of the QMS and its processes to ensure:

6.3.2.1 The integrity of the QMS is maintained;

6.3.2.2 Necessary resources are made available; and

6.3.2.3 Where necessary, responsibilities and authorities are allocated or reallocated





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7.0 STRENGTHENING THE SUPPORT MECHANISM OF THE QMS

7.1 Resources for the QMS

7.1.1 General

7.1.1.1 The Management of MAWAD determines and ensures the availability of resources necessary to enhance customer satisfaction and continually improve the effectiveness of the QMS. To ensure the effective establishment, implementation, maintenance and continual improvement of the QMS, such resources of MAWAD are properly managed and other support mechanism of the management system are strengthened. This includes among others the following:

- Clear definition and documentation of the responsibilities and authorities of MAWAD personnel, particularly those functions whose work may affect the quality performance of MAWAD;
- Provision of adequate resources, including competent personnel for the effective establishment, implementation, maintenance and improvement of the management system, and
- Provision and maintenance of infrastructure and suitable working environment needed to achieve conformity to QMS requirements.

7.1.2 People

7.1.2.1 The Management of MAWAD determines and provides the persons necessary for the effective implementation of its management system and for the operation and control of its business processes. This include defining and documenting clearly the responsibilities, authorities and accountabilities of employees, external providers and other personnel, particularly those functions whose work may affect the quality performance of MAWAD and the effectiveness of its QMS.

7.1.3 Infrastructure

7.1.3.1 The infrastructure needed to achieve conformity to the operational requirements of MAWAD aimed at satisfying its customer requirements shall be determined, provided and maintained. This shall also include the infrastructure necessary to control MAWAD processes and services.

7.1.3.2 Organizational and operational infrastructure such as offices, warehouse and other facilities shall be regularly maintained, in accordance with preventive maintenance plans.

7.1.3.3 General housekeeping, building maintenance, maintenance of equipment, hardware and software, transportation and communication facilities, and infrastructure shall be provided by MAWAD.

7.1.3.4 Documented information of the maintenance activities conducted shall be retained.





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7.1.4 Environment for the Operation of Processes

7.1.4.1 Work environment necessary to ensure conformity to operations and services of MAWAD shall be determined and provided/ complied with where practicable. These shall include safe conditions in the company premises and facilities including offices, grounds, etc. Further, these can be a combination of human and physical factors such as the following:

- Social [non-discriminatory, calm and non-confrontational working environment];
- Psychological [stress-reducing, burn-out prevention, emotionally protective working environment]; and
- Physical [suitable temperature, heat, humidity, light, airflow, hygiene, noise].

7.1.4.2 More specific description of the work environment requirements where necessary shall be included in the operational procedure. Where appropriate, these shall be further described in relevant guidelines and work instructions.

7.1.5 Monitoring and Measuring Resources

7.1.5.1 Monitoring and measuring equipment used to demonstrate conformity of materials and services to a specified requirement shall be calibrated and maintained by the respective process owners. Controls of monitoring and measuring equipment shall be designed to ensure the following:

- The equipment is appropriate to the required accuracy and precision of measurement, inspection, and test of the defined parameters;
- The monitoring and measuring equipment are calibrated and/ or verified at appropriate intervals. A Master List shall be prepared and maintained, showing the unique identification and description of the equipment, location, frequency of checks/ calibration, uncertainty/ tolerance requirements, date of previous and next calibration, and the action to be taken when results of calibration are unsatisfactory;
- Monitoring and measuring equipment are calibrated prior to use, against certified equipment, traceable to an internationally or nationally-recognized standard;
- The equipment is safeguarded from unauthorized adjustments;
- The calibration status is indicated with stickers, where practicable;
- Records of calibration are maintained in accordance with the established procedure on control of documented information;
- The equipment is protected from damage and deterioration during handling, maintenance and storage; and
- Where required by the customer or other relevant interested parties such as regulatory bodies, records of calibration and other technical data shall be made available for verification.





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7.1.5.2 A documented calibration procedure and work instruction are prepared for monitoring and measuring equipment that will be calibrated internally. For external calibration, the calibration and/ or testing laboratory should preferably be an ISO Guide 17025 accredited.

7.1.6 Organizational Knowledge

7.1.6.1 MAWAD shall determine, maintain and make it available to relevant personnel the knowledge necessary for the operation of processes and to achieve conformity of products and services, it shall include experiences, skills and information. MAWAD shall also determine how to acquire or access any additional knowledge considering changing needs and trends such as from:

- Internal sources, e.g., intellectual property; best practices, etc; and
- External sources, e.g., standards; academe; conferences; benchmarking, consultants, external providers, etc

7.2 Competence

7.2.1 Personnel performing task that can affect product/ service conformity is ensured competent based on appropriate education, training, skills and experience.

7.2.2 The Training under HR Division, in conjunction with the relevant divisions, is responsible in conducting training needs analysis among employees, service providers and other members who have access to MAWAD's premises and who can potentially affect its quality performance. This is to determine their competence requirements for the effective establishment, implementation, maintenance and continual improvement of the management system.

7.2.3 Training requirements prescribed by the regulatory bodies and partner institutions and trainings identified during performance evaluation shall form part of this training needs analysis. The results of the training needs analysis shall be used as a basis in developing the MAWAD Training/ Development Program and/ or as basis in taking other actions to address the competency requirements of MAWAD personnel.

7.2.4 The results of the training needs analysis are used as a basis in developing MAWAD's training program and/ or in taking other actions to address the competency requirements of personnel. The Training Program includes general awareness campaigns on the QMS and its requirements. A more specialized training is provided to personnel who are operating equipment and facilities or working in areas that can affect the quality and performance of MAWAD.

7.2.5 Effectiveness of the training conducted and other actions taken shall be evaluated through a performance evaluation of the personnel and/ or application of other performance indicators specified in MAWAD procedures maintained and retained, including records of effectiveness and evaluation of the same.





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7.3 Awareness

7.3.1 Employees, external providers and other members who have access to the operational areas and/ or could affect the quality performance of MAWAD shall undergo an orientation of its QMS and its requirements. The orientation includes provisions to make them aware of the following:

7.3.1.1 MAWAD quality policy, objectives and programs, and the need to understand and comply with MAWAD's QMS requirements;

7.3.1.2 Their responsibilities and contribution to the effectiveness of the QMS, including achieving quality objectives and the benefits of enhanced quality performance; and

7.3.1.3 The implications of not conforming to established rules and regulations including the consequences of not fulfilling MAWAD's compliance obligations.

7.3.2 New employees and members are likewise required to undergo the same training to ensure that they carry out their work properly and responsibly, and promote a quality conscious workforce.

7.4 Communication

7.4.1 The requirements of the QMS and other pertinent information, including the defined roles and responsibilities of each employee and other stakeholders are communicated throughout the company and to other relevant interested parties based on the approved Communication Plan. The Communication Plan consist of:

7.4.1.1 What information about the company's QMS and its processes that need to be communicated internally and externally;

7.4.1.2 When to communicate the information;

7.4.1.3 With whom to communication the information internally and externally;

7.4.1.4 How to communicate the information internally and externally; and

7.4.1.5 Who is responsible in communicating the information.

7.4.2 The management of MAWAD shall ensure that QMS requirements and other pertinent information are communicated to MAWAD employees and other relevant parties, in accordance with the established procedure for internal and external communication.

7.4.3 Processes and arrangements needed for internal and external communications relevant to the QMS are established, implemented and maintained by MAWAD to ensure that:

7.4.3.1 QMS requirements and other pertinent information are communicated to employees and other personnel working in behalf of MAWAD or under its control, including external providers and visitors; and

7.4.3.2 Processes of handling external communication are established throughout the company, including where necessary, communication with external providers and other interested parties' information that relate to its quality performance and the QMS.





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7.4.4 MAWAD also ensures that communication arrangements are in line with relevant corporate policies, and includes determining what information to communicate, including when, with whom and how the information are communicated.

7.4.5 Internal Communication

7.4.5.1 The QMS and its requirements are communicated throughout MAWAD and to other interested parties, in accordance with established internal communication procedure. Information for communication include, but not limited to:

- Quality policy, objectives and programs;
- Performance and achievements of the QMS including highlights of management system audits and periodic management reviews; and
- Key functions responsible in the establishment, implementation, maintenance and continual improvement of the QMS, such as the QMR, members of the ISO Working Team, etc.

7.4.5.2 MAWAD Management ensures that appropriate communication processes are established – from management to staff and staff to management. Communication that relate to the quality performance of MAWAD and the implementation and effectiveness of the QMS may be received through memos and emails from the management; announcements posted in the bulletin boards, discussions/ updates during meetings, verbal instructions from superiors, etc. Communication involving employee concerns on QMS-related issues may also be received through their immediate superiors, meetings, trainings, and other means that may be established.

7.4.5.3 Valid concerns or suggestions for the improvement of the company's quality performance and the effectiveness of the QMS are recorded and where appropriate, are integrated in the QMS.

7.4.6 External Communication

7.4.6.1 External providers are oriented by the designated functions of MAWAD before the start of their activities on-site.

7.4.6.2 Communications from external interested parties that relate to the company's quality performance and/ or QMS effectiveness are received, documented and responded. External communication may include concerns and suggestions on MAWAD's quality performance from customers, non-governmental organizations, regulatory bodies, external providers and other interested parties.

7.4.6.3 Selected information above may also be communicated proactively to external interested parties during QMS Orientation of visitors, external providers and during its participation to relevant conferences and conventions. Such initiative would be useful for MAWAD in:

- Demonstrating its management commitment
- Raising awareness among employees, external providers and other interested parties of MAWAD's quality policy, objectives, programs and initiatives; and





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- “Walking the talk” to its external providers and other stakeholders in the industry.

7.5 Management System Documentation

A. Documentation Requirements

7.5.1 The documentation of MAWAD’s management system shall be structured following the pyramid hierarchy, as illustrated in Figure 7.1, Documentation Structure of the QMS of MAWAD following the Pyramid Model. The QMS documentation shall include at minimum the following:

7.5.1.1 Quality policy, objectives and programs;

7.5.1.2 Description of the scope of the QMS;

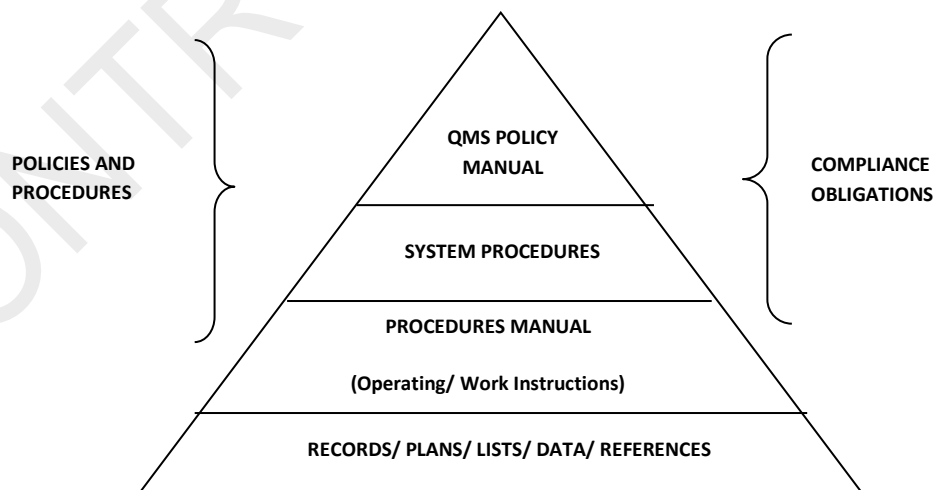
7.5.1.3 Description of the main elements of the management system, the processes involved and their interactions, and references to related documents;

7.5.1.4 Documented information (documents and records) required by ISO 9001:2015 standard; to which the management system is based; and

7.5.1.5 Documented information (documents and records) determined by MAWAD to be necessary to ensure the effective planning, operation and control of processes that relate to its provision of operations and services

7.5.2 The QMS documentation is structured following the pyramid hierarchy, as illustrated below:

Figure 7.1 – Documentation Structure of the QMS of MAWAD





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7.5.3 The above QMS documentation is prepared and organized in 4 parts as follows:

7.5.3.1 Level 1 – QMS Policy Manual.

- This manual shall provide an overview of the activities, products and services of the company including the scope of its QMS. The manual serves as the primary reference of MAWAD in the overall planning, implementation and operation, performance assessment, review and continual improvement of the QMS.
- The QMS Policy Manual contains policies, commitments and how the company intends to satisfy the requirements of the different elements of ISO 9001:2015 Standards, and the Quality Policy. It provides a description of the core elements of the QMS and their interaction, and signposting to the other documents (system procedures, operational control procedures and operating instructions) that form part of MAWAD's QMS documentation.

7.5.3.2 Level 2 – System Procedures Manual

- This Manual contains the documented system procedures (SPs) required by the standard that relate to the effective establishment, implementation, maintenance and continual improvement of the QMS. These include among others, procedures for review and updating of internal and external issues; review and updating of needs and expectations of interested parties; setting-up, review and renewal of quality objectives, targets and performance; risk and opportunities assessment; identification, access, updating, and evaluation of compliance obligations; internal and external communication; control of documented information; control of monitoring and measuring equipment; monitoring customer satisfaction; control of nonconforming outputs; internal quality management system audit; nonconformities and corrective actions; and, management review.

7.5.3.3 Level 3 – Operational Procedures Manual

- This Manual contains procedures, work instructions and guidelines aimed at controlling the quality aspects specific to the divisions of MAWAD. The said documents shall describe how the different operations and processes are to be carried out taking into consideration their associated impacts to the quality performance of MAWAD. The work instructions shall provide a detailed description of how an activity or task defined in the procedure is to be carried out.

Note: Where practicable, system and operational procedures should consist of process flowcharts, description of the responsibilities, authorities and interrelationships of functions that manage, perform, verify or review works affecting the company's quality and environmental performance.

7.5.3.4 Level 4 – Records, Worksheets, Lists, Plans/ Programs and Other Data

- Records provide evidence of the implementation and compliance of the company with its QMS requirements, while worksheets, lists, plans/ programs and other references complement the first three levels of documentation. Documents and records belonging to this level include, but are not limited to, the following:





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- ROA Worksheets (Organization's Context, Needs and Expectations of Interested Parties and Business Process)
- Objectives and Target Performance
- Communication Plan
- Appointment Letters
- Reports and Minutes
- Logbooks

7.5.3.5 Other Documentation

- Other company policies, procedures and guidelines – are documents from the company that are relevant to the activities, products and services of MAWAD, hence are expected to be complied with.
- External documents such as copies of equipment manual, laws and regulations, and other requirements applicable to the operations and processes of MAWAD shall also form part of the QMS documentation.

Note: The requirements of applicable laws and other regulations shall prevail over the requirements of the QMS internal documentation.

B. Control of Documented Information (Documents and Records)

7.5.4 The control, authorization, issuance and amendments of QMS documents are in accordance with the company's document control procedure. The procedure includes provisions such that:

- 7.5.4.1 QMS documents are legible, dated and bears a unique identification and description, e.g., title, author or reference number, including the use of appropriate format (e.g., language, software version, graphics) and media (e.g., paper, electronic);
- 7.5.4.2 Current versions of QMS documents can be located and are available for use, where and when it is needed;
- 7.5.4.3 QMS documents are adequately protected from loss of confidentiality, improper use or loss of integrity;
- 7.5.4.4 QMS documents are periodically reviewed and where necessary, revised and approved for suitability and adequacy;
- 7.5.4.5 The nature of revision in the document is clearly identified; and
- 7.5.4.6 Obsolete documents are promptly removed from all points of issue to prevent unintended use, and when retained for future reference, these are suitably identified as such.

7.5.5 The Document Control Officer shall maintain a set of Master Copies which are the set of documents originally signed by the designated signatories. Controlled hardcopies, which shall be reproduced from the Master Copy, shall be appropriately marked, initial affixed and then distributed to the approved copy holders. Superseded controlled copies shall be retrieved by the Document Control Officer to prevent unintended use of the obsolete copies. The master obsolete copy shall be stamped by the Document Control Officer as Obsolete on every page and filed for reference.





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- 7.5.6** Copies of QMS documents may be provided by the Document Controller to requesting parties, upon approval of the QMR. The copies shall likewise be reproduced from the Master Copy, but these shall be uncontrolled, i.e., the copy provided shall not be replaced shall it be superseded.
- 7.5.7** The revision number of, and changes to, internal QMS documents (those which are authored by MAWAD) shall be indicated in the Revision History. Revised documents shall bear the same code as the document they replace, but the revision numbers are updated, unless the management system documentation is re-structured.
- 7.5.8** Except for Quality policy, which shall be reviewed at least annually as part of the QMS management review, internal QMS documents shall be reviewed and revised, where necessary, at least every three (3) years. Review may also be prompted by changes to the management system scope and/ or requirements, audit findings, management directive, among others. Records of reviews shall be maintained.
- 7.5.9** Documents of external origin affecting the QMS shall be identified and their distribution controlled. The process owners shall periodically revisit the sources of these documents to ensure that the documents are updated.
- 7.5.10** QMS records shall be controlled in accordance with the established procedure on records control. The procedure shall include identification, maintenance, storage, and retrieval, protection from damage and/ or loss, and disposal of QMS records.
- 7.5.11** Adequate records shall be maintained to demonstrate conformity to the requirements of ISO 9001:2015 standard, and to the needs of MAWAD's QMS. Records relevant to the QMS include, but are not limited to, records of requests and services provided, monitoring and measurement activities, monitoring of quality performance indicators, results of audits, and reviews done on the management system.
- 7.5.12** Master lists of records per division shall be prepared for immediate reference on the implementation of the management system.





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8.0 OPERATING THE QMS

8.1 Operational Planning and Control of MAWAD's Business Processes

8.1.1 MAWAD plans, implements and controls its processes to consistently:

- 8.1.1.1 Meet customer requirements and enhance customer satisfaction;
- 8.1.1.2 Comply with applicable statutory and regulatory requirements;
- 8.1.1.3 Control and address risks and opportunities; and
- 8.1.1.4 Achieve set quality objectives.

8.1.2 MAWAD also control planned changes and review the consequences of unintended changes, acting to mitigate any adverse effects, as necessary. Further, MAWAD ensures that outsourced processes are controlled or influenced.

8.2 Requirements for Products and Services

8.2.1 Customer Communication

8.2.1.1 MAWAD establishes, defines and arranges clear effective communication systems for interfacing between MAWAD personnel and their counterparts in the customer's organization at the start of the contract review mainly for verification, inquiries and customer feedback.

8.2.2 Determining and Reviewing Requirements and Changes for Products and Services

8.2.2.1 MAWAD, through its relevant divisions and key functions, shall ensure that customer requirements related to their specific services are determined. These include among others the following:

- Requirements specified by the customer, including the requirements for delivery and post-delivery activities;
- Requirements not stated by the customer but necessary for specified or intended use, where known;
- Statutory and regulatory requirements applicable to the goods and services; and
- Any additional requirements considered necessary by MAWAD.

8.2.2.2 Further, relevant divisions and key functions shall review customer requirements prior to confirming the provision of their services and ensure that:

- Needed services are defined;
- Service requirements differing from those previously expressed are resolved;
- Relevant divisions and key functions can meet the defined service requirements;
- Records of the results of the review and actions arising from the review are maintained in accordance with the established procedure on control of documented information;





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- Where the customer provides no documented statement of requirement, relevant division and key functions confirm and document such requirements before acceptance; and
- Where customer requirements are changed, relevant division and key function ensure that applicable documents are amended and that relevant personnel are made aware of the changed requirements.

8.3 Design and Development of Products and Services

8.3.1 Design and Development Planning

8.3.1.1 MAWAD shall consider the following in determining the stages and controls for design and development of its projects:

- The nature, duration and complexity of the design and development activities;
- The required process stages, including applicable design and development reviews;
- The required design and development verification and validation activities;
- The responsibilities and authorities involved in the design and development process;
- The internal and external resource needs for the design and development of products and services;
- The need to control interfaces between persons involved in the design and development process;
- The need for involvement of customers and users in the design and development process;
- The requirements for subsequent provision of products and services;
- The level of control expected for the design and development process by customers and other relevant interested parties;
- The documented information needed to demonstrate that design and development requirements have been met

8.3.2 Design and Development Inputs

8.3.2.1 MAWAD shall determine the requirements essential for the specific types of products and services to be designed and developed. Inputs include:

- Functional and performance requirements;
- Information derived from previous similar design and development activities;
- Statutory and regulatory requirements;
- Standards or codes of practice that the organization has committed to implement; and
- Potential consequences of failure due to the nature of the products and services.

8.3.2.2 Inputs shall be adequate for design and development purposes; complete and unambiguous; and conflicting design and development inputs shall be resolved. MAWAD shall retain documented information on design and development inputs in accordance with the established procedure on control of documented information.





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8.3.3 Design and Development Controls

8.3.3.1 MAWAD shall apply controls to the design and development process to ensure that:

- The results to be achieved are defined;
- Reviews are conducted to evaluate the ability of the results of design and development to meet requirements;
- Verification activities are conducted to ensure that the design and development outputs meet the input requirements;
- Validation activities are conducted to ensure that the resulting products and services meet the requirements for the specified application or intended use;
- Any necessary actions are taken on problems determined during the reviews, or verification and validation activities; and
- Documented information of these activities is retained.

8.3.4 Design and Development Outputs

8.3.4.1 MAWAD shall ensure that design and development outputs:

- Meet the input requirements;
- Are adequate for the subsequent processes for the provision of products and services;
- Include or reference monitoring and measuring requirements, as appropriate, and acceptance criteria;
- Specify the characteristics of the products and services that are essential for their intended purpose and their safe and proper provision.

8.3.4.2 MAWAD shall retain documented information on design and development outputs in accordance with the established procedure on control of documented information.

8.3.5 Design and Development Changes

8.3.5.1 MAWAD shall identify, review and control changes made during, or after, the design and development of products and services, to the extent necessary to ensure that there is no adverse impact on conformity to requirements.

8.3.5.2 MAWAD shall retain documented information (in accordance with established procedure on control of documented information) on:

- Design and development changes;
- The results of reviews;
- The authorization of the changes; and
- The actions taken to prevent adverse impacts

8.4 Purchasing and Control of Externally Provided Processes, Products and Services

8.4.1 MAWAD ensures that externally provided processes, products and services conform to its requirements. MAWAD determines and applies controls to externally provided processes, products and services when:





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- 8.4.1.1 Products and services from external providers are intended for incorporation into MAWAD's own products and services;
- 8.4.1.2 Products and services are provided directly to the customer(s) by external providers on behalf of MAWAD; and
- 8.4.1.3 A process, or part of a process, is provided by an external provider as a result of a decision by the MAWAD.

8.4.2 Selection and Evaluation of Suppliers and Contractors

8.4.2.1 Purchases of key raw materials and services are made only from suppliers and contractors included in the "List of Suppliers". New suppliers and contractors are accredited and included in the List of Suppliers based on their previously demonstrated satisfactory performance, as evidenced by any or combination of the following:

- Suitable registration from a third-party qualification body;
- Satisfactory assessment of the company's existing management system through interviews, or onsite verification, or test results and/ or combination thereof;
- Agreement and/ or establishment of contracts or specifications

8.4.2.2 Suppliers and contractors' capability to comply with applicable legal requirements and the MAWAD's policies and regulations are considered during their accreditation and performance evaluation. MAWAD provides feedback on the suppliers and contractors' performance. Suppliers with unsatisfactory performance may be de-listed from the List of Suppliers.

8.4.3 Purchasing data

8.4.3.1 Purchases are made via purchase orders or purchasing contracts. In both cases, requirements are detailed in the purchasing documents such as code, technical specification, price, condition, delivery date, etc.

8.4.3.2 Procurement documents are checked by the Procurement personnel and appropriately approved. Purchasing personnel are responsible for placing orders, maintaining records of purchases data, supplier performance evaluation and follow-up of order status.

8.4.4 Verification of Purchased Products and Services (Incoming Inspection)

8.4.4.1 Purchased supplies and services are verified through the inspection of condition, quantity and quality of the delivered goods or services. Depending on the performance of the products or items in the process, random sampling can be initiated for product quality characteristics. Performance are monitored closely and any issues encountered is raised accordingly for appropriate action. Records of verification are retained.

8.4.4.2 Key raw materials are inspected upon receipt or delivery. Inspections include completeness and accurateness of documentation, and the physical state of the product, including containers, ensuring there is no leak that could contribute to material degradation and may results to hazards. Some controls applied to





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incoming raw materials include the physical inspection and/or testing of incoming materials.

8.4.4.3 For direct supplies, in the case, of direct flow status, product quality is guaranteed based on previous acceptance rate. Purchased products failing to meet acceptance criteria are physically identified, segregated and handled and/or disposed in accordance with the procedure on Control of Nonconforming Outputs.

8.4.4.4 Where the purchasing function requires verification of the purchased products or services at the premises of suppliers and services providers, it shall define verification arrangements and methods of release with the suppliers in the purchasing documents.

8.5 Production and Service Provision

8.5.1 Control of Production and Service Provision

8.5.1.1 Operations and processes of MAWAD that could affect the quality of its instruction, research and extension services shall be identified, planned, maintained and carried out under specified conditions to meet customer requirements and enhance customer satisfaction.

8.5.1.2 Specified conditions shall include among others, the following:

- Preparation of documented procedures, guidelines or work instructions on how the different core and support processes shall be performed. The procedure, guideline or work instruction shall include where practicable, a clear definition of responsibilities and the minimum requirements for each processes and services, i.e., timetable for the processes, resources required, etc. Where applicable, the requirements of set objectives and targets shall also be incorporated in the documentation. Where practicable, a copy of relevant documentation shall be made available at each division for immediate reference during the implementation of the service provision processes at any given time;
- Use of qualified and competent personnel in performing the different core and support processes. Relevant personnel shall be qualified based on their education, training and/ or experience;
- Use of appropriate and adequate equipment and facilities in providing instruction, research, production and development, and extension services, and suitable work environment;
- Use of appropriate monitoring and measuring equipment and methods for defined monitoring and measurement activities, i.e., performance evaluation, customer satisfaction survey, etc.;
- Provision of adequate resources and processes to ensure compliance to applicable statutory and regulatory requirements, and accreditation requirements including international standards that the company subscribes to; and
- Implementation of appropriate release, delivery and post-delivery activities for instruction, research, production and development, and extension





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services, i.e., performance in the licensure examination, employment opportunities, etc.

- 8.5.1.3 The service provision processes covered in the QMS that shall need to be carried out under controlled conditions are illustrated in Attachment 4 – Mangaldan Water District Business Process.

8.5.2 Identification and Traceability

8.5.2.1 Where appropriate, MAWAD shall identify its products and services including their status where practicable, by suitable means throughout product realization.

8.5.2.2 The need for identification and traceability may also apply to the following:

- Product status during verification of delivered purchases;
- Status and capability of service provision processes, particularly resulting from monitoring and measurement activities; and
- Relevant statutory and regulatory requirements

8.5.2.3 The process or methods in the use of unique identification and traceability shall be built-in in the specific operational procedures, guidelines and work instruction for the different services of the company.

8.5.3 Property Belonging to Customers or External Providers

8.5.3.1 Customer properties covered under this element of the standard shall include but not limited to the following:

8.5.3.2 The company shall ensure that customer properties given to the company shall be identified, verified, and reasonably protected while being handled/ kept. These properties form part of the QMS documented information. The control and/ or maintenance of such properties shall be in accordance with the procedure on documented information.

8.5.4 Preservation

8.5.4.1 This element of the standard applies mainly to the following:

- Purchased goods, i.e., supplies and materials
- In-process materials (used as constituents of the products) and final products being produced or developed
- Tangible products produced from researches.

8.5.4.2 Relevant divisions shall maintain procedures to ensure preservation of their respective products described above through proper identification, handling, storage and protection during internal processing and delivery to the intended process or customers to maintain conformity to requirements.





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8.5.5 Post-delivery Activities

8.5.5.1 MAWAD determines post-delivery activities considering statutory/ regulatory and customer requirements, nature, use and intended lifetime of products and services; and customer feedback

8.5.6 Control of Changes

8.5.6.1 MAWAD, through its relevant division's reviews and controls changes in its production processes, to the extent necessary to ensure continuing conformity to service requirements.

8.5.6.2 MAWAD retains documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

8.6 Release of Products and Services

8.6.1 Products and services are not released for use until conformance to specification has been demonstrated. If product is released before testing is completed, records are kept which will permit appropriate action in the event of subsequent nonconformity per record retention procedures.

8.6.2 Final inspections and tests for conformance against specified requirements are completed as defined in the risk and opportunities assessment and/ or as described in other documents. Systems are in place to assure that all required inspections and tests on products prior to and during final inspection are performed and that the results meet specified requirements.

8.7 Control of Nonconforming Outputs

8.7.1 The identification of nonconforming goods and services and determining subsequent actions shall be carried out in accordance with the established procedure on control of nonconforming outputs. These nonconformities maybe detected out of specification during monitoring and measurement of processes at different stages of the MAWAD operations and services. Nonconforming outputs in the provision of instruction, research and extension services shall include, but are not limited to the following:

8.7.1.1 Nonconforming purchased products and services - Incoming raw materials or purchased services that failed to meet the required purchase specification, i.e., office supplies and materials, uniforms, equipment and parts, laboratory chemicals, books, etc. This may also refer to nonconforming outsourced services, i.e., technical consultants, laboratory tests, etc

8.7.1.2 Nonconforming staffs – Personnel whose performance rating is below the acceptable performance rating;

8.7.1.3 Nonconforming research inputs and outputs; and

8.7.1.4 Nonconforming services – Services evaluated by customers during satisfaction survey to be below the acceptable performance level

8.7.2 Non-conforming outputs shall be identified and where practicable, segregated or marked to prevent them from being used or from being delivered to the customer. Where appropriate, correction and corrective action shall be initiated to prevent their recurrence.





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- 8.7.3** Nonconforming outputs shall be recorded in Logbook of Nonconforming Outputs by relevant functions. The Logbook shall contain information describing the details of the nonconformity of the product/ service, immediate and subsequent actions taken, including disposition. Responsibilities and authorities in the review and disposition of nonconforming products (services), and maintenance of records shall be defined and performed in the specified procedures. Where nonconforming products or services are reworked or repeated, these shall be re-evaluated before use and/ or delivery to the next stage/ process. Records of re-evaluation shall be maintained.
- 8.7.4** When nonconforming outputs are detected, the Corrective Action Request (CAR) shall be initiated to relevant functions of the concerned division. The CAR shall be initiated and processed in accordance with the procedure on corrective action.





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9.0 PERFORMANCE ASSESSMENT OF THE QMS

9.1 General Requirements

9.1.1 As illustrated in the PDCA framework of the QMS, the performance of the management system is monitored, measured, analyzed and evaluated to:

9.1.1.1 Determine conformity of the QMS to planned arrangements and the requirements of the ISO 9001:2015 Standards; and

9.1.1.2 Identify areas for continually improving the quality performance of MAWAD and the effectiveness of the QMS.

9.1.2 MAWAD's QMS processes shall be monitored and measured at relevant stages and levels to determine their conformity to planned arrangements and the requirements of the ISO 9001:2015 Standard on which this management system is based. The monitoring and measurement of processes and products are aimed at identifying areas for continually improving the implementation and effectiveness of the management system.

9.1.3 Monitoring and measurement processes shall be appropriate to the organization's needs. Monitoring and measurement of performance quality include monitoring of MAWAD's progress with its set goals, specific objectives; conformity to its operational procedures, and the implementation of quality initiatives of MAWAD.

9.1.4 Results of monitoring and measurement shall be recorded and analyzed to facilitate the assessment of the management system's overall performance and to identify opportunities for continual improvement.

9.2 Monitoring, Measurement, Analysis and Evaluation of Quality Performance

9.2.1 Monitoring Customer Satisfaction

9.2.1.1 A Customer Satisfaction Survey shall be conducted regularly to determine the overall perception of the customers as to how well MAWAD is meeting customer requirements. Consolidated results shall be presented during the management review.

9.2.1.2 Performance rating below the acceptable level shall be considered nonconforming product and shall require correction and corrective action.

9.2.1.3 Relevant functions of the company shall monitor and measure the satisfaction level of their customers) on the quality of product or services they provide. Customer satisfaction survey forms that are aimed to determine how well the different divisions are meeting the requirements of their customers shall be developed. Customer satisfaction indicators and criteria shall include but not limited to the following:

- Quality of Product/Project/ Services
- Technical Competency
- Customer Relations
- Timeliness of Service
- Impact/ Outcome of the Extension Projects/ Programs





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9.2.1.4 The evaluation shall be conducted by the QMR / DCO. The results of the survey shall be tabulated, summarized and analyzed using appropriate statistical tools. Consolidated results shall be presented during the management review.

9.2.1.5 Any rating below the set acceptable rating shall be addressed with appropriate corrective action. Appropriate action may also be initiated when the performance rating is still within an acceptable level but there is a decreasing trend in performance and/ or when a performance criteria not met, Records of the nonconforming personnel and action taken shall be maintained.

9.2.2 Monitoring Quality Objectives and Programs

9.2.2.1 Performance against set goals, objectives and performance indicators shall be monitored and measured at planned intervals.

9.2.2.2 As discussed earlier, MAWAD's objectives shall be established at each relevant division during MAWAD periodic strategic planning. Management programs shall be formulated and implemented to achieve set objectives. The objectives and programs shall be further documented in MAWAD Development Plans.

9.2.2.3 The progress of the company against its Development Plans shall be reviewed at the division level and where appropriate, corrective actions shall be taken at each level of responsibility. Accomplishment Reports of each division shall be submitted to QMS for consolidation and submission to the General Manager at the end of the year. Objectives, which are not achieved or programs which are not implemented as planned, shall be evaluated during the Strategic Planning and where found relevant, shall be carried over for the next year.

9.2.2.4 Where practicable, and at the discretion of the ISO Working Team, new and additional objectives and performance indicators may be set when objectives are met well in advance of the target schedule.

9.2.2.5 Additional objectives and programs may also be set upon recognition of other priority areas for improvement. These improvement areas may result from corporate directives, the organization's continuing review of its new activities, products; and/ or considering new information and available technology for MAWAD.

9.2.2.6 Objectives which are not achieved or programs which are not implemented as planned shall be addressed in accordance with the established procedure on corrective action

9.2.3 Monitoring and Measurement of Processes

9.2.3.1 MAWAD shall monitor its QMS processes and service through audits and inspections at relevant stages of the business processes. To facilitate this activity, the processes are categorized as follows:

- System-related processes, which address the system requirements of the ISO 9001:2015 Standard;
- Product quality-related processes

9.2.3.2 Implementation and effectiveness of the system-related processes shall be monitored and measured mainly through internal QMS audit, as explained in





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the latter sections of this manual. Any deficiency or nonconformity detected during audit shall be addressed in accordance with the established procedure on corrective action. On the other hand, monitoring and measurement of MAWAD's service quality-related processes shall be performed at relevant stages by. In addition, the Customer Satisfaction Survey shall also be used to monitor and measure the effectiveness of the processes and services of MAWAD.

- 9.2.3.3 Core processes and support services rated below the acceptable performance level shall be considered nonconforming process or service and shall require intervention from the Head of their division. Any rating below the set acceptable rating shall be addressed with appropriate corrective action. Where practicable, comparative analysis of the results of monitoring and measurements activities shall be done to establish trends, which could be used in identifying the need for preventive actions. Records of the nonconforming process or services, and any action taken shall be maintained.

9.2.4 Monitoring and Measurement of Services

- 9.2.4.1 MAWAD monitors and measures its products and services at a defined frequency and stage of business processes against criteria specified in the quality or process control plans and documented procedures. The verification activities, when these are to be performed and the responsibilities for these are also contained in the plans.

- 9.2.4.2 Nonconforming outputs are addressed with corrective action in accordance with the documented procedure for control of nonconforming outputs and corrective action. Where practicable, comparative analysis of the results of tests and measurements are done to establish trends, which could be used in identifying the need for actions

9.2.5 Analysis and Evaluation of Monitoring and Measurement Data

- 9.2.5.1 MAWAD define data that needs to be collected, analyzed and evaluated, and record where these data are gathered by responsible personnel. The results of monitoring and measurement activities are the main sources of data or information to be analyzed and evaluated. Where appropriate, statistical techniques are applied in the analysis of data.

- 9.2.5.2 Results of the analysis and evaluation of monitoring and measurement activities serve as the basis of continual improvement and demonstrate the suitability and effectiveness of the QMS. Hence, to ensure that the analysis and evaluation of data are comprehensive and meaningful, these must provide information relating to:

- Conformity of products and services to requirements;
- Degree of customer satisfaction and concerns of interested parties;
- Performance and effectiveness of the QMS;
- If planning has been implemented effectively;
- Characteristics and trends of processes, products and other defined parameters, including the need for action and opportunities for the enhancement of control measures for associated risks and opportunities;
- Performance of suppliers to the company's specified requirements and level of commitments to comply with the requirements of the QMS; and
- Need for improvements to the quality management system.





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9.2.5.3 The results of monitoring and measurement activities shall be the main sources of data or information to be analyzed. Division Heads shall ensure that data or information obtained in their respective areas that relate to the QMS and the quality of services being provided shall be summarized, consolidated and analyzed. Where necessary, appropriate statistical techniques shall be used. Data analysis shall include among others information relating to the following:

- Customers' satisfaction;
- Conformity of processes and support services to specified requirements;
- Characteristics and trends of QMS processes and the quality of services being provided, including the need for appropriate action and opportunities for improvement; and

9.2.5.4 The results of data analyses are one of the basis in identifying nonconformity or inadequacies of the QMS. Likewise, the results are also used in identifying the need for corrective action, additional training of personnel, and areas and opportunities for further improvement in the management system.

9.3 Identification and Evaluation of Compliance Obligations

9.3.1 MAWAD shall establish, implement and maintain procedures for periodically monitoring and evaluating its compliance with applicable statutory and regulatory requirements to which it subscribes. Compliance shall be evaluated in light of new and/ or amendments of existing regulations, and other significant changes in the company that could potentially affect its QMS performance.

9.3.2 MAWAD's compliances are also evaluated considering new and/ or amendments of existing laws and regulations, installation of new equipment/ facilities, renovation/ repairs and improvements of facilities use of new or modified products or process, after an accident or emergency, and other significant changes in MAWAD that could potentially affect its quality performance.

9.3.3 Breaches with applicable laws and regulations, including timely application or renewal of required permits and licenses and/ or submission of reports are closely monitored. For compliance to legal limits or standards, where practicable, comparative analysis of the results of tests and measurements is done to determine trends, which could be used in identifying further opportunities for improvement. The results of periodic evaluation are reflected on the Master List and/ or prescribed reports.

9.3.4 The results of periodic compliance monitoring and evaluation are brought to the attention of the Management. Non-compliance issues are acted upon and where necessary, addressed with appropriate corrective action. Where practicable, comparative analysis of the results of tests and measurements shall be done to establish trends, which could be used in identifying the opportunities for improvement.

9.4 Internal QMS Audit

9.4.1 Internal audit of the management system shall be carried out in accordance with the established procedure. Audit of the entire management system shall be conducted at planned intervals at least annually. Additional audits may be undertaken where there are identified problems that could seriously affect the integrity of the QMS. The purposes of the internal audits are as follows:





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9.4.1.1 Determine whether the QMS conforms to planned arrangements such as those defined in the Quality policy, objectives, operational procedures, to the requirements of the ISO 9001:2015 Standard, and other requirements of the management systems, and MAWAD's Policies;

9.4.1.2 Verify that the QMS is properly implemented and maintained; and

9.4.1.3 Provide information on the results of audits for management review.

9.4.1.4 The internal audit shall be undertaken by a team of qualified auditors. The team shall comprise auditors from different divisions and shall be headed by the Lead Internal QMS Auditor. The auditors shall be appropriately trained and must have completed at least the following trainings or their equivalents:

- Appreciation Course on ISO 9001:2015 Standard
- Internal QMS Audit Course

9.4.2 The auditors must also be familiar with the MAWAD processes and QMS requirements. To ensure the objectivity and impartiality of the audit process, the internal auditors shall not audit their own work/ areas.

9.4.3 The Lead Internal QMS Auditor shall maintain an audit program that takes into consideration the status and importance of the processes and areas to be audited and results of previous audits. An internal audit matrix shall be developed to determine the scope of audit that shall be conducted for every area/ process/ function. Results of the audit shall be recorded in checklists and the nonconformities and observations shall be documented using the Corrective Action and Internal Audit Report forms. Audit records shall be maintained and properly controlled.

9.4.4 The process owner of the audited area/ function/ process shall ensure that correction and corrective actions are taken to eliminate the detected nonconformities and their causes without undue delay. Follow-ups of corrective actions taken to address audit findings shall be performed in accordance with the established procedure on corrective action.

9.5 Management Review

9.5.1 Review Process

9.5.1.1 A two-tier review shall be adopted for the review of the QMS to ensure its continuing adequacy, suitability and effectiveness.

9.5.1.2 The first tier shall be in the Division level, which shall focus on day-to-day issues and implementation of the management system. This review shall be chaired by the QMR. The Review Team at this level shall include at minimum, all the Division Heads, and representatives in the ISO Working Team.

9.5.1.3 The second tier shall be a dedicated review of the management system which shall be conducted at least once a year. This periodic review shall be conducted by the defined Management Review Team (Refer to Figure 5.2, Functional Structure of the QMS of MAWAD) and chaired by the Top Management/ General Manager. The Team comprises at minimum the General Manager, QMR, Document Control Officer, Division Heads and the Lead Internal QMS Auditor.





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9.5.2 Review Inputs

9.5.2.1 The review inputs shall include but are not limited to the following:

- Status of actions from previous Management Review;
- Changes in:
 - External and internal issues that are relevant to the QMS;
 - The needs and expectations of interested parties including compliance obligations; and
 - Risk and opportunities
- The extent to which quality objectives have been achieved;
- Information on the performance and effectiveness of the QMS, including trends in:
 - Customer satisfaction and feedback from relevant interested parties;
 - Process performance and conformity of products and services;
 - Nonconformities and corrective actions;
 - Monitoring and measurement results;
 - Fulfilment of compliance obligations;
 - Audit results; and
 - The performance of external providers;
- The adequacy of resources;
- The effectiveness of actions taken to address risks and opportunities; and
- Relevant communication(s) from interested parties, including complaints; and
- Opportunities for continual improvement.

9.5.2.2 The above agenda need not be covered in a single meeting, but these must be discussed within each second tier QMS review cycle, i.e., one year.

9.5.2.3 Review Outputs - Outputs shall include actions and decisions regarding:

- Conclusions on the continuing suitability, adequacy and effectiveness of the QMS;
- Commitments and recommendations for continual improvement;
- Resource needs, i.e., training needs, technology upgrade, etc.;
- Continuing suitability of the MAWAD quality policy, objectives and programs;
- Opportunities to improve integration of the QMS with other business processes, if needed;
- Any implications for the strategic direction of the organization; and
- Other changes that could affect MAWAD's QMS.

9.5.2.4 The minutes of the meeting shall be maintained in accordance with the documented procedure for records control. Copy of the minutes shall be distributed to all the members of the Management Review Team, who then are responsible in communicating relevant information in their respective divisions.

9.5.2.5 The QMR may post some highlights of the meeting and/ or relevant information about the performance of the management system for possible participation and consultation among their employees and members on-site.





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9.5.2.6 Where appropriate, the management may initiate the issuance of corrective action for areas needing further investigation and immediate action, areas for improvement, or issues that could result to a potential nonconformity.

9.5.2.7 Records of reviews, including decisions and actions taken shall be retained by the Document Controller.

10.0 IMPROVEMENT OF THE QMS

10.1 General Requirements

10.1.1 The results from the analysis and evaluation of quality performance, internal audits and management review are considered by MAWAD when acting to improve the QMS.

10.2 Nonconformity and Corrective Action

10.2.1 System nonconformity is defined as any deviation from specifications, operational criteria, procedures, regulations and other management system requirements. The following are the possible nonconformities requiring system improvement that may be encountered during the implementation and maintenance of the QMS:

10.2.1.1 Nonconforming outputs detected during monitoring and measurements activities;

10.2.1.2 Nonconformities and observations detected during audits, i.e., internal, external audits;

10.2.1.3 Valid complaints from customers or low satisfaction level during customer satisfaction monitoring;

10.2.1.4 Noncompliance to legal requirements detected during periodic evaluation of compliance including notice of violation from the regulatory bodies;

10.2.1.5 Objectives that are not achieved or programs not implemented as planned, detected during monitoring and measurement activities;

10.2.1.6 Poor performance of suppliers against prescribed criteria during performance evaluation;

10.2.1.7 Problems (actual or potential) identified by the Management Review Team during QMS review requiring preventive action; and

10.2.1.8 Potential problems identified during the analysis of QMS performance data.

10.2.2 Relevant MAWAD personnel shall be guided in addressing actual and potential nonconformities and other system improvement requirements of the QMS through the established procedure on Nonconformity and Corrective Action. The procedures on corrective actions that shall define responsibilities and authorities for the above nonconformities/ system improvement requirements and shall contain provisions for the following:

10.2.2.1 Documentation of the detected nonconformity, correction and corrective action processes through the Corrective Action form containing the following fields:





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- Description and review of nonconformities (actual and potential) and other system improvement requirements, usually done by the function initiating the issuance of the corrective action, or function detecting the nonconformity;
- Determination of the cause of nonconformities (actual and potential) and other system improvement requirements, usually done by the division/ office/ unit or designated function to whom the corrective action has been issued;
- Determination and initiation of correction or control measures for mitigating the consequences of the nonconformity;
- Determination and implementation of appropriate action(s) to prevent the occurrence or recurrence of actual nonconformity
- Review and verification of the implementation and effectiveness of action(s) taken.

10.2.2.2 Corrective actions shall be appropriate to the nature and magnitude of the problem to the QMS performance of MAWAD. Evaluation of results of corrective action raised and implementation of corresponding action plans and resolutions shall be covered by the management review process.

10.2.3 Changes to documentation that may be prompted by corrective actions shall be incorporated following the established procedure on control of documented information. Relevant records shall be appropriately controlled

10.3 Opportunities and Continual Improvement

10.3.1 MAWAD continually improves the suitability, adequacy and effectiveness of the QMS to enhance its quality performance including conformity of products and services.



Attachment 1: RESOLUTION FOR THE APPROVAL OF THE MANGALDAN WATER DISTRICT QUALITY MANAGEMENT SYSTEM POLICY MANUAL

EXCERPTS FROM THE MINUTES OF THE BOARD OF DIRECTORS' REGULAR MEETING HELD AT THE MANGALDAN WATER DISTRICT OFFICE ON NOVEMBER 10, 2017.

Present:

Former Mayor. Tito B. Sarzaba, Jr.....Chairman
Dra. Teresita G. Cera.....Vice-chairman
Engr. Francisco M. Evangelista.....Secretary
Engr. Cesar C. Dizon.....Treasurer
Mrs. Linda S. Ang.....Director

Other Present:

Engr. Marcelo M. PetonioGeneral Manager
Terry S. Marticio.....Executive Assistant B

RESOLUTION NO. 26, S' 2017 (RESOLUTION APPROVING THE MANGALDAN WATER DISTRICT QUALITY MANAGEMENT SYSTEM POLICY MANUAL)

WHEREAS, the Board during their Regular Meeting held on April 28, 2017 approved the budget for the procurement of the Consulting Services for the implementation, audit and certification of the MAWAD ISO 9001:2015 Certification, Quality Management System in the amount of P700,000.00;

WHEREAS, the Management directed the Bids and Awards Committee (BAC) to conduct the necessary action to determine the appropriate mode of procuring the aforesaid approved project;

WHEREAS, through the management approved the BAC Resolution No. 5 & 7, s' 2017 for the procurement activities of the afore-stated project;

WHEREAS, the Local Water Utilities Administration and Department of Budget and Management Joint Memorandum Circular No. 2017-014-17 dated July 31, 2017 known as Guidelines on the Grant of the Fiscal Year 2017 Performance Based Bonus (PBB) Local Water District issued pursuant to Executive Order No. 80 and Memorandum Circular No. 2017-1, prescribes all Local Water Districts under Categories A and B in the Fiscal Year 2017 Performance Targets the establishment of a Quality Management System for at least one process certified by any international certifying body approved by IATF or ISO aligned documentation of its QMS for one core process;

WHEREAS, in compliance with the requirements of the LWUA-DBM Joint Circular No. 2017-014-17, there is a need to establish a Quality Management System (QMS) Policy Manual to be used by MAWAD;

WHEREAS, the Mangaldan Water District commits to establish an efficient and effective Quality Management System (QMS) Policy Manual and maintain a highly competent and quality resources to ensure the efficient and effective delivery of mandated services such as to

provide water supply that is adequate, potable, safe and affordable to the people of Mangaldan and adjoining places;

WHEREAS, the MAWAD QMS Policy defines the scope, design, functional structure and responsibilities documentation structure and core elements of the QMS;

WHEREAS, the MAWAD QMS Policy includes the District's policies and intentions to satisfy the requirements of the ISO 9001:2015 Standards to which this QMS is based;

WHEREAS, the QMS Policy Manual shall serve as the primary reference of MAWAD in controlling its processes and shall apply to all MAWAD employees, suppliers, contractors, service providers including those which are outsourced;

NOW THEREFORE, on motion of Dir. Teresita G. Cera duly seconded by all the members present, it was:

RESOLVED, AS IT IS HEREBY RESOLVED, to approve and adopt the QMS Policy Manual including Procedures and Work Instructions, Forms and templates and shall be known as "MAWAD QMS Policy Manual".

Approved unanimously.

There being no other matters to be discussed the meeting was adjourned.

CERTIFIED CORRECT:



ENGR. FRANCISCO M. EVANGELISTA, JR.
Secretary

ATTESTED BY:



FORMER MAYOR TITO B. SARZABA, JR.
Chairman



MANGALDAN WATER DISTRICT

Our Quality Policy

Mangaldan Water District is staunch to ensure customer satisfaction and continual improvement as evidenced by our commitment to:

- PROVIDE adequate, potable, safe and affordable water twenty-four hours a day; seven days a week;
- ATTEND immediately to stakeholders as soon as they visit our premises and HEAR their feedback to appropriately respond instantly;
- EMPOWER our management and staff to ensure provision of fair and quality service;
- COMPLY with all applicable statutory and regulatory requirements;
- REGULARLY evaluate risks and opportunities to ensure organizational agility; and
- CONTINUALLY improve our system.

Approved by:


ENGR. MARCELO M. PETONIO
General Manager

Attachment 3: COMPOSITION OF MAWAD QMS MANAGEMENT REVIEW TEAM



Mangaldan Water District
Mangaldan, Pangasinan

QUALITY MANAGEMENT SYSTEM MANAGEMENT REVIEW TEAM



Engr. Marcelo M. Petonio
Over-all Team Leader



Marlyn C. de Guzman
Quality Management Representative



Demmee G. Carbonel
Document Control Officer



Bernadeth D. Dizon
Member – Administrative Div.



Violeta B. Gayaga
Member – Finance Div.



Violeta O. Garcia
Member – Commercial Div.



Juan B. Bauzon
Member – Engineering Div.



Donald M. Relleve
Member – Administrative Div.



Anna Liza G. Ramos
Member – Finance Div.



Cecille A. Fabia
Member – Commercial Div.



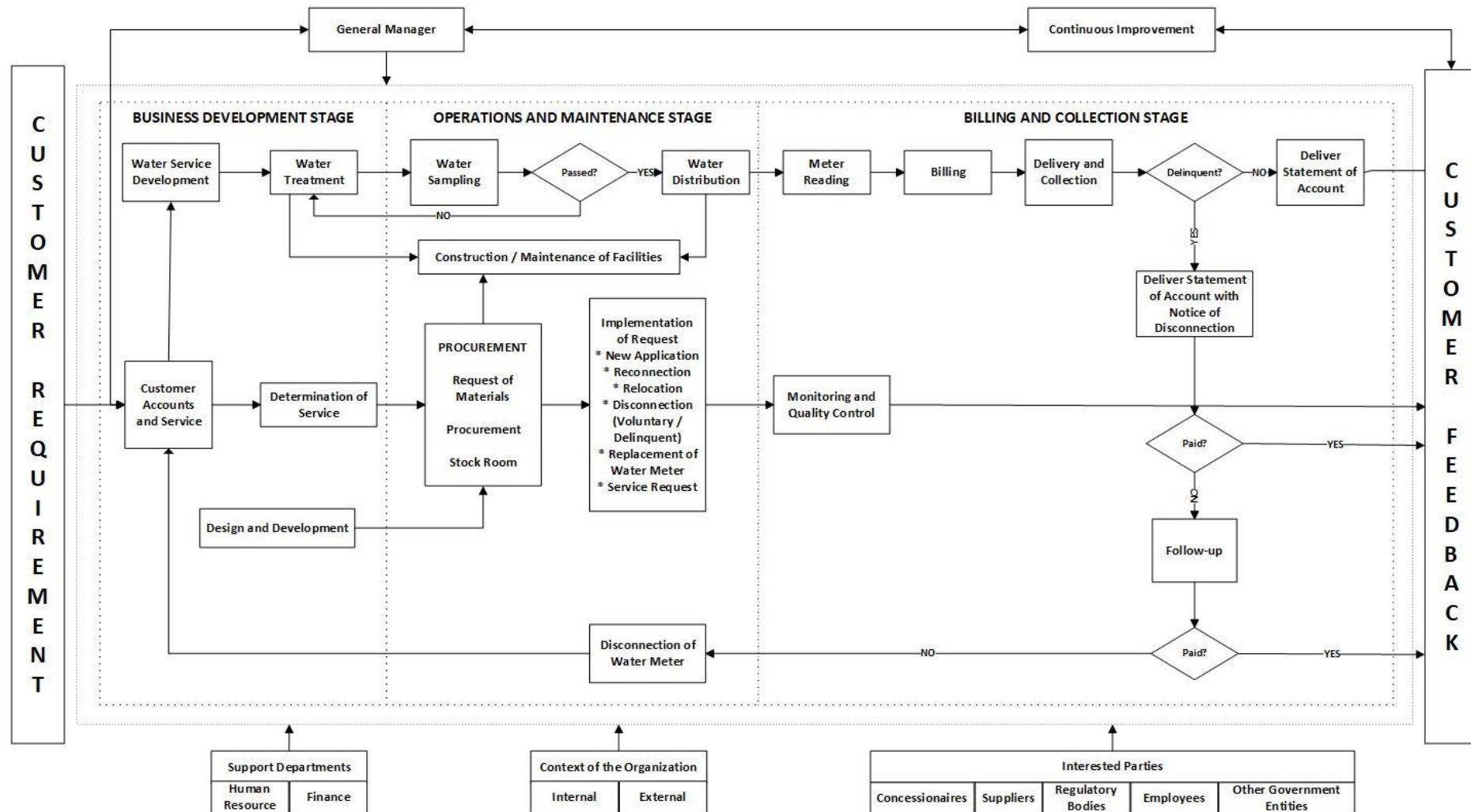
Leonardo M. de Vera
Member – Engineering Div.

ATTACHMENT 4: MANGALDAN WATER DISTRICT BUSINESS PROCESS



MANGALDAN WATER DISTRICT
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MANGALDAN WATER DISTRICT BUSINESS PROCESS



ATTACHMENT 5: THE MANGALDAN WATER DISTRICT SWOT ANALYSIS

INTERNAL ISSUES		EXTERNAL ISSUES	
STRENGTHS	WEAKNESSES	OPPORTUNITIES	THREATS
<ul style="list-style-type: none"> • Reliable and sufficient source of raw water • Well-trained and skilled personnel • 24/7 water pump operation • Round the clock pump operator on-duty • Water Safety Plan in place • Implementation of leak repair activities beyond regular working hours • Sufficient water production facilities to handle existing demand • CSC Accredited Agency (Level II) • Harmonious relationship between Board and Management • Highly disciplined employees • Established Performance Monitoring System • Updated Organizational Structure • Sufficient fitness program for employees • Competitive water rates • Reward system for informants of illegal connections • On-time payment of utilities, loans and other remittances 	<ul style="list-style-type: none"> • Water quality, supply adequacy and low pressure experienced in some areas • Intrusion of sand in water wells • Personnel needs training and re-tooling • Insufficient back-up units • Old pipes still serving the system resulting to non-revenue water (NRW) • Lower production in times of highly turbid raw water • Undetected pipeline leakages • Understaffed • Website needs further development and promotion • Social media not fully utilized for information dissemination • Absence of database of customer's contact numbers 	<ul style="list-style-type: none"> • Bigger demand for infrastructure development • Construction of water treatment plant • Additional water source • Reduction of non-revenue water (NRW) • Rehabilitation of old and undersized pipes • Availability of new technology for water filtration • Procurement for construction service of water tanks • Upgrade and procurement of back-up units and leak detection equipment • Use of alternative chemicals for water treatment • Establishment of feedback system for non-frontline services • Hiring of additional staff / outsourcing of manpower • Standardization of processes in accordance with ISO 9001:2015 • Use of social media for information dissemination • Use of website for online billing inquiry, payment system, and customer satisfaction survey 	<ul style="list-style-type: none"> • Right of way issues • Proximity to fault line • Changes in regulatory requirements for water supply • Rapid population growth • Pollution due to urbanization • Depletion of ground water source • Illegal connections • Turbidity level and manganese at source • Changes in government regulations • Unstable internet network connections

INTERNAL ISSUES		EXTERNAL ISSUES	
STRENGTHS	WEAKNESSES	OPPORTUNITIES	THREATS
<ul style="list-style-type: none"> • On-time release of employees' salaries and benefits • Financial stability • Full implementation of New Government Accounting System (NGAS) 		<ul style="list-style-type: none"> • Availability of software for computerization of financial management processes • Increased revenue from service expansion 	

ATTACHMENT 6: NEEDS AND EXPECTATIONS OF INTERESTED PARTIES

INTERESTED PARTIES	NEEDS (<i>Stated Services / Requirements</i>)	EXPECTATIONS (<i>Implied Requirements</i>)
Concessionaires / Consumers	24/7 Water Service; Potable water supply	Efficient and effective water supply; Reliable employees handling service
Local Government Units	Proper coordination of project implementation	Recognition of its role in the delivery of water service
Local Water Utilities Administration (LWUA)	Timely submission of reports	Compliance with regulatory bodies
DOH / Rural Health Unit	Timely submission of reports	Compliance with regulatory bodies
Department of Environment and Natural Resources (DENR)	Timely submission of reports	Compliance with regulatory bodies
Department of Public Works and Highways (DPWH)	Timely coordination of pipelaying projects along public roads	Attendance to coordination meetings
Commission on Audit (COA)	Immediate compliance with directives	Compliance with regulatory bodies
Bureau of Internal Revenue (BIR)	Timely payment of taxes; Timely submission of reports	Compliance with regulatory bodies
Civil Service Commission (CSC)	Timely submission of personnel appointments and reports	Compliance with regulatory bodies
Government Service Insurance System (GSIS)	On-time payment of remittances	Compliance with GSIS rules and regulations
PAG-IBIG	On-time payment of remittances	Compliance with PAG-IBIG rules and regulations
PhilHealth	On-time payment of remittances	Compliance with PhilHealth rules and regulations
Land Transportation Office (LTO)	Timely registration of government vehicles	Compliance with LTO rules and regulations
Philippine National Police (PNP)	Immediate coordination of safety concerns	Recognition of its role in peace-keeping
Bureau of Fire Protection (BFP)	Reliable water supply during fire incident	Coordination with the BFP on fire hydrant locations and functionality
Central Pangasinan Electric Cooperative, Inc (CENPELCO)	On-time payment of electric bills	Proper coordination of projects requiring power supply
Employees	Timely release of salaries and benefits	Conducive work environment and continuing employee training and development programs
Suppliers / External service providers	Timely release of payment for products and services delivered	Complete information regarding product requirements and specifications