CALAMBA WATER DISTRICT

TITLE: QUALITY MANAGEMENT SYSTEM MANUAL

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8	Laboratory (Quality Control Division)
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A controlled copy of the Manual and Documented Information is issued each to the Top Management and respective departments. The certifying body shall be given an uncontrolled copy of the Manual and Documented Information upon their request.

1.0 INTRODUCTION

1.1 COMPANY BACKGROUND

The Municipality of Calamba used to manage the water system of the town as early as 1926. However, in 1956, the National Waterworks and Sewerage System Authority (NAWASA) was created to oversee the water system management of the whole province of Laguna. In 1964, the supervision and management of the water system was given back to the municipal government.

Realizing the necessity for adequate supply of potable water for domestic and industrial use in the locality, the Municipal Council of Calamba, headed by then Mayor Taciano Rizal, adopted and approved Resolution No. 82, Series of 1974 on August 7, 1974. The resolution provides the creation of the **Calamba Water District (CWD)** covering all areas within the geographic boundaries of the municipality, and transferring all existing facilities into the jurisdiction and ownership of CWD, pursuant to Presidential Decree 198 (PD 198).

On September 04, 1976, LWUA which is likewise created through PD 198 to supervise all local water districts, awarded the Conditional Certificate of Conformance # 29 to CWD after the latter had completed the minimum requirements to form a District, granting the CWD the right and privileges to function as such, as prescribed in the PD 198. During its early years, CWD is servicing around 700 concessionaires only. Good management and hard work paid off that in a span of three decades, its coverage and number of concessionaires grew significantly to over 54,182. Additionally, from an original single water source, the Bucal Pumping Station, CWD now has 64 pumping stations to date.

Unwavering in its effort to expand and provide water to cater the needs of its covered areas, CWD focused its eyes on the improvement of existing structures, construction of new pumping stations, and installation of pipelines.

1.2 APPLICATION OF THE QUALITY MANAGEMENT SYSTEM

CWD has established a quality management system that defines processes and sub-systems clearly understood and managed by qualified and competent personnel. The scope of the company's quality management system for certification includes the company's main service which is water system management. The company's quality

management system is documented to ensure fulfillment of the needs and expectations of customers and other interested parties, and the extent of documentation is appropriate to the company's policy. Standard Used: ISO 9001: 2015, Quality Management System.

This quality manual describes the quality management system of the Calamba Water District Laboratory. Its scope is: Water Distribution and Testing Services.

1.2.1 The Quality Management System is applicable to the:

The Calamba Water District laboratory's purpose is to ensure that the goals and objectives are systematically and consistently achieved. It is comprise of the activities which enables the laboratory to deliver its services. It includes the Quality Policy, Quality Manual, Standard Procedures, Work Instructions and Quality Records.

All documents are structured in accordance to the requirements of the standard. The changes made to existing documents are communicated to all personnel concerned and is acknowledged by the Head of the Laboratory.

1.2.2 As part of the analytical services of Calamba Water District, The Laboratory Division provides microbiological testing aiming to identify potentially dangerous sources of water to safeguard the health of the people.

This manual should facilitate the transfer of information necessary during inspection, review and training.
"Process of participating in the eligibility process procedures, submit bid proposals and implement awarded contract. Timely turnover of completed projects to the satisfaction of customer's requirements and compliance to Statutory and Regulatory requirements" Reduce customer's complaint and minimize reworks.

1.2.3 The Quality Management System described in this manual complies with the applicable requirements of ISO 9001:2015, and R.A. 9184 (Government Procurement Reform Act, 22 July 2006) and compliance to Statutory and Regulatory Requirements.

The Business Process Map (BPM) *(Appendix A)* attached to this manual identifies the processes needed for the QMS and their application. It also shows the sequence and interaction of these processes.

1.3 Exclusion: Section 8.3 -- Design and/or Development, including all subsections within this clause Justification: **CWD** does not design or develop the services that it provides. All service specifications are defined by customers and outsourced service providers in terms of materials and other technical services. **CWD** as accredited with the Water District management the Presidential Decree (PD) 198, as amended by the PD 768 and 1479, otherwise known as the Local Water Utilities Act of 1973, paved the way for the creation of the Local Water Utilities Administration (LWUA) to extend financial aid and assist urban and rural water users through loans, trainings, and other forms of technical assistance. and responsibility is laid on the shoulder of the General Manager.

1.4 Provision for External Providers: For details please refer to General Purchasing Process (CWD-PUR-001).

CWD team undergoes trainings relevant to their work and specialization to equip them with the necessary knowledge and skills, and enhance their capabilities, with the highest degree of service to flow and relates with the present trends in construction business management. **CWD** is committed to perform its duties and responsibilities to protect and satisfies customer's interest. It is in this regard that we aim to establish, implement and maintain a quality management system to help create an environment conducive to healthy and fair competition among other contractors and shall continually establish mechanisms for more efficient and effective, customer focus and delivery of quality work services to our clients and all interested customers, where ISO 9001:2015 QMS comes along.

As an Organization with dedicated and motivated management personnel, we are committed to the continual improvement in introducing responsive and meaningful reforms to promote professionalism in the delivery of timely services to protect customer's interest and promote public safety and continual improvement for customer's satisfaction.

2.0 REFERENCE DOCUMENTS AND ORGANIZATION OF THE QUALITY MANUAL

2.1 The following documents contain provisions referred in this manual, and form part of the company's quality system.

- ISO 9001:2015 Quality Management Systems – Requirements
- R.A. 9184 (Government Procurement Reform Act)
- Quality Procedures (Mandatory and Non-mandatory)
- Process Procedures
- Department Order No.13 (Department of Labor & Employment) Occupational Safety and Health
- Building Code of the Philippines (P.D. 1016)
- Soft wares and Hard wares
- Regulatory & Statutory Requirements
- Philippine Electrical Code

2.2 Sections 4.0 to 10.0 of this manual are aligned with the Quality Management System Requirements Clause numbering of ISO 9001: 2015 standard.

2.3 This Quality Manual shall be controlled as per Control of Documented Information (CWD-DCC-001)

2.4 TERMS AND DEFINITIONS

2.4.1 Our QMS uses the same internationally recognized terms, vocabulary and definitions given in ISO 9001:2015.

3.0 RESPONSIBILITY

3.1 **CWD** team undergoes trainings relevant to their work and specialization to equip them with the necessary knowledge and skills, and enhance their capabilities, with the highest degree of service to flow and relates with the present trends in construction business management. **CWD** is committed to perform its duties and responsibilities to protect and satisfies customer's interest. It is in this regard that we aim to establish, implement and maintain a quality management system to help create an environment conducive to healthy and fair competition among other Water District Management and shall continually establish mechanisms for more efficient and effective, customer focus and delivery of quality work services to our clients and all interested customers, where ISO 9001:2015 QMS comes along.

As an Organization with dedicated and motivated management personnel, we are committed to the continual improvement in introducing responsive and meaningful reforms to promote professionalism in the delivery of timely services to protect customer's interest and promote public safety and continual improvement for customer's satisfaction.

All personnel with responsibility and authority to manage, perform, and verify work affecting product quality, whether directly and indirectly, have the organizational freedom as defined by:

- The Organization Chart
- Job Description and/or Appointment Letter
- Documented Information

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The General Manager is the overall authority and assumes all the responsibility and commitment in ensuring that the requirements of ISO 9001: 2015, and **CWD**'s Quality Management System are effectively implemented, maintained, and suited at all levels of organization.

The General Manager has the authority to recommend, appoint, and assign personnel any responsibility he/she deemed necessary for implementing the Quality Management System. The General Manager and the Internal Quality Auditors (IQA) have the responsibility to validate all the nonconformities found during audits of the Quality Management System against requirements of ISO 9001.

They are tasked to maintain Annual Audit Plan. They may verify the suitability and effectiveness of all corrective and taken.

The Internal Quality Auditors (IQA) are responsible to make audit plan and conducting regular audits to ascertain and gauge the effectiveness of the Quality Management System.

The Document Controller is responsible in securing the distribution of all documented information required by the Standard and by the company. Also, tasked of ensuring that only authorized relevant copies are used by copy holders.

In cases of prolonged absence of key personnel, respective head of each section and the Administration Head shall release an appointment and issue a memorandum designating personnel qualified for the job to act in behalf of the absent personnel. However, for positions other than key personnel, no memorandum is required when the head of the section assigns the personnel with the same capability as the one absent.

Head of Laboratory

- Manages the administrative and technical operations of the laboratory
- Plans programs and activities
- Consults and advices on technical problems
- Manages the external Quality Assurance Program
- Initiates studies to improve / update existing technologies

Supervisor

- Participates in laboratory planning and laboratory management
- Solves significant microbiological problems that require a higher than bench-level skill and knowledge
- Consults and advices procedural problems
- Provides expert testimony, interprets results
- Recommends standards or action for regulatory programs

Analyst

- Performs microbiological tests with minimum supervision
- Participates in the Quality Assurance Program
- Directs the collection and storage of samples
- Supervises preparation of glassware and media
- Summarized data and prepares report from the results
- Controls and maintain equipment

Technician

- Assist Analyst in other work assignments
- Preparation of glassware and media
- Filing of records
- Upkeep inventory of equipment, glassware, reagents and media

4.0 QUALITY MANAGEMENT SYSTEM POLICY

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- *Relationships with interested parties*
- *Perceptions/values of interested parties*
- *Standards, guidelines and models adopted*
- *Contractual relationships*
- *Potential conflicts*
- *Processes for resolving conflicts*
- *Social customs*
- *Management's abilities*
- *Priorities*
- *Root cause analysis abilities*
- *Improvement tools and abilities to apply*
- *Ability to motivate workforce*
- *Project management expertise – new offices*
- *Understanding and experience in implementing ISO 9001*
- *Co-operation of workforce*

Example external issues could include, but are not limited to:

- Political, economic, social, technological, legal and regulatory — Laws changing ,affecting product conformity, minimum wage changing, evolutions in more efficient machinery affecting price
- Overall economic performance in the country — above EU norm (positive)
- Competitive environment — overall low-cost of entry in to the market
- Economic plans for future -etc
- The nature and impact of economy on market -etc
- Customer demographic -etc
- General levels of consumer confidence -etc
- Customer expectation -etc
- Standardization and certification within the industry -etc
- Regulation within the industry generally -etc
- Trade associations and lobbying powers -etc
- Impact on neighbors. -etc

External issues

- *Contractual arrangements – generally within the sector*
- *Competitive environment – overall low cost of entry into the market*
- *Legislation, e.g. employment of non-nationals*
- *Regulation within the industry generally*
- *Overall competition within the recruitment sector*
- *Overall economic climate in the country*
- *Countries environmental requirements affecting products and service*
- *Technology advances*
- *Standardization and certification within the industry*
- *Client consideration of bringing expertise in-house*
- *Client working environment other trades working alongside us,*
- *Client configuration changes during installation*
- *Relationships with external interested parties*
- *Perceptions/values of external interested parties*
- *Key drivers and trends*

- *Workforce culture within the sector and country*
- *External inspections/audits*
- *Competitors ceases trading*
- *Availability of raw materials*
- *Power cuts in countries*
- *Availability of external providers – machinery maintenance etc.*

CWD shall monitor and review information about these external and internal issues.

Process Affected:

Top Management
Human Resource
Marketing and Business Development
Purchasing
Supporting Documents

4.2 Understanding the needs and expectations of interested parties

Due to their effect or potential effect on the **CWD**'s ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, **CWD** shall determine:

a) the interested parties that are relevant to the quality management system;
b) the requirements of these interested parties that are relevant to the quality management system.

CWD shall monitor and review information about these interested parties and their relevant requirements.

The external context's micro-environment consists of the organization's immediate operations and how they affect its performance and decision-making. These factors have a direct impact on the success of the organization. It is important to have a full analysis of the micro-environment before moving to strategy development. Here are some of the micro-environmental context factors.

- **Customers:**
  Organizations must attract and retain customers by offering products services that meet their needs along with providing excellent customer service.
- **Employees:**
  There must be availability of people with the motivation to remain as contributing members of the organization and develop the skills necessary to provide a competitive edge.
- **Suppliers:**
  Suppliers provide organizations with the resources they need to carry out their activities. If a supplier provides bad service, this affects the way the organization operates. Close supplier relationships are an effective way to remain competitive and secure the resources needed
- **Investors:**
  All organizations require investment to grow. They may borrow money from a bank or from a Government Financing Institution to invest in their proposed work projects. Relationships with investors need to be managed carefully as problems can detrimentally affect the long-term success of the organization
- **Media:**
  Positive media attention can bring success to the organization by maintaining its reputation strength. Managing the media (including the presence in social media) is a challenge.

- **Competitors:** Members of the organization need to have a sense of belongingness. Competitor analysis and monitoring is crucial if an organization is to maintain or improve its position in the competitive landscape of the community. The organization must always be aware of its competitor's activities. The landscape can change quickly.

RELEVANT INTERESTED PARTIES:

RELEVANT INTERESTED PARTY	INTERNAL OR EXTERNAL	REASON FOR INTEREST
Customers	External	Direct Recipient of our Product and Services
Employees	Internal	Responsible for realization of our products
End-Users	External	Our products will be utilized by the public
Suppliers	External	Provide supporting Services or raw materials
Regulators (Government)	External	Dictate controlling regulations that impact on the management system and our products
Public	External	Failure of our products could impact on public safety
Certifying Body	External	Assess conformity of the company against ISO 9001 and so must be kept notified of changes to the QMS
Competitors	External	Provide challenges to our ability to provide products and services to the customers
Management System Consultant	External	Provide information on ISO 9001 and must be kept notified of changes to QMS during application/maintenance for ISO certification/accreditation.

4.3 Determining the scope of quality management system

The organization shall determine the boundaries and applicability of the quality management system to establish its scope.

When determining this scope, the company shall consider:

a) the external and internal issues referred to in 4.1;

b) the requirements of relevant interested parties referred to in 4.2;

c) the products and services of the company.

CWD shall apply all the requirements of this international Standard if they are applicable within the determined scope of its quality management system.

The scope of **CWD**'s quality management system shall be available and be maintained as documented information. The scope shall state the types of products and services covered, and have justification for any requirement of the International Standard that **CWD** determines not applicable to the scope of its quality management system.

Conformity to the International Standard may only be claimed if the requirements determined as not being applicable do not affect the company's ability or responsibility to ensure the conformity of its products and services and the enhancement of customer satisfaction.

4.4 Quality management system and its processes

To meet the requirements of our company's QMS, the following quality activities shall be established, implemented and communicated accordingly:

- Setting of Quality Policy
- Setting of Quality Objectives and Targets
- Clarification and awareness of the set company quality standards
- Documentation to control, implement and maintain Organization's procedures
- Identification of statutory and regulatory requirements
- Relevant training of personnel
- Identification, preparation and maintenance of quality records
- Review and update when there are any changes of the Quality Management System.
- Improvement of the Quality Management System.

Our Management Review Process (CWD-TM-003), Control of Documented Information (CWD-DCC-001) and Internal Quality Audit Process (CWD-IQA-001) shall ensure the integrity of our QMS.

4.4.1 CWD shall establish, implement, maintain and continually improve a quality management system, including the processes needed and their interactions, in accordance with the requirements of this International Standard.

CWD shall determine the processes needed for the quality management system and their application throughout the organization, and shall:

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

4.4.2 To the extent necessary, the organization shall:

a) maintain documented information to support the operation of its processes;
b) retain documented information to have confidence that the processes are being carried out as planned.

5 LEADERSHIP
5.1 Leadership and Commitment
5.1.1 General

Top management shall demonstrate leadership and commitment with respect to the quality management system by:

a) taking accountability for the effectiveness of the quality management system;

b) ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organization;
c) ensuring the integration of the quality management system requirements into the organizations business processes;
d) promoting the use of the process approach and risk-based thinking;
e) ensuring that the resources needed for the quality management system are available;
f) communicating the importance of effective quality management and of conforming to the quality management system requirements;
g) ensuring that the quality management system achieves its intended results;
h) engaging, directing and supporting persons to contribute to the effectiveness of the quality management system;
I) promoting improvement;
j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

NOTE Reference to "business" in the international Standard can be interpreted broadly to mean those activities that are core to the purposes of the organizations existence, whether the organization is public, private, for profit or non profit.

5.1.2 Customer Satisfaction

Top management shall demonstrate leadership and commitment with respect to customer focus by ensuring that:

a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met;

b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;

c) the focus on enhancing customer satisfaction is maintained.

5.2 POLICY
5.2.1 Quality Policy

QUALITY POLICY

The **Calamba Water District** is committed to quality by providing a water microbiological testing for a safe drinking water with the objectives to meet the needs of our customer at all times. Accordingly, the management of Calamba Water District is committed to satisfy the applicable requirements by ensuring the commitment to continual improvement of the quality management system.

Engr. Restituto B. Sumanga Sr.
Head of Laboratory

General Manager shall establish, implement and maintain a quality policy that:
a) is appropriate to the purpose and context of the organization and supports its strategic direction;
b) provides a framework for setting quality objectives;
c) includes a commitment to satisfy applicable requirements;
d) includes a commitment to continual improvement of the quality management system.

5.2.2 Communicating the quality policy

The quality policy shall:
a) be available and be maintained as documented information;
b) be communicated, understood and applied within the organization;
c) be available to relevant interested parties, as appropriate.

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The CWD aims the following:

- To communicate to staff the laboratory's quality policy and quality objectives, to make the staff familiar with the processes used to achieve compliance with quality requirements
- To inform the Calamba Water District Laboratory's external partners about its quality policy as well its implemented measures of compliance with quality.

5.3 ORGANIZATIONAL ROLES, RESPONSIBILITIES, AND AUTHORITIES

The Organizational Structure is shown in Appendix C.

The organizational chart of CWD shows the Board of Directors on the topmost portion of the organization as they are the policy maker. A Board of Director position is considered as inorganic position as they are being appointed by the City Mayor with a specific term of service. The CWD Board of Directors is headed by the Chairman of the Board.

The General Manager (GM) holds the upper organic position of CWD and is being referred as well as the head of the agency. The GM shall generate the Company's Organizational Structure and define respective responsibilities and accountabilities of its personnel.

The GM is responsible for directing and leading the organization to ensure an effective and efficient operation leading to customer satisfaction and realization of its mandated contributions to the overall goals of CWD. The GM supported by the CWD Management are held accountable for the formulation and execution of current, short and long-range plans, objectives, implementation of the CWD functional programs, development and implementation of the Organization's business plans and policies, and the establishment of controls for efficient operation. The GM leads the Management Team who are committed to ensure effective implementation and continual improvement of the approved established QMS.
The respective Department/Section Heads has the overall responsibility for carrying out the functions of his/her Department / Section. Department / Section responsibilities and authorities are defined in this manual and respective individual responsibility and authorities, are also indicated in the respective Job Description and are communicated with the concerned organization's personnel. Department / Sections functions / responsibilities / authorities are as follows:

a.) Commercial Department
The department is responsible in the marketing of CWD Services. Additional connections aside from the individual application are made possible through inclusion of projected areas for expansion in the corporate budget and by turn over of water system.

b) Documents & Records Control Center:

Responsible for the upkeep and control of all Internal and External Generated Records and Documents, Printing of related project documents. Control and Custodian of eligibility documents paraphernalia awarded and un awarded projects and control of externally and internally generated documents related to the CWD Quality Management System including Regulatory and Statutory Requirement Documents.

c.) Human Resource Development (Admin - HRD):

The HRD provides support services related to compliance with statutory requirements, organization development, management development, recruitment, selection & placement, performance appraisal of personnel, competency development, succession management, job evaluation, recognition & rewards, employee relations, compensation & benefit, safety & health and employee communications that will enable it to operate effectively and efficiently.

Coordinates with respective Departments / Section Heads in relation to Training Programs and Plans of regular, contractual, On-the-job trainee, detailed (per project type employee) to improve efficiency and effectiveness in the performance of their function / assignment, needed by its concerned departments or sections.

d.) Administrative Service Division (Admin - ASD):

The ASD develops, maintains, implements and controls a procurement system to ensure availability and continuous supply of materials and other outsource service providers on time in compliance with the specifications provided by the Customers and in accordance with R.A. 9184 (Procurement Act), at reasonable prices and at best quality in accordance with the CWD approved BOQ based on customer's project specifications requirements It also establishes strategic partnerships with suppliers and outsource service providers through the accreditation and registration & regular evaluation of its performance.

The General Manager (GM) shall ensure that the responsibilities and authorities for relevant roles are assigned, communicated and understood within the company.

The GM shall assign the responsibility and authority for:
a) ensuring that the quality management system conforms to the requirements of this International Standard;
b) ensuring that the processes are delivering their intended outputs;

c) reporting on the performance of the quality management system and on opportunities for improvement (see 10.1), in particular to top management;
d) ensuring the promotion of customer focus throughout the organization;
e) ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

6 PLANNING

6.1 Actions to address risks and opportunities

One of the key purposes of a quality management system is to act as a preventive tool. The concept of preventive action is expressed through the use of risk-based thinking in formulating quality management system requirements allowing the laboratory to anticipate nonconforming events in its activities.

6.1.1 When planning for the quality management system, CWD shall consider the issues referred to in 4.1 and the requirements referred to in 4.2 and determine risks and opportunities that need to be addressed to:
a) give assurance that the quality management system can achieve its intended result(s);
b) enhance desirable effects:
c) prevent, or reduce, undesired effects;
d) achieve improvement.

6.1.2 CWD shall plan:
a) actions to address these risks and opportunities;
b) how to:
   1) integrate and implement the actions into its quality management system processes (see 4.4);
   2) evaluate the effectiveness of these actions.

Actions taken to address risks and opportunities shall be proportionate to the potential impact on the conformity of products and services.
NOTE 1 Options to address risk can include avoiding risk, taking risk in order to pursue an opportunity, eliminating the risk source, changing the likelihood or consequences, sharing the risk, or retaining risk by informed decision.

NOTE 2 Opportunities can lead to the adoption of new practices, launching new products, opening new markets, addressing new customers, building partnerships, using new technology and other desirable and viable possibilities to address the organization's or its customer's needs.

6.2 Quality objectives and planning to achieve them

The objective of the water microbiology testing laboratory is to produce high quality results that are accurate, reliable, and timely in conformance to quality standards as prescribed in the 2007 Philippine National Standard for Drinking Water

6.2.1 CWD shall establish quality objectives at relevant functions, levels and processes needed for the quality management system.

The company's quality objectives shall be set by the GM assisted by the Management Team with strong support of respective Departments / Section Heads at the early start of the year and shall be aligned to the Organization's mandate and consistent with the Quality Policy, Vision, Mission and Core Values respectively.

The set of specific, measurable, achievable, realistic and time-bounded business and quality objectives shall be revised accordingly per the direction of Organization's top management.

Monitoring the achievement of quality objectives (Targets versus Actual Performance) shall be reviewed during Management Review meeting as stated in the Management Review Procedure
The quality objectives shall:
a) be consistent with the quality policy;
b) be measurable;
c) take into account applicable requirements;
d) be relevant to conformity of products and services and to enhancement of customer satisfaction;
e) be monitored;
f) be communicated;
g) be updated as appropriate.

CWD shall maintain documented information on the quality objectives.

6.2.2 When planning how to achieve its quality objectives, CWD shall determine:
a) what will be done;
b) what resources will be required;
c) who will be responsible;
d) when it will be completed;
e) how the results will be evaluated.

6.3 Planning of changes

When **CWD** determines the need for changes to the quality management system, the changes shall be carried out in a planned manner (see 4.4)

CWD shall consider:
a) the purpose of the changes and their potential consequences;
b) the integrity of the quality management system;
c) the availability of resources;
d) the allocation or reallocation of responsibilities and authorities.

7 SUPPORT

7.1 Resources

7.1.1 General

PLANNING & RESOURCE MANAGEMENT

Each department shall make annual projection of budget for respective operation. **CWD** Appropriations are made for training, manpower, and other necessities in fulfilling the commitment of the Management to quality, productivity, and improvement.

Each department sets targets for the whole year and reviews the performance of the section whether or not said targets are met at the end of the year.

CWD establishes management programs and activities to achieve the set objective and target. Resources, responsibility, time frame and status are identified for the purpose of monitoring, measurement and evaluation. The Objective Target Programs and its activities are communicated to concerned sections and employees for implementation and being revised or updated whenever necessary.

Communication processes are established to ensure that identified programs and activities are cascaded and implemented to all departments of the company. These departments shall find and recommend improvement points where quality, issues are highly considered and applicable requirements are fully complied upon.

Appropriated resources are a commitment of the General Manager for the implementation and fulfillment of the said programs and activities.

Projections and resources are discussed during Management Review.

The CWD Management Team and Support Group, shall ensure that the resources needed to implement, maintain and improve the effectiveness of the QMS and meet customer requirements are identified, provided and adequate, including provision of trained personnel, provision of appropriate tools and equipment.

Facilities, support services and to provide a healthy and safe working environment.

The resources are identified during the budget planning and during Management Review represented by respective CWD departments.

Human Resources

General

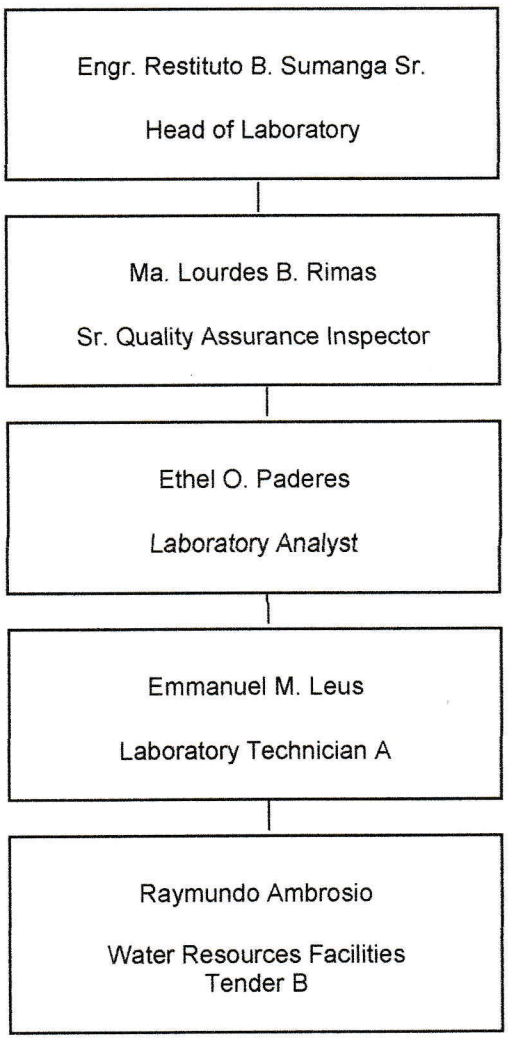
The HRD and CWD Management are responsible for hiring and setting the competence criteria on the basis of appropriate education, training, skills, and experience as guided by the Civil Service Commission's Qualification Standards.

The employees are supported with further training and education to enhance their skills and competencies and achieve each individual's full potential.

CWD shall determine and provide the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system.

The laboratory has an organizational structure and management system in place to satisfactorily perform its technical functions and support services in accordance to customer needs.

The organization consists of a team of five shown in the organizational chart below:



Responsibility:

Top Management – ensures the allocation of budget and resources.
Accounting – prepares cash flow projection for approval of the Top Management.

References:
Objective and Target Programs
Management Review Process

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CWD shall determine and provide the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system.

CWD shall consider:

a) the capabilities of, and constraints on, existing internal resources;
b) what needs to be obtained from external providers.

7.1.2 People

MANPOWER PROVISION POLICY

The Human Resource Department has defined and established policies, systems and documented information for effective manpower recruitment, selection and hiring of personnel for various positions in the company. Job descriptions have been defined for each position as basis or guidelines in qualifying and disqualifying job applicants.

Recruitment is strategically scheduled based on manpower requirement against operations schedule and/or defined and required needs only. Provision of manpower is based on the targeted schedule required by the requisitioning department. Applicants are screened as guided by CWD Board Resolution No. 17 Series of 2016.
These candidates are given hands-on training for a period as established by the training requirement of the requisitioning section and the applied position that only high-skilled and competent personnel are selected.

Training is an important component of a good management system. The objective of safety training is to equip employees at all levels with the knowledge, skills, and attitude, which would enable them to perform their duties in a safe and efficient manner.
The company believes that personnel competency is highly dependent to continuous provision of education, training and awareness. Documented information is established for training analysis backed by procedure for performance appraisal to uncover each employee's strength and weaknesses. Based on the results, a training plan is made and the HR Head shall see to it that proper and required trainings are done and the attendance of required personnel is met. Periodic conduct of trainings and seminars needed by the employees is ensured, e.g. conduct the awareness and give examinations as proof that they attended and understood the training. Said awareness program shall cover newly hired and/or existing employees. Administration/HR shall ensure that trainers are provided either internal or external to discuss new information pertaining to quality matters from the top management to the employees.

Records of these shall be maintained for review and future retrievals.

Performance appraisal also serves as a basis for personnel movements, such as but not limited to regularization, promotion, benefit entitlement, employment continuance, change of employment status, transfer and candidacy for a more extensive employment.

Responsibility:

HR/Admin Head – manages manpower and training provision as well as conducting scheduled performance appraisals to ensure that only high-skilled personnel are tasked to do their specific jobs.

References:
Recruitment and Hiring Process
Identification of Training Needs, Training and Competence Process
Performance Appraisal and Evaluation Process

7.1.3 Infrastructure

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The organization shall determine, provide and maintain the infrastructure necessary for the operation of its processes and to achieve conformity of products and services.

NOTE: Infrastructure can include:

a) buildings and associated utilities;

b) *equipment. including hardware and software;*

c) transportation resources;

d) information and communication technology.

Equipment is maintained, inspected, and cleaned according to the written Equipment Check Procedures. Any defective item of equipment is clearly marked and taken out of service until it has been shown to perform satisfactorily.

Equipment Records include:

- Name of equipment
- Manufacturer, identification serial number
- Copy of manufacturer's instruction manual
- Calibration activities
- Preventative maintenance and calibration schedule
- Equipment history (repairs and replacement of parts)

Commissioning of new equipment
Before routine use, new equipment is subjected to full evaluation by the Head of laboratory in collaboration with the supplier and instruction manual to ensure compliance with appropriate performance standards.

7.1.4 Environment for the operation of processes

The CWD management team and technical support group in coordination with the Department Heads or Department *Managers / Section supervisors have the overall responsibility of creating a healthy work environment by identifying, implementing and maintaining effective employee interaction programs* designed to motivate, satisfy and enhance the organization's performance.

Work environment shall include but not limited to work methods and opportunities for growth, services and employees' safety, *social interaction and other human and physical factors.*

The head of each process shall ensure a work environment needed to achieve conformity of service requirements.

CWD shall determine, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services.

The laboratory is provided with sufficient space and reliable infrastructure to perform its work, to ensure the quality, safety, and efficacy of the services provided, and to meet the national safety regulations. (Annex 1 CWD Laboratory Layout)

Facilities

The laboratory is divided into two (2) working areas with specific use. The office/reception serves as receiving corner for water samples while the laboratory is the working area.

Security
Access to the laboratory is restricted to authorized personnel only. Visitors must be warned of any hazards relating to work in progress. Any conditions of entry e.g. wearing of laboratory gown should be posted and enforced. The laboratory is kept locked outside normal working hours.

Working environment

- The laboratory is kept neat, clean, and free from materials not pertinent to work.
- Work surfaces must be decontaminated after any spill of potentially dangerous material.

Waste Disposal
Waste is segregated and disposed in a manner that does not adversely affect the environment.

House keeping

Cleanliness must be of high standards at all times, for reasons of safety as well as for quality of results. The Laboratory is to be cleaned daily and activities are monitored using the **"Cleaning Checklist".**

NOTE: A suitable environment can be a combination of human and physical factors, such as:
a) social (e.g. nondiscriminatory, calm, non-confrontational};
b) psychological (e.g. stress-reducing, burnout prevention, emotionally protective);
c) physical {e.g. temperature, heat, humidity, light, airflow, hygiene, noise}.

These factors can differ substantially depending on the products and services provided.

7.1.5 Monitoring and measuring resources
7.1.5.1 General

CWD shall determine and provide the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements.

CWD shall ensure that the resources provided:
a) are suitable for the specific type of monitoring and measurement activities being undertaken;
b) are maintained to ensure continuing fitness for their purpose.

CWD shall retain appropriate documented information as evidence of fitness for purpose of the monitoring and measurement resources.

Calibration works are outsourced to accredited calibration laboratories. Relevant calibration certificates are provided by the accredited laboratory. All units are traceable to SI units. Prior to commissioning, all measuring equipment is uniquely identified, calibrated and serviced by the assigned suppliers. Thereafter it is calibrated and maintained according to the calibration schedule.

7.1.6 Organizational knowledge

CWD shall determine the knowledge necessary for the operation of its processes and to achieve conformity of products and services.

Requirements regarding organizational knowledge were introduced for the purpose of:

a) safeguarding the organization from loss of knowledge, e.g.
- through staff turnover;
- failure to capture and share information;

b) encouraging the organization to acquire knowledge, e.g.
- learning from experience;
- mentoring;
- benchmarking

This knowledge shall be maintained and be made available to the extent necessary.

When addressing changing needs and trends, the organization shall consider its current knowledge and determine how to acquire or access any necessary additional knowledge and required updates.

NOTE 1 Organizational knowledge is knowledge specific to the organization; it is generally gained by experience. It is information that is used and shared to achieve the organizations objectives.
NOTE 2 Organizational knowledge can be based on:

a) internal sources (e.g. intellectual property; knowledge gained from experience; lessons learned from failures and successful projects; capturing and sharing undocumented knowledge and experience; the results of improvements in processes, products and services];
b) external sources (e.g. standards; academia; conferences; gathering knowledge from customers or external providers).

7.2 Competence

The CWD Management as guided by the Qualification Standard Manual prescribed by the Civil Service Commission shall determine the appropriate education, experience, training, skills and all required competencies for each work assignment necessary to carry out our QMS.

The competence of potential employee shall be evaluated during the screening process and subsequently by their Individual Performance Commitment Review conducted semi annually.

The HRD Personnel Section shall be responsible for administering all Employee Programs including but not limited to hiring and recruitment, competency development, performance management and rewards and recognition system.

All training and competency development needs of employees shall be identified by the Department/Section Heads and shall be coordinated with HRD Personnel Section. Appropriate training requirements shall be identified, reviewed and administered and its effectiveness shall be assessed.
Training can be in-house or external as needed. Training records shall be kept in the employee's records by the HRD Personnel Section. Training records shall include training attendance or Training Certificates.

CWD shall:
a) determine the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management system;
b) ensure that these persons are competent on the basis of appropriate education, training or experience;
c) where applicable, take actions to acquire necessary competence, and evaluate the effectiveness of the actions taken;

d) retain appropriated documented information as evidence of competence.

NOTE: Applicable actions can include, for example, the provision of training to, the mentoring of, or the assignment of the currently employed persons; the hiring or contracting of competent persons.

7.3 Awareness

The importance of the quality policy and the respective departmental business and quality objectives shall be presented, communicated and reviewed to all the employees of the Organization. This is to ensure understanding of their responsibilities and awareness of the relevance of their contribution to the attainment of the Organization's objectives and targets.

CWD shall ensure that persons doing work in the organization's control are aware of:
a) the quality policy;
b) relevant quality objectives;
c) their contribution to the effectiveness of the quality management system, including the benefits of improved performance;
d) the implications of not conforming with the quality management system requirements.

7.4 Communication

Communication Process is established to cascade directives and resolutions of the Board and memorandums of the Management to ensure that the system is implemented effectively. Appropriate system for consultation pertaining to the organizational and employee relations is being made through established documented information. Processes of which are recorded as evidence of fulfillment, compliance and commitment to continual improvement.
Internal Communication

Monthly meetings are held for all personnel in the laboratory. During the meetings:
- All activities of the month are reviewed and activities to be performed are defined
- All information on general organization, actions and projects is communicated

Minutes are taken of meeting discussions, followed by a written report

a. Various mediums shall be used for communicating effectiveness of the QMS within the Organization. Communication can be in the form of meetings, training workshops, bulletin boards, and any other form of communication for dissemination.

b. All department heads, divisions, supervisors and officers are responsible for establishing internal communication as needed, observing proper protocols

CWD shall determine the internal and external communications relevant to the quality management system, including:
a) on what it will communicate;
b) when to communicate;
c) with whom to communicate;
d) how to communicate;
e) who communicates.

References:
Management Review Process

7.5 Documented information

CONTROL OF DOCUMENTED INFORMATION

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Documented information pertaining to the company's management system are maintained and controlled to ensure the effective implementation of such. Documented information is established so that internal and external documents are properly controlled, kept and filed in conformance with the requirement of ISO 9001:2015 standards.

The Quality Management System Manual and documented information are carefully reviewed by the General Manager before issuance. In the absence of the General Manager the Supervisor/Team Leader may sign on his/her behalf.

However, when the General Manager is the originator and approving authority, review is made by a competent member of the Company. The distribution is controlled and copies are provided only to those areas of concern to ensure the effective implementation of the Quality Management System.

A Master List of Internal/External Document is provided to identify current revision status, effective date and the location of the document and the authorized copy holder/s. The master list is regularly reviewed and updated by the Document Control Custodian. Documented Information is kept at appropriate locations and hard copies of quality documented information are provided to prevent it from any loss or damage. A form for distribution and retrieval is provided as guide for easy monitoring and retrieval. Master copies of all obsolete documents and records are identified and removed but are kept for a given period for future references.

Documented information for revising controlled documents is established and properly made known to all concerned. Revisions are subject for review and approval of the authorized personnel who have access to relevant information upon which to base the said activity. Hand written changes duly signed by the section head are allowed on controlled copies of work instructions provided that an immediate implementation on the documented information is required to prevent any damage or loss. Handwritten changes on controlled copies of the Quality Management System documented information, and Management Plan are not allowed. Documents approved of revision are issued to the recipients of the pre-issued controlled documents and superseded Master Copy of documents are disposed of by shredding. In case a new section/department that was not included in the initial issue of a controlled document but determined to have a controlled copy; a Request for Document Reproduction shall be filed to DCC for the issuance. The originator of the said document shall include the new requesting section/department as additional copy holder of his/her documented information. External documents such as government and international standards are also kept and controlled.

For proper documents and records control of master copies, each is properly identified, collected, indexed, and filed by the DCC. These are made accessible and stored in labeled areas of the filing cabinet or in computer files. Maintenance, control and disposal shall be done in accordance with the established procedures.

Controlled copies that were previously distributed to concerned areas are checked annually to ensure that the document is intact with the recipient and is not physically deteriorated. Re-issuance is made for documents that are not readable or it is physically deteriorated already. Superseded master copies are removed and discarded by shredding after its retention period.

References:
Control of Documented Information

RECORDS CONTROL POLICY
Control of documented information are established and maintained to ensure that Quality Management System Records are identified, collected, indexed, filed, stored, maintained and disposed properly.

Quality Management System Records are maintained to demonstrate conformance to specified requirements and the effective operation of the Quality Management System.

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Handwritten changes are allowed on management records provided that the information or data subject to change is crossed-out and initialed by the person who initiated the change/s. Only the originator of the document is authorized to make such revisions or amendments on records. When agreed contractually, management records are made available for evaluation by the customer or its representative for an agreed period.
All Quality Management System Records are legible and stored in such way that they are readily retrievable in facilities that provide a suitable environment to prevent damage or deterioration and to prevent loss.
Responsibility:

DCC– is responsible for the operation (identification, collection, indexing, access, filing, storage monitoring, maintenance and disposition) of the management system records.

Reference:
Control of Documented Information

7.5.1 General

CWD's quality management shall include:
a) documented information required by the International Standard;
b) documented information determined by the company as being necessary for the effectiveness of the quality management system.

NOTE: The extent of documented information for the quality management system can differ from one to another due to:
a) the size of organization and its type of activities, processes, products and service.
b) the complexity of processes and their interactions;
c) the competence of persons.

7.5.2 Creating and updating

When creating, and updating documented information, the **CWD** shall ensure appropriate:
a) identification and description (e.g. title, date, author, or reference number);
b) format (e.g. language, software version, graphics) and media (e.g. paper, electronic);
c) review and approval for suitability and adequacy.

7.5.3 Control of documented information

7.5.3.1 Documented information required by the quality management system and by this International Standard shall be controlled to ensure:

a) it is available and suitable for use, where and when it is needed;
b) it is adequately protected (e.g. from loss of confidentiality, improper use or loss n integrity)

7.5.3.2 For the control of documented information, CWD shall address the following activities, as applicable:

a) distribution, access, retrieval and use;
b) storage and preservation, including preservation of legibility;
c) control of changes (e.g. version control);
d) retention and disposition.

Documented information of external origin determined by the organizations to be necessary for the planning and operation of the quality management system shall be identified as appropriate, and be controlled.

Documented information retained as evidence of conformity shall be protected from unintended alteration.

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Control of records includes the documentation and storage of laboratory data to ensure that there is traceability of sample data from reception, analysis and release of results.

Observations, data and calculations are recorded on Raw Data logbook at the time they are made, in a legible manner.
All records are retained for a minimum of five years.

NOTE: Access can apply a decision regarding the permission to view the documented information only, or the permission and authority to view and change the documented information.
The organization shall ensure that outsourced processes are controlled (see 8.4)

8.2 Requirements for Products and Services
8.2.1 Customer communication

Customer satisfaction and perception is assessed through pro-active survey given to the customer and reactive feedback coming from the customer. In cases of feedback, documented information is implemented to promptly address customer concerns.

Any complaints or shortcomings are addressed appropriately to regain customer trust. Information on complaints, mode of occurrence, or any problem encountered by the customer including expectations on quality, dependability and reliability is analyzed whenever possible.

Where Statutory and Regulatory requirements are changed, adequate information dissemination thru publication, press release, electronic mails, government websites, bulletin boards etc. shall be undertaken by CWD.

The Customer Service shall handle customer feedback including customer complaints in coordination with the concerned departments. The Department Head shall endorse the complaint to the relevant Departments/Units and follow up for its actions using a CAR form. Concessionaire/Customer shall be notified of the actions through correspondence within the period of 15 days from the time that the complaint was received by the District. Also, a copy of the CAR shall be provided to Internal Auditors for follow-up and closure.

References:
Customer Service Division

References:
Customer Handling Process

Communication with customers shall include:
a) providing information relating to products and services;
b) handling inquiries, contracts or orders, including changes;
c) obtaining customer feedback relating to products and services, including customer complaints;
d) handling or controlling customer property;
e) establishing specific requirements for contingency actions, when relevant.

For analytical request received from our customers, the laboratory ensures the following criterions are met:
- Requirements in test methods are satisfactorily defined, documented, and understood.
- Available resources to meet its requirement
- Appropriate test method is selected to meet customer's requirement

If amendment is to be made after the work has commenced, the customer will be informed of any amendment made to their request. This review process may involve the need to outsource to DOH accredited laboratories

8.2.2 Determining the requirements for products and services; when determining the requirements for the product and services to be offered to customers, CWD shall ensure that:

a) the requirements for the products and services are defined, including:
1) any applicable statutory and regulatory requirements;
2) those considered necessary by the organization;

Legal and Other Applicable Requirement

CWD reviews all legal & other requirements with which the company subscribes to. This is carried out with direct responsibility of the General Manager as assisted by the CWD Legal Counsel.

All requirements are maintained, controlled, disseminated and regularly updated whenever necessary through the established documented information. Contacts with regulatory agencies are initiated to ensure that updates and changes to requirements are known to the company and where practicable implemented across products and processes.

Relationship of Elements

The inter-relationships among **CWD**'s QMS documented information are illustrated in the Business Process Map and Index of ISO Elements.

The Business Process Map (BPM) *(Appendix A)* attached to this manual identifies the processes needed for the QMS and their application. It also shows the sequence and interaction of these processes.

References:
Business Process Map

c) **CWD** can meet the claims for the products and services it offers.

Determination of Requirements related to the service

- Presidential Decree PD (198), as amended by PD 768 and 1479
- Local Water Utilities Administration (LWUA)

The LWUA extends financial aid and assist urban and rural water users through loans, trainings, and other forms of technical assistance. Thus, an autonomous Local Water District was formed, independent of the local government, which took charge of the management and operation of the local water utility as self-liquidating revenue and service-oriented organization all documentary requirements shall be reviewed carefully in order to ensure that:

- All documentary requirements are adequately defined, understood and explained to the customer prior to acceptance of application.

- Compliance to Regulatory and Statutory Requirements
- R.A. 9184 (Government Procurement Law)

8.2.3 Review the requirements for products and services

8.2.3.1 CWD shall ensure that it has the ability to meet the requirements for the products and service to be offered to the customers. CWD shall conduct a review before committing to supply products and services to the customer, to include:

a) requirements specified by the customer, including the requirements for delivery and post-delivery activities;
b) requirements not stated by the customer, but necessary for the specified or untended use, when known;
c) requirements specified by the organization;
d) statutory and regulatory requirements applicable to products and services;
e) contract or order requirements differing from those previously expressed.

CWD shall ensure that contract or order requirements differing from the previously defines are resolved. The customer's requirements shall be confirmed by the organization before acceptance, when the customer does not provide a documented statement of their requirements.

NOTE: In some situations, such as internet sales, a formal review is impractical for each order: Instead, the review can cover relevant product information, such as catalogues.

8.2.3.2 **CWD** shall retain documented information, as applicable:
a) on the results of the review;
b) on any new requirements for the products and services.

8.2.4 Changes to requirements for products and services.

CWD shall ensure that relevant documented information is amended, and that relevant persons are made aware of the changed requirements for the subject products and services.
a) design and development changes;
b) the results of reviews;
c) the authorization of the changes;
d) the actions taken to prevent adverse impacts.

8.4 Control of externally provided processes, products and services

Purchasing process

All supplies, materials and services purchased by CWD shall conform to its project specifications as guided by RA 9184 (Government Procurement Reform Act) and other legal and regulatory provisions regarding the procurement of goods and or/services and infrastructure.

Processes related to purchase of supplies, materials and services including planning, acquisition and verification are outlined in accordance with General Purchasing Procedure.
The Purchasing personnel through Bids and Awards Committee is responsible for the evaluation, selection and accreditation of suppliers for supplies and materials based on the set criteria to ensure their ability to supply the requirements of CWD for commonly used items to be supplied by CWD to customer not available at the warehouse. For purchasing of supplies and materials thru Shopping, Purchasing Head is also responsible for the disqualification of suppliers. Purchasing shall be responsible in updating the Suppliers' Accreditation List as outlined in the General Purchasing Procedure.

Purchasing information

Official purchasing documents shall be initiated by ASD Procurement under Administrative Department and shall be approved by the GM. All Purchasing informations are specified in the Abstract of Canvass. The Purchasing Officer shall ensure the adequacy of purchasing information, as complete services specifications and/or descriptions, including all other

requirements pertaining to materials related to final services, complementary services, as well as services as required by CWD prior to communication to the supplier.

Any amendment to the purchasing document shall be reviewed and approved by authorized personnel.

References:
(General Purchasing Procedure)
R.A. 9184 (Government Procurement Reform Act)

8.4.1 General

CWD shall ensure that externally provided processes, products and services conform to requirements.
CWD shall determine the controls to be applied to externally provided processes, products and services when:

a) products and services from external providers are intended for incorporation into the organization's own products and services;
b) products and services are provided directly to the customer[s] by external providers on behalf of the organization;
c) a process, or part of process, is provided by an external provider as a result of decision by the organization.

CWD shall determine and apply criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. The organization shall retain documented information of these activities and any necessary action arising from the evaluations.

Subcontracting of samples may occur under any of the following circumstances:

- Test not performed routinely in the laboratory
- Instrument breakdown or reagents not available
- Workload restrictions
- Clients request turnaround time cannot be met

In the event that the sample(s) had arrived at the laboratory and the customer's request cannot be met, customer shall be advised prior to subcontracting for their agreement to subcontract to other DOH accredited laboratories.

8.4.2. Type and Extent of Control

The Laboratory ensures the uninterrupted supply of consumables and / or services are available to perform all quality laboratory functions. It maintains a list of suppliers that meet the requirements for the product or service that needs to be purchased.

The laboratory has a procedure for ordering, receiving, documenting and storing all consumable supplies.

The Administrative Department through Administrative Service Division Manager shall ensure verification of purchased services prior to release in coordination with the Quality Control Division. The inspection or other activities necessary to ensure that purchased services meet specified purchase requirements are described in General Purchasing Procedure

Verification/evaluation of purchase services

The Finance Department together with the Inspection and Acceptance Committee and the end user shall ensure verification/evaluation of performance of purchased services prior to acceptance and payment. The verification/evaluation and other activities necessary to ensure that purchased services meet specified purchase requirements are described in General Purchasing Procedure.

CWD shall:
a) ensure that externally provided processes remain within the control of its quality management system;
b) define both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;
c) take into consideration:
1) the potential impact of the externally provided processes, products and services on the organization's ability to consistently meet customer and applicable statutory and regulatory requirements;
2) the effectiveness of the controls applied by the external provider;
d) determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

8.4.3 Information for External Providers

CWD shall ensure the adequacy of requirements prior to their communication to the external provider.
CWD shall communicate to external providers its requirements for:
a) the processes, products and services to be provided;
b) the approval of:
1) products and services;
2) methods, processes and equipment;
3) the release of products and services;
c) competence, including any required qualification of persons;
d) the external providers' interactions with the organization;
e) control and monitoring of the external provider's performance to be applied by the organization;
f) verification or validation activities that the organization, or its customer, intends to perform the external provider's premises.

8.5 Production and Services Provision

8.5.1 Control of production and service provision

Planning of service realization

Our QMS identifies, plans and documents processes needed for service realization.
Service realization starts with the planning of the required services. It includes establishment of business and quality objectives and related requirements for the services such as Organization's Regulatory and Statutory Regulatory requirements, processes involved, documents (Quality Manual, Quality/Process Procedures, Work Instructions and Forms) and resources needed to implement the Quality Management System. It also includes monitoring of performance (Quality and Cycle time) per Department / Section to check conformity to the CWD's established quality standards. It extends to requirements for processes and facilities (machines and equipment).

All records serving as proofs of conformity to services requirements are kept in each Department / Unit where the processes involved in the services realization is completed.

Control and validation of service provision CWD and its Technical Support Services ensures that all the processes in service provision are carried out according to define procedures wherein deficiencies of previous process are checked and detected by its subsequent processes.

References: Quality Manual, Quality Procedures, General Procedures and supporting Work Instructions

CWD shall implement production and service provision under controlled conditions. Controlled conditions shall Include, as applicable:

a) the availability of documented information that defines:
   1) the characteristics of the products to be produced, the services to be provided, or the activities to be performed;
   2) the results to be achieved;
b) the availability and use of suitable monitoring and measuring resources;
c) the implantation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met;
d) the appointment of competent persons, including any required qualification;
e) the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;
f) the implementation of actions to prevent human error;
g) the implementation of release, delivery and post-delivery activities.

The methods used in the Laboratory have been reviewed, validated and endorsed by the EAMC - National Reference Laboratory.

List of Methods:
- Multiple Tube Fermentation Technique
- Heterotrophic Plate Count
- Chromogenic Substrate Test

The methods and techniques used in the Laboratory are described in the Standard Operating Procedures. Any changes in the procedure is documented and cascaded to the all Laboratory Staff.

Sampling

Water sampling is conducted in such a way that:
- The analytical results represent the actual sample composition
- The sample is protected from contamination

The Laboratory provides a written procedure for sample collection, handling, storage, transport and disposal of water sample for microbiological examination.

Handling of Test and Calibration Items

Sample Management

The Laboratory provides written instructions for sample collection and transport. The laboratory provides appropriate sampling bottles. Sample transport follows the PNSDW transport guidelines.

Sample Reception
The Laboratory provides written acceptance and rejection criteria for test samples and this is discussed with the client. The laboratory rejects samples that are not suitable for processing.
A unique registration number is assigned to each sample to be analyzed. All data is recorded in the **Request for Analysis** form.

Assuring the Quality of Test Results

To monitor and demonstrate analytical results, quality control is in place. The components are:
- Participation in the inter-laboratory proficiency test (EQAS)
- Use of reference materials of known characteristics for recovery checks during the course of routine analysis

- Regular testing of replicate samples handled by the same operator
- Equipment checks

The results are documented in the raw data logbook to create a permanent traceable record. If the results are not validated, analysis results will not be reported. Deviations are investigated and corrected. Non-conformance report form is used to document the deviation.

Reporting Results

The analysis performed by the laboratory is reported in a comprehensive, accurate, clear, and objective manner. All test reports include the following information:

- Name and address of Laboratory
- Accreditation Number
- Title of report
- Description of the test sample, date of collection and analysis
- Client's name and address
- Unique identification number
- Test Results with appropriate units
- Name, Signature and position of the approved signatory

8.5.2 Identification and Traceability

CWD shall use suitable means to identify outputs when it is necessary to ensure the conformity of products and services.
CWD shall identify the status of outputs with respect to monitoring and measurement requirements throughout production and service provision.
CWD shall control the unique identification of the outputs when traceability is a requirement, and shall retain the documented information necessary to enable traceability.

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CWD shall identify the status of outputs with respect to monitoring and measurement requirements throughout production and service provision.
CWD shall control the unique identification of the outputs when traceability is a requirement, and shall retain the documented information necessary to enable traceability.

Reference:
Laboratory Records

8.5.3 Property Belonging to Customers or External Providers

CWD shall fully exercise extra care of all customer property while the same is under the CWD's control or being used by the latter. CWD shall identify, verify, protect, safeguard and maintain customer property for use as described in Control of Documented Information.

CWD shall exercise are with property belonging to customers or external providers while it is under the organization's control or being used by the organization.

CWD shall identify, verify, protect and safeguard customers' or external providers' property provided for use or incorporation into the production and services.

When the property of the customer or external provider is lost, damaged or otherwise found to be unsuitable for use **CWD** shall report this to the customer or external provider and retain documented information on what on what has occurred.

NOTE: A customer's or external provider's property can include materials, components, tools and equipment, premises, intellectual property and personal data.

8.5.4 Preservation

CWD shall preserve the outputs during production and service provision, to the extent necessary to ensure conformity to requirements.

The **CWD** shall observe and comply with all applicable offices Regulatory & Statutory Requirements, OHS, hygiene, work safety requirements, conducive work environment (5S) to ensure delivery of good services for customer's satisfaction.

All necessary certification/accreditation which are subject for renewal shall be controlled as per Control of Documented Information.

NOTE: Preservation can include identification, handling, contamination control, packaging, storage, transmission or transportation, and protection.

8.5.5 Post-delivery Activities

CWD shall meet requirements for post-delivery activities associated with the products and services.
In determining the extent of post-delivery activities that are required, the organization shall consider:

a) statutory and regulatory requirements;
b) the potential undesired consequences associated with its products and services;
c) the nature, use and intended lifetime of its product and services;
d) customer requirements;
e) customer feedback.

NOTE: Post-delivery activities can include actions under warranty provisions, contractual obligations such as maintenance services, and supplementary services such as recycling or final disposal.

8.5.6 Control of Changes

CWD shall review and control for production and service provision, to the extent necessary to ensure continuing conformity with the requirements.

CWD shall retain 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

CWD shall implement planned arrangements, at appropriate stages, to verify that the product and service requirements have been met.

The release of products and services to the customers shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by relevant authority and, as applicable, by the customer.

CWD shall retain documented information on the release of products and services. The documented information shall include:

a) evidence of conformity with the acceptance criteria;
b) traceability to the person(s) authorizing the release.

8.7 Control of Nonconforming Outputs

CWD ensures that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. The controls and related responsibilities and authorities for dealing with nonconforming product has been defined in a documented procedure.

Process Folders

Non-conformance is detected in between evaluation process or through customer complaints. Physically, nonconforming services or applications found during the evaluation process shall be properly identified, marked, segregated for notification of the deficiency or turn-over to be returned to concerned Departments for correction and compliance.

The list of nonconforming services or applications shall be prepared by the respective division/section evaluators, verified and approved by the respective Department / Section supervisors and be forwarded / brought to the attention of the concerned departments for appropriate action per Control of Non-conformance Procedure".

Contracts / Purchase Order (PO) & Job Order (JO)

Non-conformance detected during proof reading, review and signing or through customer complaints. Contracts printed/signed with errors shall be properly identified, marked (void/cancelled) and segregated to prevent unintended use or release.

Re-verification is done after correction to check conformity to the approved category, classification, dates.The list of non-conforming services shall be prepared by the respective concerned technical staff to be verified and approved by the respective Department Heads for proper disposition. Disposition shall be done as per Control of Non-Conforming Procedure" and Control of Documented Information (CWD-DCC-001)

When non-conforming services is detected after delivery or use, CWD thru its authorized departments shall carry out the appropriate actions listed in the procedures. (Validation of complaints).

CWD shall take appropriate action based on the nature of the conformity and its effect on the conformity of products and services. This shall also apply on the nonconforming products and services detected after delivery of the products, during or after the provisions of services.

CWD shall deal with nonconforming outputs in one or more the following ways:

a) correction;
b) segregation, containment, return of suspension of provision of products and services;
c) informing the customer;
d) obtaining authorization for acceptance under concession.

Conformity to the requirements shall be verified when nonconforming outputs are corrected.

8.7.2 CWD shall retain documented information that:

a) describes the nonconformity;
b) describe the action taken;

c) describes any concessions obtained;
d) identifies the authority deciding the action in respect of the nonconformity.

9 Performance Evaluation
9.1 Monitoring, measurement, analysis and evaluation
9.1.1 General

Customer Satisfaction

The Customer Service is responsible for the receipt of Customer Complaints and shall coordinate its action with appropriate resolution with the concerned Department/ Division / Section and feedback the necessary actions to the concerned clients or customer with the Quality Control Division. Likewise, the Customer Satisfaction Survey, using the Evaluation is available for customer's comments / remarks, and suggestions. Summary Results of customer complaints and customer satisfaction surveys shall be analyzed and presented during the Management Review by concerned departments for appropriate Management Team decision and action with appropriate resolution to improve CWD's services for customer's satisfaction.

Internal Audit

Internal audit is a relevant tool to assess effective implementation of the QMS and identify areas for improvement. It serves as a venue for employees involved in the process to evaluate their performance and be part and contributor of the continual improvement of the system.

The internal audit is carried out based on the Annual Internal Audit Plan which contains the audit criteria, scope, frequency and methods that will be used or applied. The Internal Audit Team in coordination with the Internal Lead Auditor shall be responsible for preparing this plan and initiating the conduct of internal audit. Internal audit shall be conducted for each process by trained, qualified & certified internal auditors. It shall cover all the activities that are documented in the Organization's Quality Management System. Furthermore, it shall be carried out by personnel independent of those having direct responsibility for the activity being audited. The auditors shall discuss audit results with the auditee and the auditee shall acknowledge and implement appropriate corrective action. Corrective actions shall be verified by conducting follow-up audits. The internal audit results shall be reviewed during the Management Review Meeting.

Reference: Internal Audit Procedure
ISO19011:2011

Monitoring and measurement of processes and services

Processes are measured based on information and data collected, data on survey results (internal and external), internal audit results, customer feedback, complaints, operational performance (set Objectives) against targets, service effectiveness and efficiencies. The performance is monitored and checked during the regular conduct of Management Review meetings.

CWD shall check the suitability of the Quality Management System (QMS) and identify areas for improvement by reviewing the actual performance of Business Processes against set targets by using trend charts and other Statistical Tools. Data on customer satisfaction survey results, internal audit results, service on efficiencies and conformity to services requirements, supplier performance, as well as trends of processes and opportunities for preventive action shall be collected, analyzed and presented during Management Reviews together with corrective and preventive actions and recommendations for improvement.

Each Department and Division Head shall quarterly evaluate operational performance against targeted business and quality objectives and identify areas for continual improvement.

CWD shall determine:
a) what needs to be monitored and measured;
b) the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
c) when the monitoring and measuring shall be performed;
d) when the results for monitoring and measurement shall be analyzed and evaluated.

The organization shall evaluate the performance and the effectiveness of the quality management system.
The organization shall retain appropriate documented information as evidence of the results.

9.1.2 Customer Satisfaction

CWD shall monitor customer's perceptions of the degree to which their needs and expectations have been fulfilled. **CWD** shall determine the methods for obtaining, monitoring and reviewing this information.

Client's satisfaction survey / feedback are implemented. The questionnaire comprises of several questions based on score (1- 5), where in "1" is equal to "unsatisfactory" while "5" is equal to "Excellent". The scores of the survey will be reviewed during the Monthly Meeting. Survey results having a score of ≤ 2 will lead to implementation of corrective and preventative actions.

NOTE: Examples of monitoring customer perceptions can include customer surveys, customer feedback on delivered products and services, meetings with customers, market share analysis, compliments, warranty claims and dealer reports.

9.1.3 Analysis and Evaluation

CWD shall analyze and evaluate appropriate data and information arising from monitoring and measurement.
The results of analysis shall be used to evaluate:
a) conformity of products and services;
b) the degree of customer satisfaction;
c) the performance and effectiveness of the quality management system;
d) if planning has been implemented effectively;
e) the effectiveness of actions taken to address risks and opportunities;
f) the performance of external providers;
g) the needs for improvements to the quality management system.
NOTE: Methods to analyze data can include statistical techniques.

9.2 Internal Audits

Procedures are established to ensure that all elements, aspects, and components pertaining to the quality management system are audited in order to determine whether the various elements within the quality management system are effective in achieving stated objectives.

All audits are conducted by qualified, competent personnel. Annual Audit Plan and Audit Plans are prepared to indicate the areas to be audited including the basis for such audit.

Audits are scheduled on the basis of the status and importance of activity being performed. Special audits are performed if the need arises.

Areas and/or activities which are subject for audit may include but not limited to the organizational structures, administrative and office equipment, material sources, work areas, product and services, documentations and its safekeeping.

Audit findings and conclusions are submitted for corrective actions by appropriate personnel. The report includes specific nonconformance found with possible reasons for such nonconformance.
Follow-up audits are conducted and not limited to verification of implementation and effectiveness of corrective action taken on previous audit results.

The internal audit is scheduled around June each year. The Head of Laboratory is responsible for planning and organizing the audit. Any noncompliance will be registered as non-conformances and dealt with through the nonconformance investigation system. The annual management review will monitor the implementation and corrective actions taken.

During internal audits, information is gathered about:

- Process and operating procedures
- Staff competence and training
- Equipment
- Environment
- Handling of samples
- Quality control and validation of results
- Recording and reporting practices

Responsibility:
General Manager appoints from among the management personnel, a Lead Auditor, with the following qualifications:

- With college or university degree
- Should have undergone training on ISO 9001
- Should have undergone a training course on Quality Management System Audit
- Experience in supervisory capacity
- Should possess good management and communication skills
- With sound judgment.

The Lead Auditor is responsible in assigning personnel to carry out the audit, in reviewing and validating the audit findings. He/She shall recommend to the General Manager who will perform the Quality Management System Audit. They shall be responsible in carrying out the Audit Plan, in assigning the personnel to carry out the audit, in reviewing the findings and proposed corrective actions, in preparing and submitting consolidated report to the Management Review, and in keeping and maintaining records pertinent to the Quality Management Audits.

Auditors are responsible in conducting the audit in accordance with the audit plan and auditing processes, and ensure that the findings are properly documented. Shall be responsible in conducting the audit in accordance with the Internal Audit Process, and shall see to it that the audit results and findings are promptly and accurately recorded and documented. Auditors shall not conduct audits where the activity to be audited is the direct responsibility of the auditors.

Qualifications of the Auditors required in the Quality Management System are:

- He/she must be independent of the area being audited
- College Level
- Must have training on auditing ISO 9001:2015
- Possess good communication skills
- With sound judgment

9.2.1 **CWD** shall conduct internal audits at planned intervals to provide information on whether the quality management system:

a) conforms to:
1) the company's own requirements for its quality management system;
2) the requirements of this International Standards;

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b) is effectively implemented and maintained.

9.2.2 CWD shall:

a) plan, establish, implement and maintain an audit programme(s) including the frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the importance of the processes concerned, changes affecting the organization, and the results of previous audits;
b) define the audit criteria and scope of each audit;
c) select auditors and conduct audits to ensure objectivity and the impartially of the audits process;
d) ensure that the results of the audits are reported to relevant management;
e) take appropriate correction and corrective actions without undue delay;
) retain documented information as evidence of the implementation of the audit programme and the audit results.

NOTE: See ISO 19011 for guidance.

References:
Internal Audit Process
ISO 19011:2011 for guidance

9.3 Management Review

MANAGEMENT RESPONSIBILITY & REVIEW

Top Management Committee Members need to review and evaluate the Quality Management System to ensure that it continues to be suitable and effective.

Reviews consist of well-structured and comprehensive evaluation of the allocation of resources, findings of audits, and the overall effectiveness of the system in achieving stated quality objectives, review of training plan and consideration for updating the Quality Management System in relation to changes in quality, concepts, and other considerations.

Review on the effectiveness of the processes and system is done through periodic monitoring of the set key performance indicators.

Continual improvement of the system is ensured by the implementation of the review and improvement processes such as policy and objectives review, audits, risk register, corrective action, and management review.

Findings, conclusions, and recommendations as a result of the review and evaluation are submitted in documentary form for necessary action. Resolutions are made to affect the implementation of required actions.

Records of Management Review are maintained.

Responsibility:
General Manager – Top Management
Top Management Committee shall compose of Department Managers and/or division heads.

The General Manager shall prepare the schedule and the agenda of the review, and see to it that all matters discussed are properly documented. He/she also shall ensure that all agreed proposals and resolutions are accomplished within the agreed period with the effects of such actions monitored and recorded.

9.3.1 General

Top Management Committee shall review the company's quality management system, at planned intervals to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.

The Head of Laboratory is responsible for coordinating management review. The management review will include trends development in the laboratory activity, recent audits, customer feedback, complaints and non-compliances, results of P-Test and staffing requirements. The annual management review ensures that the organization and the activities of the laboratory remain appropriate and efficient.

9.3.2 Management Review Inputs

The management review shall be planned and carried out taking into consideration:

a) the status of actions from previous management reviews;
b) changes in external and internal issues that are relevant to the quality management system;
c) information on the performance and effectiveness of the quality management system, including trends in:
1) customer satisfaction and feedback from relevant interested parties;
2) the extent to which quality objectives have been met;
3) process performance and conformity of products and services;
4) nonconformities and corrective actions;
5) monitoring and measurement results;
6) audit results;
7) the performance of external providers
e) the adequacy of resources;
f) opportunities for improvement.

9.3.3 Management Review Outputs

The outputs of the management review shall include decisions and actions related to:

a) opportunities for improvement
b) any need for changes to the quality management system;
c) resource needs.

CWD shall retain documented information as evidence of the results of management results.

References:
Management Review Process
Internal Audit Proces

10 IMPROVEMENT

10.1 General

CWD shall determine and select opportunities for improvement and implement any necessary actions to meet Customer requirements and enhance customer satisfaction.
These shall include:

a) improving products and services to meet requirements as well as to address future needs and expectations;
b) correcting, preventing or reducing undesired effects;
c) improving the performance and effectiveness of the quality management system.

NOTE: Example of improvement can include correction, corrective action, continual improvement, break through change, Innovation and re-organization.

10.2 Nonconformity and corrective actions

A thorough analysis of the problem, investigation for the possible causes, determining and verifying the most probable cause, getting into and correcting the root cause, and instituting the necessary measures to prevent recurrence of the problem is done.

For work in progress, remedial actions are instituted as soon as practicable in order to limit the extent of trouble. In addition, where necessary completed items stored for inventory are recalled. Recall decisions are affected by consideration for product reliability and customer satisfaction.

Evidence of nonconformity merits corrective action to prevent recurrence of the problem. The relevant personnel shall investigate the problem, determine its Root Cause or Most Probable Causes and identify suitable corrective action ensuring no likelihood of recurrence. The implementation of the corrective action shall be monitored, reviewed, and effectiveness checked. Records of results of action are taken and CAR closed when corrective action is proven satisfactory. Status of corrective action is part of the review input for the Management Review

10.2.1 when a nonconformity occurs, including any arising from complaints, the organization shall:

a) react to the conformity and, as applicable:
   1) take action to control and correct it;
   2) deal with the consequences;
b) evaluate the need for action to eliminate the case(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
   1) reviewing and analyzing the nonconformity;
   2) determining the causes of the nonconformity;
   3) determining if similar nonconformities exist, or could potentially occur;
c) implement any action needed;
d) review the effectiveness of any corrective action taken;
e) update risks and opportunities determined during planning, if necessary;
f) make changes to the quality management system, if necessary.

Corrective action shall be appropriate to the effect of the nonconformities encountered.

The laboratory monitors customer complaints in order to identify any dissatisfaction from the customers. All complaints will be brought to the attention of the Head of Laboratory. Complaints (Internal /External) received by the laboratory related to its activities are recorded on the **"Complaint Tracking"** form.

The Head of Laboratory will decide whether the action taken is adequate and ensure that the complaint is properly dealt with, and the improvement is incorporated in the quality system.

Non-conforming refers to deviation identified which will cause significant implication in both management and technical requirements.

Deviation can be identified from:

- Safety problems in the laboratory
- Poor proficiency program
- Calibration activities
- Instrument problems
- Use of wrong techniques, standards
- Customer complaints
- Internal / External Audit non-compliance

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The Head of Laboratory is responsible for non-conforming work from the laboratory and has the authority to manage its resolution and to carry out action to:

- Hold analysis and the release of results
- *Evaluate the significance of non-conforming work*
- Take immediate corrective action
- Define the requirements to resume analysis

A **Non-Conformance Report** will be accomplished to document the proper action to correct the error and to prevent the same error be made again.

All nonconforming events are recorded, tracked, identified and root cause analysis is performed.

Deviations can be identified from the following:

- Failed proficiency testing
- Customer complaints
- Failed QC samples
- Analytical procedure is not followed
- Instrument calibration
- Test Report
- Noncompliance in internal / external audits

Elements of corrective action can be comprised of:

- Investigation of probable / possible root causes
- Conclusion from investigation
- Planned corrective action
- Implementation of corrective action plan
- Confirmation and monitoring of effectiveness of corrective action

10.2.2 CWD shall retain documented information as evidence of:

a) the nature of nonconformities and any subsequent actions taken;
b) the results of any corrective actions.

10.3 Continual improvement

CONTINUAL IMPROVEMENT POLICY

It is the policy of **CWD** to continually improve the effectiveness of the established Quality Management System through

- periodic review of the quality management system policy and objectives for its continuing suitability;
- providing analysis of data from results of monitoring and measurement of process performance and product conformity, audit results and customer satisfaction survey and complaints;
- providing corrective actions to current problems and preventive actions to eliminate causes of potential nonconformities
- and conduct management review to ensure the continuing suitability, adequacy and effectiveness of the quality management system.

The laboratory continuously improves the effectiveness of its quality management system and its processes as stated in our quality policy and quality objectives.

Tools used to incorporate improvement in management requirements can be evaluated through:

- Quality Policy
- Quality Objectives
- Audit results
- Analysis of data
- Corrective actions
- Preventative actions
- Management Review
- Communication / Feedback

CWD continually improve the suitability, adequacy and effectiveness of the quality management system.
CWD shall consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

CWD's commitment for continual improvement is clearly stated in our Quality Policy. Opportunities for improvement of the effectiveness of the QMS shall be identified from the management review meetings, analysis of data and trends of operational performance against quality objectives, audit results, customer feedback and survey results and monitoring and implementation of corrective and preventive actions.

The continual improvement plan shall go through the PDCA cycle:

Plan	–	the Organization shall establish the Quality Policy, Business and Quality Objectives and Business Processes necessary to deliver results in accordance with Statutory and Regulatory requirements as well as Organization's policies and customer requirements.
Do	–	concerned personnel shall implement the established the Quality Management Systems.
Check	–	The respective Department/Section shall monitor and measure their processes and progress of the actual attainment of objectives against set targets. The achievement shall be presented in the conduct of quarterly Management Review meeting.
Act	–	The Management review output shall determine actions to be undertaken to continually improve business processes performance to support the overall objectives.

Responsibility:

Top Management is responsible for providing the Quality Objectives and target value for one (1) year and checks it monthly.
Supervisor/Team Leader is responsible in checking the progress of each section monthly.
Managers and Supervisor is responsible in checking the monthly report of their respective section.
The Top Management and Employees are responsible for the conduct of management review.

References:

Management Review Process

CWD shall continually improve the suitability, adequacy and effectiveness of the quality management system.
CWD shall consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

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Mission

- Provide Assurance to the concessionaires that the water we deliver is safe, clean, and potable
- Provide high quality water equipment with short turnaround time
- Provide laboratory support for treatment system operators to improve treatment process
- Address residents' inquiries and complaints concerning their drinking water

Vision

- Provide high quality state of the art equipment and apparatus to improve our water testing
- Continuously provide safe, clean, and potable water to our concessionaires
- Aim to be more vigilant to control and secure water quality
- Maintain our water supply in accordance with the Philippine National Standards for Drinking Water