


QUALITY MANAGEMENT SYSTEM

APPROVED QUALITY MANUAL & PAWIM

ISO 9001:2015

PRODUCTION & DISTRIBUTION OF WATER


ENGR. SOLITO T. TORCUATOR
GENERAL MANAGER

1) Approved Quality Manual – refers to item A of this Annex but with additional requirements to include the following documents either as part of the manual or as supplemental documents.

a) Approved Quality Policy

Polomolok Water District commits to provide adequate and quality water 24/7 to our customers.

Quality Policy:

Polomolok Water District commits to provide adequate and quality water 24/7 to our customers.

This quality policy leads us to:

- Effectively and efficiently manage our resources to improve our water system and expand our services for the satisfaction of our customers.
- Ensure delivery of potable and reliable water supply in compliance with the quality standards set by the Philippine National Standard for Drinking Water and other statutory requirements.
- Continue monitoring the implementation and improvement of our Quality Management System (QMS)

b) Statement of QMS Scope including the Process Model/Map showing the processes products and services covered by the QMS.

Scope of Registration

The Scope associated with POLOMOLOK WATER DISTRICT activities and registration is:

Water Production and Distribution

The quality system applies to all processes, activities and employees within the company. The facility is located at:

Dulay Subdivision, National Highway,
Polomolok, South Cotabato, 9504
Phone: (083) 500-8008 ; 500-9261
Fax: (083) 500-8008

Web: polwaterdistrict.gov.ph



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c) Justification for ISO 9001 requirement(s) that is (are) not applicable to the scope of the QMS if there is any.

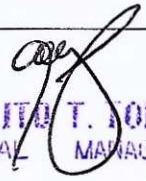
The following clauses of ISO 9001 were determined to be not applicable to POLOMOLOK WATER DISTRICT. Clause 8.3

- Design and development of infrastructure are in consonance with the Local Water Utilities Administration (LWUA) standard.
- Quality of water produce follows the Philippine National Standard for Drinking Water (PNSDW).

d) Description of the processes covered by the QMS e.g. management, operational and support processes, including the responsibilities and basic controls applied to ensure effective operations.

Description of the processes covered by the Quality Management System (QMS)	Responsibilities	Basic Controls
<p>A. Water Production</p> <p>The process of extracting underground water using pumping & chlorination equipment and stored at the storage facility for distribution to Polomolok Water District customers.</p> <p>1. Pumping Operation The day-today production of water</p> <p>2. Water Quality Assurance The process of ensuring that only potable water is distributed to all</p>	<p>EOD-PS;</p> <p>Determines water production requirements & ensures the steady supply of water to the service area.</p> <p>EOD-PS;</p> <p>Monitor water disinfection requirements in</p>	<ul style="list-style-type: none"> • Roving scheme due to automation of pumping operation • Periodic corrective and preventive maintenance of electro-mechanical equipment • Monitoring, reporting and recording of water level <div style="text-align: right; margin-top: 20px;">  ENGR. SOLID T. TORCUATOR GENERAL MANAGER </div>

<p>Polomolok Water District customers.</p> <p>The following water treatment and monitoring activities are undertaken;</p> <p>2.1. Chlorination – Water is treated with chlorine gas at the pump station to attain the required standard chlorine residual at end points.</p> <p>2.2. Monthly Microbiological Testing</p> <p>2.3. Annual Physical and Chemical Analysis</p> <p>2.4. Annual Pesticide Analysis</p>	<p>compliance with Phil. National Standard for Drinking Water (PNSDW), Local Water Utilities Administration (LWUA) and Department of Health (DOH).</p>	<ul style="list-style-type: none"> • Compliance with minimum 0.3 parts per million (ppm) chlorine residual at end points • Water sampling for laboratory testing submitted within 2 hours from collection • For Level III water system, one sample every 5,000 number of population served. • Compliance of 14 parameters stipulated in PNSDW • Within the Limit of Quantification (LOQ) for organophosphates, organochlorines (OC's) and pyrethroids is 0.1 parts per billion (ppb).
<p>A. Water Distribution The process of distributing water to all Polomolok Water District customers from source passing through mainline, distribution and service lines.</p> <p>1. Pressure Management</p>	<p>EOD-CMS Ensure 24/7 water supply with stable system pressure in all pipeline network based on LWUA standard.</p>	<ul style="list-style-type: none"> • Not less than of 10 psi stable system pressure in all pipeline network.


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<p>2. Mapping</p> <p>3. Pipeline Network</p> <p>4. Installation of New Service Connection</p>		<ul style="list-style-type: none">• Identification of pressure zones, valves and hydrant location using hydraulic analysis simulation• Leak detection, response time for repair and maintenance completed within 24 hours per LWUA parameter.• Application processing and installation within the period stipulated in the Anti-Red tape Act (ARTA)
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- e) Approved quality objectives of all offices/units, e g OPCR and DPCR forms, quality objectives and plans, balanced scorecards and other documented performance targets demonstrating the current Administration's directive to improve frontline or core processes performance.

Quality Objectives:

To achieve our Quality Policy for 2017-2022, we commit to:

- Ensure that our water sources, pumping facilities, pipeline network, and infrastructure are properly maintained, regularly inspected and continually improved for the sustainability of our operation.
- Establish linkages with the Municipal, Provincial, National Government agencies and other stakeholders for expansion of our services and protection of our pipeline network.
- Efficiently manage our resources to ensure our financial viability
- Train and empower our personnel to enhance their job competency.
- Assure 24/7 adequate and potable water supply in compliance with Philippine National Standard for Drinking Water and other statutory requirements to ensure full customer satisfaction
- Establish a Septage Management Plan (SMP).
- Consistently monitor and review the implementation of our Quality management System (QMS).


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Quality Objectives for CY 2017:


(as per BOD Resolution No. 17-01)

Quality Objective	Action Plan	Resources required	Responsible person / Division	Timeline	Monitoring Frequency
Reduce Non-Revenue Water (NRW) to 23% by end of the year	Refer to the attached NRW Program				Monthly
Increase number of active connection to 17,550 by end of the year	Refer to the attached Marketing Program / proposed expansion projects				Monthly
Train employees with 2 relevant trainings per year	Refer to the attached Annual Training program				Training Schedule
Customer satisfaction of 98%	Conduct Customer Satisfaction Survey	Manpower	OGM-PR	May 2017 & Nov 2017	Semestral
Achieve Collection Efficiency of 98% by year end	Strict implementation of disconnection policy / Conduct Information and Education Campaign (IEC)	Manpower	Commercial Division	Weekly orientation	Monthly


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NON REVENUE WATER (NRW) PROGRAM

Quality Objective	Action Plan	Resources Required	Responsible Person/Division	Timeline	Monitoring Frequency
Reduce Non- Revenue Water (NRW) to 23% by end of the year					
A. Water Meter Management					
	1. Massive meter testing of meters	Approved budget / Water meters / meter test bench	CD-LPF / EOD-MCB/ACL / accredited private plumbers	Jan-Dec 2017	Monthly
	2. Replacement of commercial category meters	Water meters / meter test bench	EOD-JDF / SEP / accredited private plumbers	April 2017	Monthly
	3. Water Meter replacement	Water meters / meter test bench	EOD-JDF / BLV / accredited private plumbers	Jan-Dec 2017	Monthly
	4. Maintenance of production meters	Production meter / laptop	EOD-RCR	Mar-Jun / Sept-Dec.	Monthly
B. Pipeline and Asset Management					
	1. Installation of line y-strainers	y-strainers	EOD-JDF / SEP	Jan-Nov 2017	Monthly
	2. Installation of Air Release Valves	Air Release Valves	EOD-JDF / SEP	Jul-Nov 2017	Monthly
	3. Clustering of Water Meters	Service Connection materials / approved budget	EOD-JEE / CTM / accredited private plumbers	Oct 2017	Monthly
	4. Mainline Rehabilitation	Mainline materials / approved budget	EOD-JEE / CTM / accredited private plumbers	Sept 2017	Monthly
	5. Service line Rehabilitation	Service Connection materials / approved budget	EOD-JEE / CTM / accredited private plumbers	Jan-Dec 2017	Monthly
C. Active leakage Control (ALC)					
	1. Continuous leak detection activity using acoustic leak detector	Leak detection equipment	EOD-JDF / SEP	Jan-Dec 2017	Monthly
	2. Roving Patrol	motorcycle	EOD-JDF / BLV	Jan-Dec 2017	Monthly
D. Speed of Repairs (Repair Time)					



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	1. Continued implementation of Care-taker system	Plumbing tools and materials / motorcycle	EOD-JSA / WMM	Jan 2017	Monthly
	2. Continued implementation of 24/7 maintenance services	Plumbing tools and materials / motorcycle	EOD-JSA / WMM	Jan 2017	Monthly
	3. Creation of Leak Patrollers program	Leaflets / hand-outs /	EOD-JSA / JDF OGM-ABD	Mar 2017	Monthly
E. Pressure Management					
	1. Installation of PRV, PSV and PRSV	Approved budget / vehicle / PRV, PSV and PRSV	EOD-JDF / SEP	Jul- Aug 2017	Monthly
	2. Continuous pressure monitoring	Data loggers / transportation / pressure gauge	EOD-JDF / SEP	Jan- Dec 2017	Monthly
	3. Monthly PRV maintenance	Vehicle / PRV accessories	EOD-JDF / SEP	Jan 2017	Monthly
4. Establishment of District Metering Areas (DMA)					
	1. Fernandez-Asuncion-DeCastro DMA	Plumbing tools and materials / Approved budget / transportation	EOD-JDF / SEP	Jul-Aug 2017	Monthly
	2. StaCruz-Salada DMA	Plumbing tools and materials / Approved budget / transportation	EOD-JDF / SEP		Monthly


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MARKETING PROGRAM

Quality Objective	Action Plan	Resources Required	Responsible Person / Division	Timeline	Monitoring Frequency
Increase number of active service connection to 17,550 by December 31, 2017					
I. Existing Service Area					
A. New Service Connection	1. House-to-House campaign	Transportation	TSR	Jan-Dec 2017	Weekly
	2. Call Campaign	Approved budget	RMH / TKP	Jan-Dec 2017	Weekly
	3. Leaf letting	Leaflets	TSR / RMH / TKP	Jan-Dec 2017	Monthly
	4. Bring-a-friend	Cash Incentive	TSR / RMH / TKP	Jan-Dec 2017	Monthly
	5. Monthly e-Raffle & Anniversary Raffle Promo	Cash Prize	TSR / RMH / TKP	Jan-Dec 2017	Monthly
	6. Field Orientation / One-Stop-Shop	Approved budget / Transportation	TSR / RMH / TKP	Jan-Dec 2017	Monthly
	7. Radio Outreach Program	Transportation / Approved budget	TSR / RMH / TKP	Jan-Dec 2017	Monthly
B. Inactive / Disconnected	1. Daily call campaign or field follow up	Transportation / Approved budget	TSR / RMH / TKP	Jan-Dec 2017	Weekly
II. Expansion Projects					
A. Proposed Project/S	1. Facilitate needed documents	Transportation / Approved budget	TSR / RMH / TKP	Jan-Dec 2017	Monthly
	2. Coordination with stakeholders	Transportation / Approved budget	TSR / RMH / TKP	Jan-Dec 2017	Monthly
	3. Field Orientation / One Stop Shop	Transportation / Approved budget	TSR / RMH / TKP	Jan-Dec 2017	Monthly
	4. Radio Outreach Program	Transportation / Approved budget	TSR / RMH / TKP	Jan-Dec 2017	Monthly
B. Barangay Expansion	1. Constant Coordination to Purok / Brgy. Officials	Transportation / Approved budget	TSR / RMH / TKP	Jan-Dec 2017	Monthly
	2. Radio Outreach Program	Transportation / Approved budget	TSR/RMH/TKP	Jan-Dec 2017	Monthly


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HR TRAINING PROGRAM

Quality Objective	Action Plan	Resources Required	Responsible Person / Division	Timeline	Monitoring Frequency
Train employees with 2 relevant trainings per year					
	1. Conduct in-house trainings	Approved training budget	AD-HR	As scheduled w/in the year	Every after training schedule
		Venue			
		Accommodation			
		Transportation			
		Training materials / design / report			
		Trainers / facilitators			
	2. Attend relevant external / technical training	Approved training budget	AD-HR	As scheduled w/in the year	Every after training schedule


ENGR. SOLITO T. TORCUATOR
 GENERAL MANAGER



REPUBLIC OF THE PHILIPPINES
POLOMOLOK WATER DISTRICT

National Highway, Polomolok, South Cotabato
Tel. Nos. (083) 500-9261 ; 500-9314 ; 500-9430
Telefax No. (083) 500-8008
Email Address : pol_wd@yahoo.com.ph

**EXCERPT FROM THE MINUTES OF THE BOARD OF DIRECTORS' 1st SPECIAL MEETING
Held at PolWD Board Room on January 05, 2017**

Present:

Engr. Andresito J. Degilla
Dr. Maribel D. Acuesta
Erlinda H. Desullan
Ismael G. Verallo, Sr.

Chair (Presiding)
Secretary
Member
Member

Sitting-in with the Board:

Engr. Solito T. Torcuator

General Manager

RESOLUTION NO. 17-01
RESOLUTION APPROVING THE POLOMOLOK WATER DISTRICT'S QUALITY POLICY
AND OBJECTIVE INCLUDING QMS AND PAWIM

WHEREAS, the Gap-Assessment on Polomolok Water District operation was conducted on November 13-14, 2016 by TUV Rheinland with Production and Distribution of Water as its core process;

WHEREAS, PolWD has not established yet a Quality Policy to ensure effective implementation of the Quality Management System and there has been no documented information about this policy (Clause 5.2 and related sub-clauses of ISO 9001:2015);

WHEREAS, there is a need for PolWD to have an approved Quality Policy and Objective including the QMS and PAWIM in compliance with ISO requirements;

WHEREFORE, premises considered, the Board upon unanimous decision:

RESOLVED AS IT IS HEREBY RESOLVED, to approve the Quality Policy and Objective including the QMS and PAWIM.

RESOLVED FURTHER, to authorize the General Manager, Engr. Solito T. Torcuator to sign said documents.

Unanimously approved.


JANICE M. BALAJADIA
Board-Recording Secretary

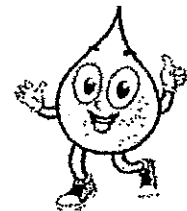
APPROVED:


ENGR. ANDRESITO J. DEGILLA
Chairman


DR. MARIBEL D. ACUESTA
Secretary


ERLINDA H. DESULLAN
Member


ISMAEL G. VERALLO, SR.
Member

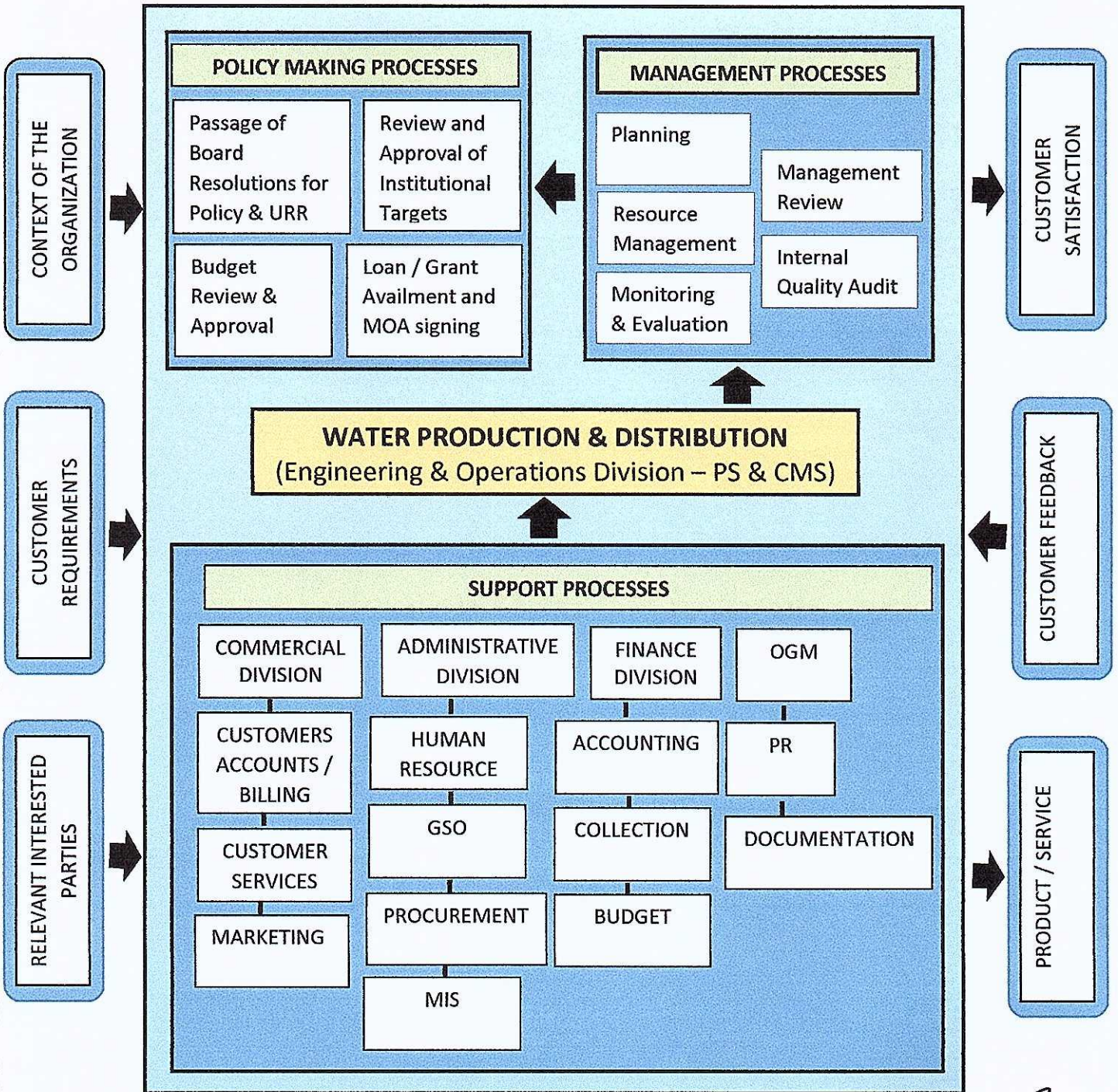


EVERY DROP COUNTS!


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POLOMOLOK WATER DISTRICT
National Highway, Polomolok, South Cotabato

Business Process Map




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POLOMOLOK WATER DISTRICT

Polomolok, South Cotabato

Engineering & Operations Division– Production Section

QMS Water Production and Distribution

Procedure : Water Quality Assurance : Conduct of Sampling

1.0 Purpose

1.1

This procedure describes the sub-process of water quality assurance which is necessary for Polomolok Water District (PoIWD) to monitor and assure the potability of water supplied to its customers.

2.0 General Policies

2.1 National and local laws and regulations, as amended, including, but not limited to the following:

- Presidential Decree (PD) 198 or the Provincial Water Utilities Act of 1973
- Philippine National Standards for Drinking Water (PNSDW) of 2007 of the Department of Health (DOH)
- Occupational Safety and Health Standards

2.2 Key internal policies:

- Water Safety Plan
- Petty cash
- Supplies request and return policies
- Vehicle use and authorization policies

2.3 Other relevant policies imposed by other government agencies such as the Department of Health (DOH), local government units (LGUs), etc.

3.0 Definitions

3.1. **Micro-biological Analysis** – also known as microbiological examination (i.e. determination of fecal contamination of water supply) is conducted more frequently than other tests because of the high probability of microbial contamination and the extent of public health it might cause. (PNSDW 2007)

Residual Chlorine – An assurance of protection of the microbiological quality. When a sufficient dosage of chlorine is applied to water, microorganisms of sanitary significance are destroyed and there is a reaction on all oxidized matter. After all these reactions have taken place, at the end of a specified contact time, there remains a certain minute quantity of chlorine in the water. Its presence in the water is usually an indication of

ENGR. SOUTHERN TORQUATOR
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sufficiency of treatment or chlorination, and is therefore an assurance of protection of the microbiological quality. (PNSDW 2007)

3.2. Physical Chemical Test – a laboratory test conducted to determine the acceptability of the physical and chemical properties of water such as:

Physical	Chemical
<ul style="list-style-type: none">• Taste• Odor• Color• Turbidity• Hardness pH	<ul style="list-style-type: none">• Acidity (Phenolphthalein)• Alkalinity• Arsenic• Chloride• Cadmium• Iron• Sulphate• Nitrate• Lead• Zinc• Manganese

3.3. Sampling Point – refer to taps or faucets where water samples are taken on a regular or random basis. PNSDW 2007 provides guidelines on the selection of sampling points.

3.4. Water Quality Monitoring Team – a team composed of composed of the WQMM and WQP Section Assistant.

4.0 Responsibilities

4.1 The WQAC is responsible for

- assisting the WUMO-A in water quality monitoring,
- identifying and reporting problems, issues and/or aspects that need improvement related to the sub-process,
- carrying out solutions to the problems, issues and/or aspects that need improvement within their scope of authority,
- proposing solutions to problems, issues and/or aspects that need improvement outside their scope of authority, and
- accomplishing related forms and reports according to standards

4.2 The WUMO-A is responsible for

- preparing the schedule of water sampling at sampling points,
- extracting and transporting the water samples as scheduled or as needed according to standards,

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- obtaining, analyzing, summarizing, reporting and filing the laboratory test results of water samples,
- Identifying problems and solutions related to the process, and maintaining forms and reports related to the process.

4.3 The SWUMO is responsible for

- reviewing water quality test results summary reports including the problems identified and solutions carried out and proposed,
- ensuring that the process is being performed according to standards,
- evaluating the effectiveness and efficiency of the process, and
- reporting about the water quality monitoring process to the Engineering Division Manager

4.4. The Engineering & Operations Division Manager is responsible for evaluating and taking action, as necessary, based on reports on the water quality monitoring process.

5.0. Equipment / Software

5.1. Chlorine residual test kit

5.2. Procurement, Inventory and Budget (PIB) System

6.0. Instructions

6.1. The Water Quality Monitoring Team (WQMT) conducts water sampling twice a month as scheduled.

6.2. The WQMT requests for materials using Request and Issuance Slip (RIS) and/or Petty Cash Voucher (PCV), as needed, and accomplishes a Trip Ticket prior to departure from PolWD office.


6.3. Upon arrival at the sampling point, the WQMT first obtains access and permission (especially when the sampling point is private property).

6.4. The WQMT inspects the surroundings of the sampling point and records any observation in his logbook.

6.5. The WQMP, then, prepares the sampling point.

6.6. The WUMO-A checks the residual chlorine at the sampling point and records the result in the Daily Water Sampling Form.

6.7. The WUMO-A obtains water sample and stores it properly.


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- 6.8. The WQMT completes the number of water samples as scheduled or as needed then transports the same within two (2) hours to the out-sourced laboratory a Department of Health (DOH) accredited or ISO Certified.
- 6.9. Upon receipt of the laboratory test results, the WUMO-A prepares the Microbiological Test Results report and the Summary Report on Microbiological Test for submission to the SWUMO.
- 6.10. The SWUMO reviews and discusses the reports with the WUMO-A, then endorses the reports to the Engineering & Operations Division Manager.
- 6.11. The Engineering & Operations Division Manager includes the result in his reports to the General Manager.
- 6.12. The SWUMO submits the Summary Report on Microbiological Test to the Local Water Utilities Administration (LWUA) quarterly.

7.0. Forms and Records

- 7.1. Daily Water Sampling Form
- 7.2. Microbiological Test Results
- 7.3. Summary Report on Microbiological Test

8.0. Related Documents

- 8.1. Philippine National Standards for Drinking Water (PNSDW) of 2007 of the Department of Health (DOH)


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POLOMOLOK WATER DISTRICT

Polomolok, South Cotabato

Engineering & Operations Division– Production Section

QMS Water Production and Distribution

Procedure : Pull-out and Installation of Submersible Pump & Motor

1.0 Purpose

- 1.1 This procedure describes the process of pulling-out and installation of submersible pump and motor of pumping station to ensure that Polomolok Water District (PoIWD) continues to provide reliable water to its customers.

2.0 General Policies

- 2.1 National and local laws and regulations, as amended, including, but not limited to the following:
- Presidential Decree (PD) 198 or the Provincial Water Utilities Act of 1973
 - Occupational Safety and Health Standards
- 2.2 Key internal policies:
- Water Safety Plan
 - Supplies request and return policies
 - Materials movement policies
 - Vehicle use and authorization policies
 - Consumer management policies
- 2.3 Other relevant policies imposed by other government agencies such as local government units (LGUs), etc.

3.0 Definitions

- 3.1 None.

4.0 Responsibilities

- 4.1 The owner of this process is the EOD-PS Sr. Water Utilities Management Officer (SWUMO).
- 4.2 The SWUMO is responsible for
- overseeing all stages of the process,
 - ensuring that the quality and safety policy is observed at all times,
 - preparing and submitting documentation and reports,
 - coordinating activities with concerned PoIWD Divisions and external parties,
 - identifying problems and solutions related to the process, and
 - reporting results of activities to the Engineering & Operations Division Manager
- 4.3 The Production Maintenance Team (PMT) is responsible for measuring the production of a well and reporting the result to the WUMO-A.

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- 4.4 The Pull-out Team, composed of the boom truck operator, technician and pull-out crew, is responsible for carrying out the pull-out activities properly and in the most efficient manner.
- 4.5 The Engineering & Operations Division Manager is responsible for evaluating and taking action, as necessary, based on site inspection, reports, requests and other feedback on the process.

5.0 Equipment / Software

- 5.1. Boom truck

6.0. Instructions

- 6.1 Origination:

The pull-out process may originate from:

- Preventive maintenance schedule
- High / Low amperes
- Dry pumping (i.e. motor running but no water)
- Low production discharge
- In case of emergency equipment shutdown/damage

- 6.2 Preventive Maintenance

- The SWUMO confirms the schedule to the Pull-out Team and designate personnel to accomplish form for information dissemination, have it approved by PoIWD Management and forward same to Management Information System (MIS) for text blast to all consumers on affected areas.
- The Pull-out Team prepare tools & equipment needed and other materials supplementary to complete the task request for cash advance.
- The Pull-out Team secure trip tickets and proceed to the pump station
- The PMT supervised by the WUMO-A conducts the pull-out activity, check for defects and accomplishes the Pull-out Data Sheet.
- Re-install the submersible pump and motor (new or repaired).
- Upon completion of the tasks, the PMT returns the unused / borrowed materials.
- The WUMO-A prepare an accomplishment report to the SWUMO.
- The SWUMO includes the results of the pull-out activity in the Weekly Accomplishment Report submitted to the Engineering & Operations Division Manager.

- 6.3 Emergency


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- Upon identification of the pumping equipment & accessories problem, the SWUMO assigns the task to WUMO-A to conduct site inspection and validate the report.
 - The WUMO-A then submit a report and recommendation to the SWUMO.
 - The SWUMO confirms the schedule to the Production Maintenance Team (PMT) and assign personnel to accomplish form for information dissemination, have it approved by PoIWD Management and forward same to Management Information System (MIS) for text blast to all consumers on affected areas.
 - The SWUMO directs the WUMO-A to mobilize the PMT.
 - The PMT prepare the Trip Ticket, tools & equipment needed and other materials supplementary needed to complete the task and request for cash advance.
 - The WUMO-A spearhead the PMT in the conduct the pull-out activity.
 - The PMT supervised by the WUMO-A conducts the pull-out activity, check for defects and accomplishes the Pull-out Data Sheet.
 - The WUMO-A reports the result of the production measurement to the SWUMO.
 - Upon completion of the tasks, the PMT returns the unused / borrowed materials.
 - The WUMO-A accomplishes the Pull-out Data Sheet and submits it to the SWUMO.
- 6.4 The SWUMO includes the results of the pull-out activity in the Weekly Accomplishment Report submitted to the Engineering & Operations Division Manager.
- 6.5 The Engineering & Operations Division Manager reports the completion of the pull-out and installation of submersible pump and motor to the General Manager.

7.0 Forms and Records

- 7.1. Pull-out Data Sheet
- 7.2. Trip Ticket
- 7.3. Weekly Accomplishment Report

8.0 Related Documents

- 8.1. Water Safety Plan


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POLOMOLOK WATER DISTRICT

Polomolok, South Cotabato

Engineering & Operations Division– Construction & Maintenance Section

QMS – Water Production & Distribution

Procedure : Transmission & Distribution Line Installation

1.0 Purpose

- 1.1 This procedure describes the process of installation of Transmission, Distribution lines for water supply to ensure that Polomolok Water District (PoWD) continue to provide reliable water to its customers.

2.0 General Policies

- 2.1 National and local laws and regulations, as amended, including, but not limited to the following:
- Presidential Decree (PD) 198 or the Provincial Water Utilities Act of 1973
 - Presidential Decree (PD) 1096 National Building Code of the Philippines
 - Occupational Safety and Health Standards
- 2.2. Key internal policies:
- Water Safety Plan
 - Supplies request and return policies
 - Materials movement policies
 - Vehicle use and authorization policies
 - Customer management policies
- 2.3 Other relevant policies imposed by other government agencies such as Department of Public Works and Highways (DPWH), Provincial Engineering Office (PEO), local government units (LGUs), etc.

3.0 Definitions

- 3.1 Job Order Personnel (JO) / “Pakyawan”– manpower services availed of on a by contract basis where no employer-employee relationship exists

4.0 Responsibilities

- 4.1 The owner of this process is the Engineering & Operations Division - Construction & Maintenance (C & M) Section Supervisor.
- 4.2 The C & M Section Supervisor is responsible for
- Overseeing all stages of the process,
 - Overseeing that the quality and safety policy is observed at all times,
 - Requesting for hiring / renewal of Job Order personnel,
 - Reviews submitted manpower scheduling.
 - Preparing and submitting requests, documentation and reports,
 - Coordinating activities with concerned divisions and external parties,
 - Identifying problems and solutions related to the process, and

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- Reporting of results of activities to the Engineering & Operations Division Manager.
- 4.3. The Construction Supervisor is responsible for:
- Ensuring all stages of the process,
 - Ensuring that the quality and safety policy is observed at all times,
 - Request for hiring /or renewal of Job Order personnel to the C & M Section Supervisor,
 - Submits Scheduled manpower and assigning work to personnel,
 - Preparing and submitting requests, documentation and reports to the C & M Section Supervisor,
 - Identifying problems and solutions related to the process, and discussed with the C & M Section Supervisor
 - Reporting of results of activities to the C & M Section Supervisor.
- 4.4 The Mainline Installation Team, composed of at least two (2) personnel and JO personnel is responsible for carrying out the installation of Transmission , Distribution mains activities properly in the project site and in the most efficient manner.
- 4.4 The Engineering & Operations Division Manager is responsible for evaluating and taking action, as necessary, based on site inspection, reports, requests and other feedback on the process.

5.0 Equipment / Software

- 5.2. Jackhammer, concrete cutter and other necessary construction equipment.
- 5.2 Microsoft Project Management Software
- 5.3 Procurement Inventory and budgeting System (PIB) software
- 5.4 Plumbing tools
- 5.5 Hydro Testing machine
- 5.6 Generator Set
- 5.7 Vehicle

6.0 Instructions

- 6.1 The process originates from the approval of Work Order, Program of Works, Estimates and Construction Drawings from the Office of the General Manager
- 6.2 The Work Order, Program of Works, Estimates and Construction Drawings is automatically forwarded / transmitted to the Engineering & Operations Division Manager
- 6.3 The EOD Manager assigns the task to the Construction (C & M) Section Supervisor.
- 6.4 The C & M Supervisor assigns the task to the Construction Supervisor;
- 6.5 The Construction Supervisor assigns the task to the mainline Installation Team and encode the project to the MS Project Management System.
- 6.6 The Mainline Installation team requests materials using the Request & Issuance Slip (RIS) using the PIB System Software and fills out a trip ticket.
- 6.7 The Mainline Installation team performs the tasks to implement the project, identify, analyse and resolve the issues arising from the assigned project documenting the activities on the daily accomplishment report.

ENGR. SOLITA T. TORCUATOR
GENERAL MANAGER

- 6.8 Upon completion of the tasks, the Mainline Installation team returns to the PolWD office and returns unused materials.
- 6.9 Then, the Mainline Installation team submits the daily accomplishment report to the Construction Supervisor.
- 6.10 The Construction Supervisor encodes the accomplishment in the MS Project Management System (MS-PMM) and conduct accomplishment validation.
- 6.11 The Construction Supervisor validates the accomplished daily accomplishment Report.
- 6.12 The Construction Supervisor submits the Project Progress Report (PPR) Weekly to the Engineering & Operations Division Manager.
- 6.13 The Engineering & Operations Division Manager reports significant issues and updates from the maintenance activities to the General Manager on a regular basis.

7.0 Forms and Records

- 7.1 Daily Project Accomplishment Report
- 7.2 Requisition & Inventory Slip (RIS)
- 7.3 Trip Ticket
- 7.4 Weekly Project Progress Report (WPPR)

8.0 Related Documents

- 8.1 None.


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POLOMOLOK WATER DISTRICT

Polomolok, South Cotabato

Engineering & Operations Division– Construction & Maintenance Section

QMS – Water Production & Distribution

Procedure : Repair & Maintenance of Transmission & Distribution Lines

1.0 Purpose

- 1.1 This procedure describes the process of repairing and maintaining water supply Transmission , distribution lines and service connections for water supply to ensure that Polomolok Water District (PoIWD) continue to provide potable water to its customers.

2.0 General Policies

- 2.1 National and local laws and regulations, as amended, including, but not limited to the following:

- Presidential Decree (PD) 198 or the Provincial Water Utilities Act of 1973
- Presidential Decree (PD) 1096 National Building Code of the Philippines
- Occupational Safety and Health Standards

- 2.2 Key internal policies:

- Supplies request and return policies
- Materials movement policies
- Vehicle use and authorization policies
- Customer management policies

- 2.3 Other relevant policies imposed by other government agencies such as Department of Public Works and Highways (DPWH), Provincial Engineering Office (PEO), Local Government Units (LGUs), etc.

3.0 Definitions

- 3.1 Job Order Personnel (JO) / Pakyawan – manpower services availed of on a by contract basis where no employer-employee relationship exists.

4.0 Responsibilities

- 4.1 The owner of this process is the Engineering & Operations Division - Maintenance Supervisor.

- 4.2 The Maintenance Supervisor is responsible for

- Overseeing compliance in all stages of the process,
- Overseeing that the quality and safety policy is observed at all times,
- Requesting for hiring / renewal of Job Order personnel,
- Preparing and submitting requests, documentation and reports,
- Coordinating activities with concerned PoIWD divisions and external parties,
- Identifying problems and solutions related to the process, and

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GENERAL MANAGER

- Reporting of results of activities to the Engineering & Operations Division Manager.

4.3 The Maintenance Supervisor is responsible for

- Ensuring compliance in all stages of the process,
- Ensuring that the quality and safety policy is observed at all times,
- Recommends for renewal of Job Order personnel,
- Submits scheduled manpower to C & M Section Supervisor
- Assigning work to personnel,
- Preparing and submitting requests, documentation and reports to the Maintenance Supervisor,
- Coordinating activities with concerned PoWD Divisions and external parties,
- Identifying & discussing problems and solutions related to the process
- Reporting of results of activities to the Engineering & Operations Division Manager.

4.4 The Leak Repair Team, composed of at least two (2) personnel and JO personnel, is responsible for carrying out the leak repair activities properly in its assigned zone in the most efficient manner.

4.5 The Leak detection Team, composed of at least two (2) personnel and JO personnel, is responsible for carrying out the leak repair activities properly in its assigned District Metering Area (DMA) and in the most efficient manner.

4.6 The Engineering & Operations Division Manager is responsible for evaluating and taking action, as necessary, based on site inspection, reports, requests and other feedback on the process.

5.0 Equipment / Software

- 5.1 Jackhammer, concrete cutter, Plumbing tools and other necessary construction and maintenance equipment.
- 5.2 Acoustic Leak Detection equipment
- 5.3. Light Work- Maintenance Management System (Light work-MMS) software
- 5.4 Procurement Inventory and budgeting System (PIB) software
- 5.5. Vehicle

6.0 Instructions

A. Leak Repair

6.1 The maintenance process originates from Maintenance Order Requests posted in the Light work-MMS by the Commercial Division personnel-in-charge (usually the front-liners), Public Information & Assistance Desk (PIAD) and EOD personnel (usually the front-liners).

6.2 The Maintenance Order Request is automatically viewed by the Engineering personnel-in-charge (PIC) at his/her Light work-MMS window. The PIC prints the Service Request and forwards the same to the Maintenance Supervisor.


ENGR. SOLITO T. TORCUATOR
GENERAL MANAGER

- 6.3 The Maintenance Supervisor assigns the task to the proper team: the Leak Repair Team.
- 6.4 The Maintenance Team requests materials using the Requisition & Issuance Slip (RIS) using the PIB System Software and fills out a trip ticket.
- 6.5 The Maintenance Team performs the tasks to identify, analyse and resolve the issues arising from the assigned maintenance order request/s, documenting the activities on the Maintenance Order Request.
- 6.6 Upon completion of the tasks, the Maintenance Team returns to the PoWD office and return the unused and borrowed materials.
- 6.7 The Maintenance Team submits the accomplished Service Request to the Engineering PIC.
- 6.8 The Engineering PIC encodes the accomplishment in the Light Work – MMS then forwards the accomplished Maintenance Order Request to the Maintenance Supervisor for validation.
- 6.9 The Maintenance Supervisor validates the accomplished MOR and records the accomplishment in the Light Work – MMS software / Maintenance Logbook.
- 6.10 The Maintenance Supervisor reports all maintenance activities in the Weekly Accomplishment Report submitted to the Engineering & Operations Division Manager.
- 6.11 The Engineering & Operations Division Manager reports significant issues and updates to the General Manager on a regular basis.

B. Leak Detection:

- 6.12 The Maintenance Supervisor assigns the task to the proper team: the Leak Detection Team.
- 6.13 The Leak Detection Team requests utilization of leak detection equipment the Equipment Utilization Slip (EUS) and fills out a trip ticket.
- 6.14 The Maintenance Team performs the tasks to identify, analyse and resolve the issues arising from the assigned District Metering Area (DMA) / Zone, documenting the activities on the Leak Detection Order (LDO) Request.
- 6.15 Upon completion of the tasks, the Leak Detection Team returns to the PoWD office and downloads the data gathered and returns the borrowed Equipment.
- 6.16 The Leak Detection Team submits the accomplished Leak Detection Order (LDO) Request to the Engineering PIC.
- 6.17 The Engineering PIC encodes the accomplishment then forwards the accomplished Leak Detection Order (LDO) request to the Maintenance Supervisor for validation.

ENGR. SOLITO J. TORCUATOR
GENERAL MANAGER



- 6.18 The Engineering PIC prepares MOR for detected non- surfacing leak to the Light work-MMS , prints the Service Request and forwards the same to the Maintenance Supervisor. (Forwarded the Repair route 6.3)
- 6.19 The Maintenance Supervisor validates the accomplished LDO and records the accomplishment in the Light Work – MMS software / Leak Detection Logbook.
- 6.10 The Maintenance Supervisor reports the maintenance activities in the Weekly Accomplishment Report submitted to the Engineering & Operations Division Manager.
- 6.11 The Engineering & Operations Division Manager reports significant issues and updates to the General Manager on a regular basis.

7.0 Forms and Records

- 7.1 Leak Detection Order (LDO) Request
- 7.2 Maintenance Order (MO) Request
- 7.3 Supplies Requisition Slip (SRS)
- 7.4 Equipment Utilization Request (EUR)
- 7.5 Trip Ticket
- 7.6 Weekly Accomplishment Report

8.0 Related Documents

- 8.1 None.


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GENERAL MANAGER



POLOMOLOK WATER DISTRICT

Polomolok, South Cotabato

Engineering & Operations Division– Construction & Maintenance Section
QMS – Water Production & Distribution

Procedure : Project Planning & Implementation

1.0 Purpose

- 1.1 This procedure describes the process of planning and implementation of in-house engineering projects undertaken (contract by admin) which are necessary for Polomolok Water District (PoWD) to continue to provide potable water to its existing and potential customers.

2.0 General Policies

- 2.1 National and local laws and regulations, as amended, including, but not limited to the following:

- Presidential Decree (PD) 198 or the Provincial Water Utilities Act of 1973
- Presidential Decree (PD) 1096 National Building Code of the Philippines
- Republic Act 9184 or the Government Procurement Reform Act
- Relevant circulars (or equivalent) issued by the Commission on Audit (COA),
- Department of Budget and Management (DBM),
- Code on Sanitation of the Philippines
- Republic Act 1378 – Plumbing Law of the Philippines
- Relevant laws on real property and eminent domain (e.g. PD 1533)
- Occupational Safety and Health Standards

- 2.2 Key internal policies:

- Water Safety Plan
- Job order contracting policies
- Supplies request and return policies
- Materials movement policies
- Vehicle use and authorization policies
- Consumer management policies

- 2.3 Other relevant policies imposed by other government agencies such as the Department of Public Works and Highways (DPWH), Commission on Audit (COA), Department of Budget and Management (DBM), local government units (LGUs), etc.

3.0 Definitions

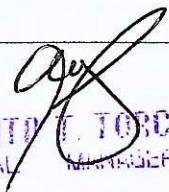
- 3.1 Annual Procurement Plan (APP) – the requisite document that Polomolok Water District prepares every year to reflect the necessary information on the entire procurement activities (i.e. goods, services, civil works to be procured) that it plans to undertake within the calendar year, as follows:

- Name of the procurement program/project,
- Project management office or end-user unit,

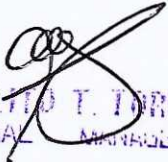

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- General description of the procurement,
 - Procurement method to be adopted,
 - Time schedule for each procurement activity,
 - Source of fund, and
 - Approved budget for the contract (ABC)
- 3.2 Budget Monitoring Slip – a tool to monitor the utilization of budget for item/s requested for procurement / payment which shows the actual amount, account number / name, remaining budget, requesting party and budget approving authority.
- 3.3 Construction by Administration – engineering project undertaken by PoIWD.
- 3.4 Construction by Contract – engineering project outsourced by PoIWD.
- 3.5 Engineering Project – a set of activities carefully planned, designed and undertaken by the Engineering Division to achieve a particular aim and includes the following types:
- Extension / Rehabilitation / Relocation / Decommissioning of pipelines
 - Transfer and change of service connections
 - Construction of structures
 - Extension / Conversion of primary power lines
 - Construction / Rehabilitation of elevated water tank
 - Construction of power house
 - Upgrading of wells
- 3.6 Job Order Personnel (JO) – manpower services availed of on a by contract basis where no employer-employee relationship exists
- 3.7 Materials Request Slip (MRS) – a form used to list the materials needed prior to generation of Supplies Requisition Slip (SRS)
- 3.8 Program of Work (POW) - a document resulting from the project planning phase which consists of project cost summary, detailed cost estimates and bill of materials, used in establishing the Approved Budget for the Contract (ABC).
- 3.9 Project Activities – pertain to a set of actions undertaken by PoIWD that produces or supports the engineering project planning and implementation process
- 3.10 Purchase Request (PR) – a form used to initialize the procurement process for materials needed for the project but are not available on stock.
- 3.11 Supplies Availability Inquiry (SAI) – a form used to confirm availability of materials on hand
- 3.12 Supplies Requisition Slip (SRS) – a form used to request materials and supplies from the stockroom.

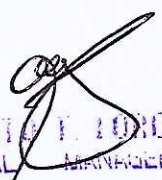
4.0 Responsibilities


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- 4.1 The owner of this process is the Engineering & Operations Division - Construction & Maintenance (C & M) Section Supervisor.
- 4.2 The Project-In-Charge or equivalent is responsible for preparing and/ or securing, updating and submitting the following:
- Securing documentation of plans such as;
 - (1) Renderings / drawings,
 - (2) Summary of proposed projects,
 - (3) Project schedule, and
 - (4) The CPD's annual procurement plan for the following year,
 - Weekly and monthly monitoring and updates of project implementation, including recommendation, request and other correspondences regarding project personnel,
 - Pertinent documentations such as:
 - (1) Notice to the Public,
 - (2) Purchase Requests,
 - (3) Supplies Availability Inquiry forms,
 - (4) Supplies Requisition Slips,
 - (5) Budget Monitoring Slip,
 - (6) Incident Report (as applicable),
 - (7) Certificate of Completion,
 - Reports such as: Materials and Equipment Inspection Report, Inspection Acceptance Report, and
 - Other forms and reports assigned to him/her.
- 4.3 The Engineer A or equivalent is responsible in preparing documentation of Plans such as;
- Structural Analysis
 - Conduct Survey & Simulation on hydraulic analysis
 - Proposed Technical Drawing of the Project
 - Program of Works
 - Estimates and Specifications
 - Manpower & Equipment Schedule
 - S - Curve
- 4.4 The Project Engineer / Construction Foreman is responsible for
- Mobilizing the manpower, materials and equipment to the project site,
 - Overseeing activities during project implementation stage,
 - Ensuring that the quality and safety policy is observed at all times,
 - Informing affected parties regarding the project,
 - Preparing and submitting documentation and reports,
 - Identifying problems and solutions related to the activities, and
 - Reporting results of activities related to the project to the CPD Section Supervisor.
- 4.5 The C & M Section Supervisor is responsible for


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GENERAL MANAGER

- Overseeing all stages of project planning and implementation, ensuring that the quality and safety policy is observed at all times,
 - Preparing and submitting documentation and reports such as:
 - (1) Weekly Construction in Progress Report,
 - (2) Monthly Updates on Project Implementation,
 - (3) Budget Monitoring Slip, etc.
 - Coordinating activities with concerned PoWD divisions and external parties,
 - Identifying problems and solutions related to the process, and
 - Reporting results of activities related to the project to the Engineering Division Manager.
- 4.6 The Property / Supply Officer is responsible for confirming the availability of materials needed in the project and recommending the preparation of purchase request for materials that are not available on hand.
- 4.7 The Accounting Specialist assigned to monitoring projects' costing is responsible for preparing and submitting the summary of project costs, reporting any deviations, coordinating with the C & M Section Supervisor, and other tasks related to the monitoring function.
- 4.8 The Engineering & Operations Division Manager is responsible for evaluating and taking action, as necessary, based on site inspection, reports, requests and other feedback on the process.
- 4.9 The Finance Division Manager is responsible for evaluating and taking action, as necessary, on project activities requiring the Finance Division's assistance, such as, but not limited to accounting for actual project costs and budget monitoring.
- 4.10 The Commercial Division Manager is responsible for evaluating and taking action, as necessary, on proposed project activities and implementation requiring the Commercial Division's assistance, such as, but not limited to
- Providing information or market survey
 - Securing related documentations / road right of way, etc.
 - Computation of Return of Investment (ROI)
 - Providing information to the Engineering & Operations Division (EOD) about customer profile for project planning, and
 - Communicating with affected customers the necessary information about the project.
- 4.11 The Administrative Division Manager is responsible in giving assistance relative to procurement and recruitment / hiring / renewal of job order personnel for project implementation.
- 4.12 The General Manager is responsible for evaluating and taking action, as necessary, based on site inspection, progress reports, requests, monitoring of project implementation and other feedback on the process.


 ENGR. SOLITA E. TORCUATOR
 GENERAL MANAGER

5.0 Equipment / Software

- 5.1 All necessary and available construction equipment are used in the project implementation stage.
- 5.2 A Computer-Aided Design (CAD) software is being used to generate renderings / drawings for this process.
- 5.3 The Procurement Inventory and Budgeting System (PIB) is used for recording and generating SRS.
- 5.4 EPANET – a hydraulic Analysis Program used to simulate design and design pipeline sizes in the water system
- 5.5 STAAD - A structural analysis program used in the design of structures.
- 5.6 ETABS – A structural analysis program used in the design of structures.
- 5.7 MS Project Management Software – A program used to formulate manpower, equipment scheduling and Project Construction-In-Progress Report (CWIP) (Percentage Accomplishment)

6.0 Instructions

6.1 Project Origination:

- Projects may originate from the following:
- Annual Procurement Plan (APP)
- Requests from customers (existing and/or potential, internal and external)
- Results of site inspection and other observations
- Instructions from management

For Requests from Customers:

- Upon receipt of requests from customers, the Commercial Division, conducts market survey, data gathering survey, securing road right of way documents, sketch plan of the area and endorses the same to the General Manager.
- The General Manager forwards the request to the Engineering & Operations Division Manager for evaluation.
- The Engineering & Operations Division Manager forwards the request to the C & M Section Supervisor and instruct Engineer A to conduct site inspection, elevation profiling, data gathering and evaluation.
- The Engineer A reports the results of site inspection, data gathering and evaluation to the C & M Section Supervisor.
- The C & M Section Supervisor performs the following:
 - (1) Coordination with the Commercial Division to obtain information regarding customer profile in areas affected,
- The C & M Section Supervisor, then, prepares a site inspection report & endorsement for recommendation, which includes relevant information

- The Project Engineer /Foreman prepares Construction Daily Accomplishment Reports for submission to the C & M Section Supervisor.
- The C & M Section Supervisor inspects on-site regularly, and based on the submitted Construction Daily Accomplishment Reports and his own observations, prepares a Weekly Construction-In-Progress Report (CWIP) for submission to the Engineering Division Manager.
- If the project entails transfer and change of water meters, the Foreman requests the Project-In-Charge to prepare the necessary forms.
- The Engineering Division Manager includes the weekly CWIP reports in his regular reports to the General Manager.

Finance:

- Every month, the Finance Division personnel-in-charge prepares a summary of project costing for materials, labour and overhead per project based on transactions posted to the relevant account based on entries originating from supplies requisition slips (SRS), petty cash vouchers (PCV), payroll, voucher register (VR), and journal entry vouchers (JEV). This summary is forwarded to the Finance Division Manager.
- Should there be a significant deviation in the project from the planned estimates (based on the approved POW):
 - (1) The Finance Division personnel-in-charge notifies the Finance Division Manager and the Engineering & Operations Division - C & M Section Supervisor.
 - (2) The C & M Section Supervisor prepares a written justification and revised POW for approval by the Engineering & Operations Division Manager.
 - (3) The Engineering & Operations Division Manager evaluates the justification and revised POW, and submits it to the General Manager for approval of the justification.
 - (4) Upon approval of the justification, the C & M Section Supervisor forwards the revised POW to the other Division Managers and finally, to the General Manager, for signing.

6.4 Project completion:

- The Foreman informs the C & M Section Supervisor that the project has been completed. The C & M Section Supervisor inspects the site.
- Once the project is deemed completed, the C & M Section Supervisor instructs the Project-In-Charge to prepare the Certificate of Completion / Inspection, Monitoring & Acceptance / Acceptance by the General Manager for signing by respective signatories.
- The C & M Section Supervisor prepares a summary of actual materials used in the project. This summary is forwarded to the Finance Personnel-in-Charge for validation before being submitted to the Administrative Division Manager.

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GENERAL MANAGER

- For construction by contract, the retention money is facilitated for release upon signing of the Certificate of Acceptance by the General Manager.

7.0 Forms and Records

- 7.1 Budget Monitoring Slip
- 7.2 Materials Request Slip (MRS)
- 7.3 Purchase Request (PR)
- 7.4 Purchase Order (PO)
- 7.5 Supplies Availability Inquiry (SAI)
- 7.6 Supplies Requisition Slip (SRS)

8.0 Related Documents

- 8.1 Annual Procurement Plan (APP)
- 8.2 Program of Work (POW)
- 8.3 Construction Daily Accomplishment Report
- 8.4 Weekly Construction Work In Progress Report
- 8.5 Certificates of Completion / Inspection, Monitoring & Acceptance / Acceptance by the General Manager
- 8.6 Implementing Rules and Regulations on RA 9184 (Government Procurement Reform Act)


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GENERAL MANAGER



POLOMOLOK WATER DISTRICT

Polomolok, South Cotabato

Engineering & Operations Division– Construction & Maintenance Section

QMS – Water Production & Distribution

Procedure : Pressure Management

1.0 Purpose

- 1.1 This procedure describes the process of maintaining and monitoring pressure on the transmission, distribution lines and service connections to ensure that Polomolok Water District (PoIWD) continue to provide reliable water supply to its customers.

2.0 General Policies

- 2.1 National and local laws and regulations, as amended, including, but not limited to the following:
- Presidential Decree (PD) 198 or the Provincial Water Utilities Act of 1973
 - Presidential Decree (PD) 1096 National Building Code of the Philippines
 - Presidential Decree (PD) 1378 Plumbing Code of the Philippines
 - Occupational Safety and Health Standards
- 2.2 Key internal policies:
- Supplies request and return policies
 - Equipment utilization and return policies
 - Materials movement policies
 - Vehicle use and authorization policies
 - Consumer management policies
- 2.3 Other relevant policies imposed by other government agencies such as Department of Public Works and Highways (DPWH), local government units (LGUs), etc.

3.0 Definitions

- 3.1 Job Order Personnel (JO) – manpower services availed of on a by contract basis where no employer-employee relationship exists

4.0 Responsibilities

- 4.1 The owner of this process is the Engineering & Operations Division - Maintenance & Construction (C & M) Supervisor.
- 4.2 The C & M Section Supervisor is responsible for
- Overseeing compliance in all stages of the process,
 - Overseeing that the quality and safety policy is observed at all times,

regarding the request and submits the same to the Engineering & Operations Division Manager.

- The Engineering & Operations Division Manager reviews the Inspection Report before forwarding the same to the General Manager for further action.
 - The General Manager evaluates the Inspection Report and indicates on the report whether to proceed with the request or not.
- (1) For results of site inspection and other observations by the C & M team, the C & M Section Supervisor prepares an Inspection Report, submit to Engineering & Operations Division Manager.
 - (2) The EOD DM endorses the report to the General Manager for approval before proceeding to the planning stage.
 - (3) Upon approval of the GM, the EOD DM instructs and assigns C & M Section Supervisor to proceed to the planning stage.

6.2 Planning:

The Project-In-Charge prepares the Program of Work (POW) for review and approval by the C & M Section Supervisor, Division Managers and General Manager.

- Projects included in the APP already have POWs.
- Projects not included in the APP require the preparation of proposals from the C & M Section Supervisor which include POWs.

Upon approval of the POW, the Project-In-Charge prepares and submits a Supplies Availability Inquiry (SAI) form for approval by the C & M Section Supervisor and forward same to the Supply Officer for confirmation of items available and those that are not.

- For items that are available, the Project-In-Charge prepares a Supplies Requisition Slip (SRS), depending on the schedule of materials release for the project.
- For items that are not available, the Project-In-Charge prepares Purchase Requests (PR) thru the Procurement, Inventory and Budget (PIB) System.
- The approved PR is forwarded by OGM Secretary to the Procurement Section for Small Value Procurement (SVP) or to the BAC Secretariat in case of public bidding.
- The Project-In-Charge prepares a request for job order personnel required for the project. The process owner of the job contracting process from the Administrative Division accommodates the request.
- The Project-In-Charge prepares the Notice to the Public, for printing

6.3 Implementation

Engineering:

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- Requesting for hiring / renewal of Job Order personnel,
- Preparing and submitting requests, documentation and reports,
- Coordinating activities with concerned PoIWD Divisions and external parties,
- Identifying problems and solutions related to the process, and
- Reporting results of activities to the Engineering & Operations Division Manager.

4.3 The Maintenance Supervisor is responsible for

- Ensuring compliance in all stages of the process,
- Ensuring that the quality and safety policy is observed at all times,
- Recommends for renewal of Job Order personnel,
- Submits scheduled manpower to C & M Section Supervisor
- Assigning work to personnel,
- Preparing and submitting requests, documentation and reports to the C & M Section Supervisor,
- Coordinating activities with concerned PoIWD Divisions and external parties,
- Identifying & discussing problems and solutions related to the process, and Reporting results of activities to the C & M Section Supervisor.

4.4 The Pressure Monitoring Team, composed of at least three (3) personnel is responsible for carrying out the monitoring and installation of equipment intended for pressure management activities properly in its assigned zone and in the most efficient manner.

4.5 The Engineering & Operations Division Manager is responsible for evaluating and taking action, as necessary, based on site inspection, reports, requests and other feedback on the process.

5.0 Equipment / Software

- 5.1 Plumbing tools and other necessary construction, installation and maintenance equipment.
- 5.2 Light Work- maintenance management System (Light work-MMS) software
- 5.3 Procurement Inventory and budgeting System (PIB) software
- 5.4 PMAC – Pressure Management Acquisition Control (PMAC) – software used in downloading data from logger unit

6.0 Instructions

A. Installation of Pressure Regulating Valves / Pressure Sustaining Valve

- 6.1 The Equipment / Appurtenance request originates from the Non-Revenue Water (NRW) Personnel-In-Charge (PIC).
- 6.2 The Equipment / Appurtenance Installation Request (EAIR) is forwarded to the Pressure Monitoring Team by the NRW PIC for implementation.

- 6.3 The Pressure Monitoring Team requests materials using the Requisition and Issuance Slip (RIS) using the PIB System Software and fills out a trip ticket.
- 6.4 The Pressure Management Team identifies, analyses and resolves the issues arising from the request/s, documenting the activities on the Equipment / Appurtenance Installation Request (EAIR).
- 6.5 Upon completion of the tasks, the Pressure Monitoring Team returns the unused and borrowed materials/ equipment using the Return Material Slip (RMS).
- 6.6 The Pressure Monitoring Team prepares and submits the accomplished EAIR to the NRW PIC.
- 6.7 The NRW PIC prepares and submit accomplished EAIR report to the C & M Supervisor for validation.
- 6.8 The C & M Section Supervisor validates and records the accomplishment in the Log Book.
- 6.9 The C & M Section Supervisor submits Weekly Accomplishment Report to the Engineering & Operations Division Manager.
- 6.10 The Engineering Division Manager reports significant issues and updates from the maintenance activities to the General Manager on a regular basis.

B. Pressure Monitoring:

- 6.11 The Pressure Monitoring request originates from by the NRW Personnel-In-Charge (PIC).
- 6.12 The Equipment / Appurtenance Installation Request (EAIR) is forwarded to the Pressure Monitoring Team by the NRW PIC for implementation
- 6.13 The Pressure Monitoring team requests materials using the Requisition & Issuance Slip (RIS) using the PIB System Software and fills out a trip ticket.
- 6.14 The Pressure Management Team identifies, analyses and resolves the issues arising from the assigned request/s, documenting the activities on the PMR.
- 6.15 Upon completion of the tasks, the Pressure Monitoring Team returns the unused and borrowed materials/ equipment.
- 6.16 Then Pressure Monitoring Team submits the accomplished PMR to the NRW PIC.
- 6.17 The NRW PIC prepares and submits the accomplished PMR to the C & M Supervisor for validation.
- 6.18 The C & M Section Supervisor validates the accomplished EAIR, discuss issues with the NRW PIC, and records the accomplishment in the Log Book.


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GENERAL MANAGER


- 6.19 The C & M Section Supervisor reports the activities in the Weekly Accomplishment Report for submission to the Engineering & Operations Division Manager.
- 6.20 The Engineering & Operations Division Manager reports significant issues and updates from the maintenance activities to the General Manager on a regular basis.

7.0 Forms and Records

- 7.1 Pressure Monitoring Request (PMO) Request
- 7.2 Equipment/ Appurtenance Installation Request (EAIR)
- 7.3 Supplies Requisition Slip (SRS)
- 7.4 Equipment Utilization Request (EUR)
- 7.5 Trip Ticket
- 7.6 Weekly Accomplishment Report

8.0 Related Documents

- 8.1 None.


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GENERAL MANAGER



POLOMOLOK WATER DISTRICT

Polomolok, South Cotabato

Engineering & Operations Division– Construction & Maintenance Section

QMS – Water Production & Distribution

Procedure : Installation of New Service Connection

1.0 Purpose

- 1.1 This procedure describes the process of installing New Service Connection to supply potable and reliable water to Polomolok Water District (PoIWD) customers.

2.0 General Policies

- 2.1 National and local laws and regulations, as amended, including, but not limited to the following:

- Presidential Decree (PD) 198 or the Provincial Water Utilities Act of 1973
- Presidential Decree (PD) 1096 National Building Code of the Philippines
- Presidential Decree (PD) 1378 National Plumbing Code of the Philippines
- Occupational Safety and Health Standards

- 2.2 Key internal policies:

- Supplies request and return policies
- Materials movement policies
- Vehicle use and authorization policies
- Consumer management policies

- 2.3 Other relevant policies imposed by other government agencies such as Department of Public Works and Highways (DPWH), local government units (LGUs), etc.

3.0 Definitions

- 3.1 Accredited Private Plumber (APP) – A private plumber accredited by PoIWD to install service connection availed of on a by contract basis where no employer-employee relationship exists

4.0 Responsibilities

- 4.1 The owner of this process is the Engineering & Operations Division-Construction and Maintenance (CMS) Supervisor.

- 4.2 The C & M Section Supervisor is responsible for

- Overseeing all stages of the process,
- Overseeing that the quality and safety policy is observed at all times

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- Requesting for Accreditation / renewal of Accreditation of Private Plumber Personnel,
- Reviews submitted manpower scheduling.
- Preparing and submitting requests, documentation and reports,
- Coordinating activities with concerned divisions and external parties,
- Identifying problems and solutions related to the process, and
- Reporting results of activities to the Engineering Division Manager.

4.3 The Construction (CONST) Supervisor is responsible for

- Ensuring all stages of the process,
- Ensuring that the quality and safety policy is observed at all times,
- Request for Accreditation /or renewal of Accreditation of Private Plumber personnel to the C & M Section Supervisor,
- Submits Scheduled manpower and assigning work to personnel,
- Preparing and submitting requests, documentation and reports to the C & M Section Supervisor,
- Identifying problems and solutions related to the process, and discussed with the C & M Section Supervisor
- Reporting results of activities to the C & M Section Supervisor.

4.4 The Accredited Private Plumber Installation Team, composed of at least three (3) APP personnel is responsible for carrying out the installation of New Service Connection activities properly in the installation site and in the most efficient manner.

4.5 The Engineering Division Manager is responsible for evaluating and taking action, as necessary, based on site inspection, reports, requests and other feedback on the process.

5.0 Equipment / Software

5.1 Jackhammer, concrete cutter and other necessary construction equipment.

5.2 Microsoft Office Software

5.3 Procurement Inventory and budgeting System (PIB) software

6.0 Instructions

6.1 The process originates from the approved Service Connection and Construction Order (SACO) by the General Manager.

6.2 The SACO is automatically forwarded / transmitted to the Engineering & Operations Division Manager

6.3 The EOD Manager assigns the task to the Construction (C & M) Section Supervisor.

6.4 The C & M Supervisor assigns the task to the (NSC) New Service Connection (PIC) Person-In-Charge;


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- 6.5 The PIC prepares the Requisition and Issuance Slip (RIS) for the release of materials, assigns the task to the Engineering Aide / Estimator for installation schedule.
- 6.6 The Engineering Aide/ Estimator encodes the SACO to the MS Office Software and assigns the task to the Accredited Private Plumber (APP) to install the SACO.
- 6.7 The APP installation team withdraws the requested materials at the Storeroom, install the new connection, documenting the activities on the SACO completion form and ask for consumer's signature.
- 6.8 Upon completion of the tasks, the APP team returns the unused materials and submits the SACO Completion Form with the consumers signature to the Engineering Aide/ Estimator.
- 6.9 The Engineering Aide/ Estimator updates his/her SACO records and submits the daily accomplishment report to the NSC-PIC.
- 6.10 The NSC- PIC encodes the accomplishment in the MS Software for Monitoring and conduct accomplishment validation.
- 6.11 The NSC-PIC validates the accomplished Daily Accomplishment Report by conducting Post Installation Inspection.
- 6.12 The NSC-PIC submits accomplishment report on the SACO installed Weekly to the C & M Supervisor and discuss issues and updates
- 6.13 The C & M Supervisor submits accomplishment report to the Engineering & Operations Division Manager and discuss issues and updates from the SACO
- 6.13 The Engineering & Operations Division Manager reports significant issues and updates from the SACO Installation activities to the General Manager on a regular basis.

7.0 Forms and Records

- 7.1 SACO Accomplishment Report
- 7.2 Supplies Requisition Slip (SRS)
- 7.3 Weekly Project Progress Report (WPPR)

8.0 Related Documents

- 8.1 None.


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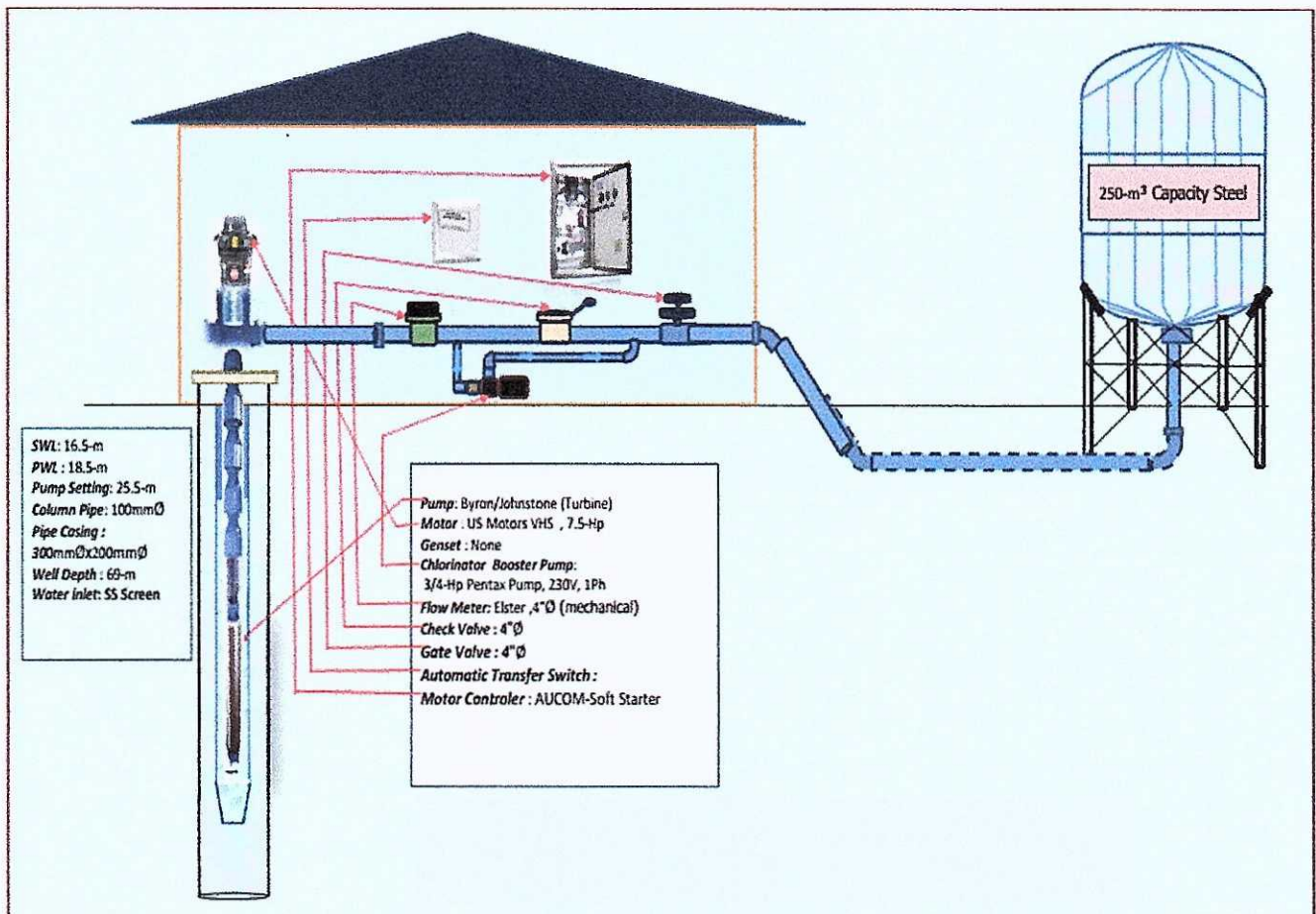


PUMPING OPERATIONS (AUTOMATED)

FLOWCHART	DETAILS	RESPONSIBILITY
	<ul style="list-style-type: none"> • Report directly to assigned pump station. • Call Hydro-fox (office guard) for proper log-in and reservoir water level. • Conduct inspection of pump-house, perimeter fences and compound for possible forcible entry. • Record all necessary data (i.e. line voltages, pumping status, on-time hourmeter, Kw-hr meter, flowmeter, chlorine (kgs), diesel (lts)). 	<p align="center">PRODUCTION OPERATOR</p>
	<ul style="list-style-type: none"> • Weekly SWL measurement • Conduct flushing during start of operation if needed. 	<p align="center">PRODUCTION MAINTENANCE</p>
	<ul style="list-style-type: none"> • Conduct Weekly SWL & PWL monitoring measurements • Conduct testing of electrode function during preventive maintenance activities. (Pumping operation auto-shuts off when water level reaches below electrode level). • Record all necessary data (i.e. line voltages, pumping status, on-time hour-meter, Kw-hr meter, flowmeter, chlorine (kgs), diesel (lts)). 	<p align="center">PRODUCTION OPERATORS</p>
	<ul style="list-style-type: none"> • Ensure that chlorination equipment properly working • Ensure availability of chlorine supply on stock. • Check for chlorine feed-rate; Chlorine gas injection @ 1.0 PPM to ensure 0.3 residual @ endpoints. 	<p align="center">PRODUCTION OPERATORS / MAINTENANCE CREW / WATER QUALITY</p>
	<ul style="list-style-type: none"> • Ensure that Reservoir manhole is securely locked. • Conduct valve opening of interconnection in case of water shortage. 	<p align="center">PRODUCTION OPERATOR</p>
	<ul style="list-style-type: none"> • Monitoring, recording and reporting of Reservoir water level thru radio. (Auto shuts-off when tank full and auto-start @ pre-determined level). • Record pumping operation data on logbook and Daily Pump Operation Report. • Prepare daily pumping roving report. • Report reservoir water level every 30 minutes. • Make proper turn-over to incoming operator. 	

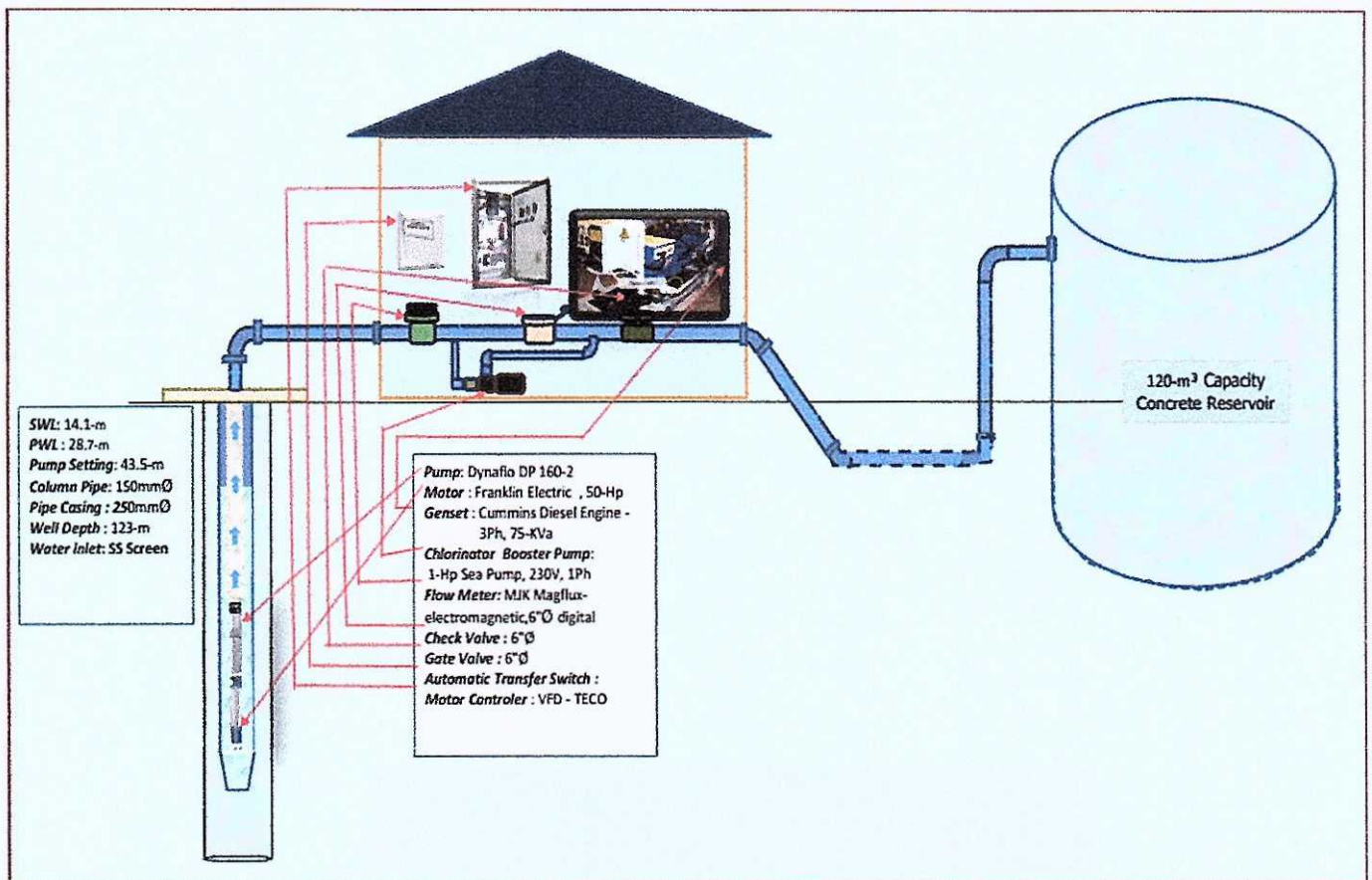
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 GENERAL MANAGER

PUMP STATION NO. 1 PROCESS FLOW (Barangay Sulit)



1. Underground water is extracted from established deep well using submersible pump and motor.
2. Extracted water is treated using chlorination equipment to disinfect water in compliance with PNSDW.
3. The volume of water produced passes thru the production meter. This is to monitor the actual water produced in cubic meter.
4. Water extracted from deep well source is stored at the reservoir for distribution.

PUMP STATION NO. 2 PROCESS FLOW (Barangay Pagalungan)



1. Underground water is extracted from established deep well using submersible pump and motor.
2. Extracted water is treated using chlorination equipment to disinfect water in compliance with PNSDW.
3. The volume of water produced passes thru the production meter. This is to monitor the actual water produced in cubic meter.
4. Water extracted from deep well source is stored at the reservoir for distribution.



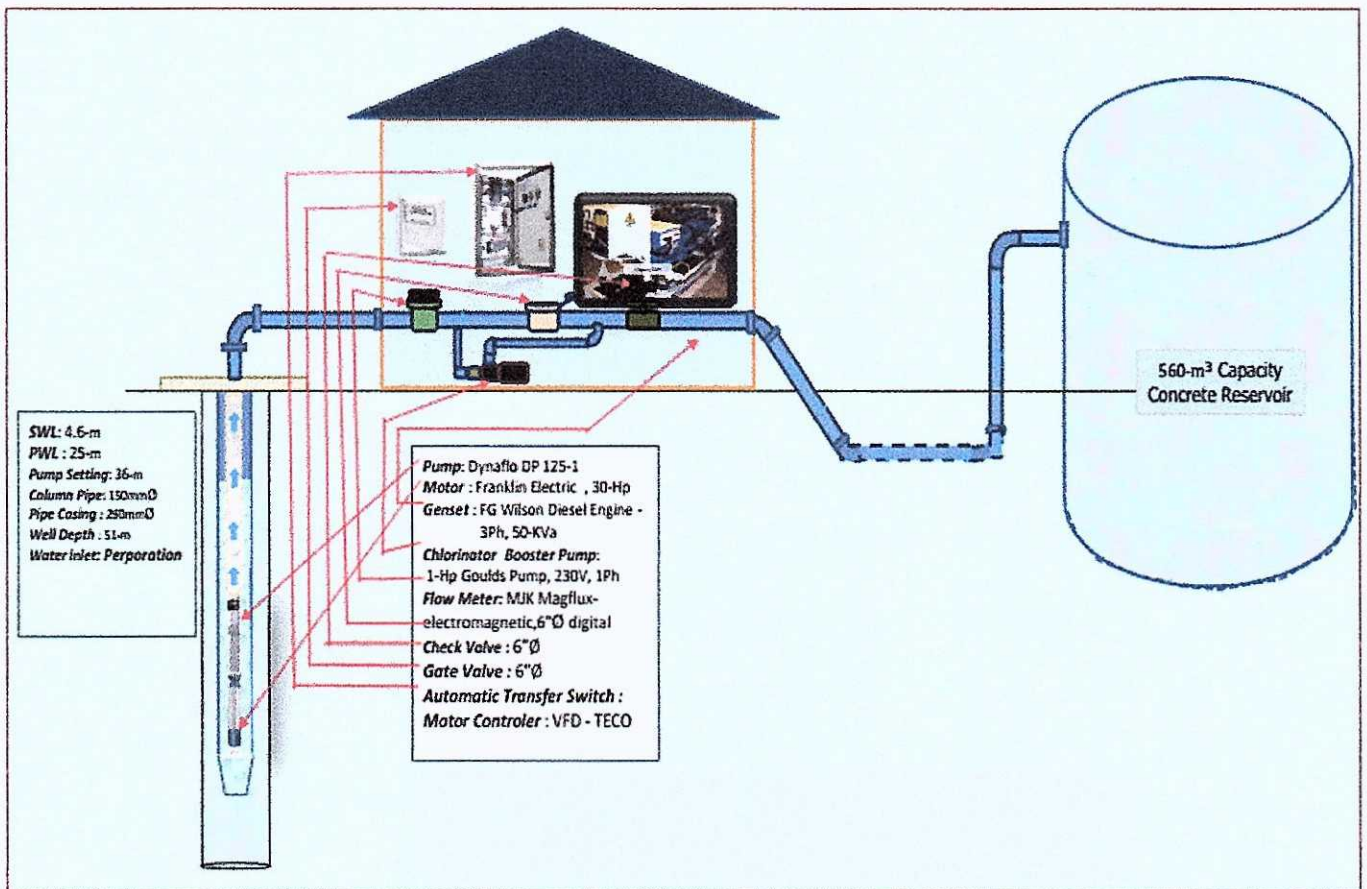
POLOMOLOK WATER DISTRICT

Polomolok, South Cotabato

Engineering & Operations Division— Production Section

QMS Water Production and Distribution

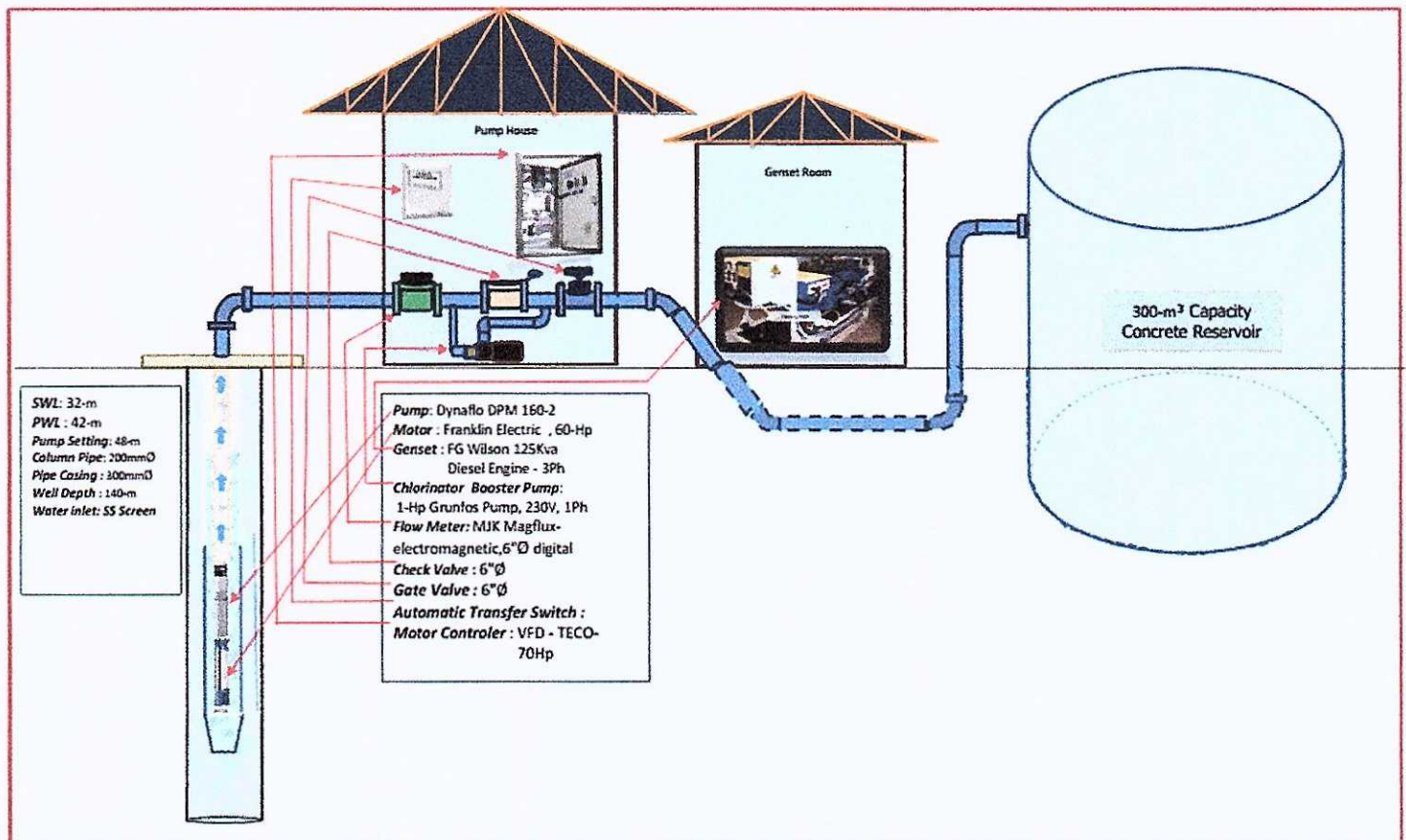
PUMP STATION NO. 3 PROCESS FLOW (Sitio Cebuano, Brgy. Poblacion)



1. Underground water is extracted from established deep well using submersible pump and motor.
2. Extracted water is treated using chlorination equipment to disinfect water in compliance with PNSDW.
3. The volume of water produced passes thru the production meter. This is to monitor the actual water produced in cubic meter.
4. Water extracted from deep well source is stored at the reservoir for distribution.

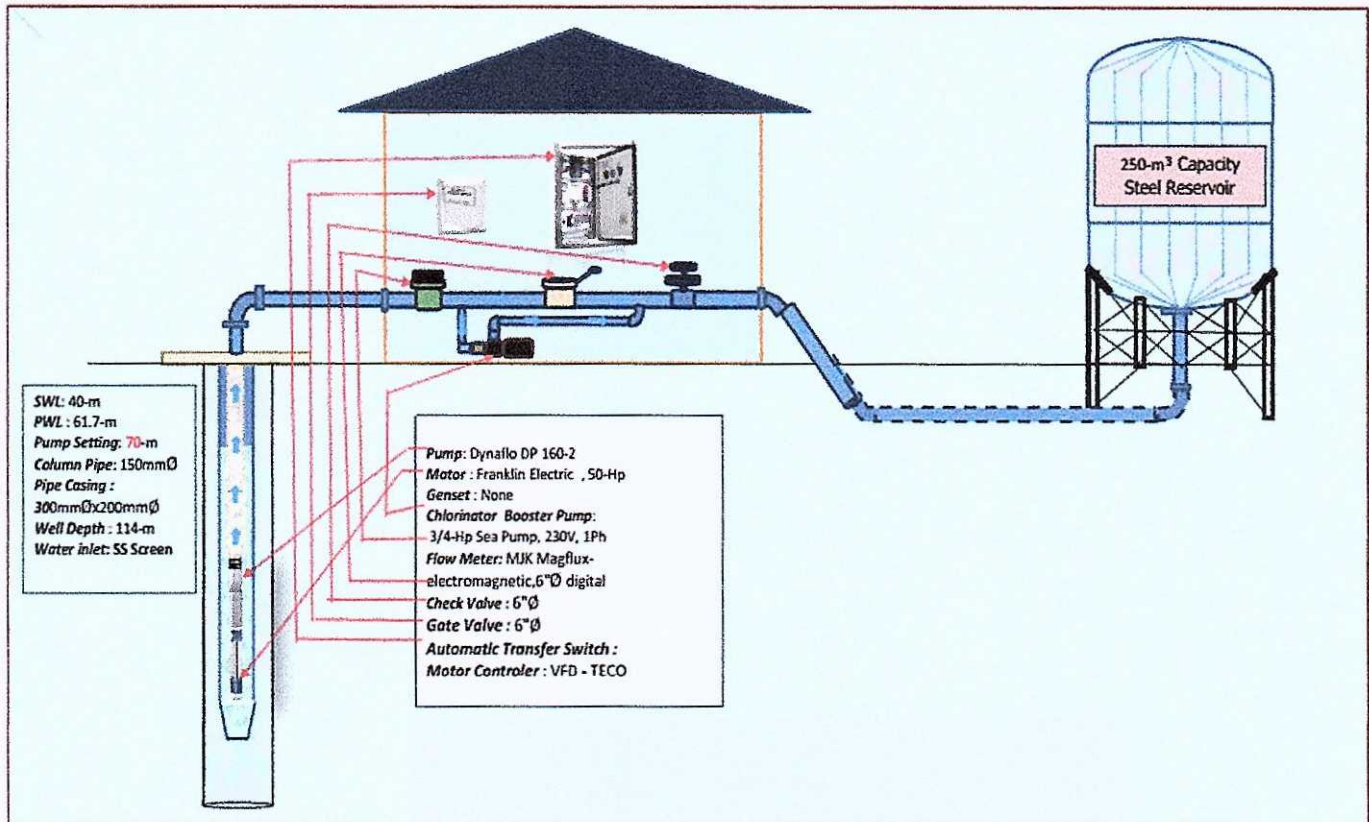
ENGR. SOLITET TORCUATOR
GENERAL MANAGER

PUMP STATION NO. 4 PROCESS FLOW (Lower Dole, Brgy. Cannery)



1. Underground water is extracted from established deep well using submersible pump and motor.
2. Extracted water is treated using chlorination equipment to disinfect water in compliance with PNSDW.
3. The volume of water produced passes thru the production meter. This is to monitor the actual water produced in cubic meter.
4. Water extracted from deep well source is stored at the reservoir for distribution.

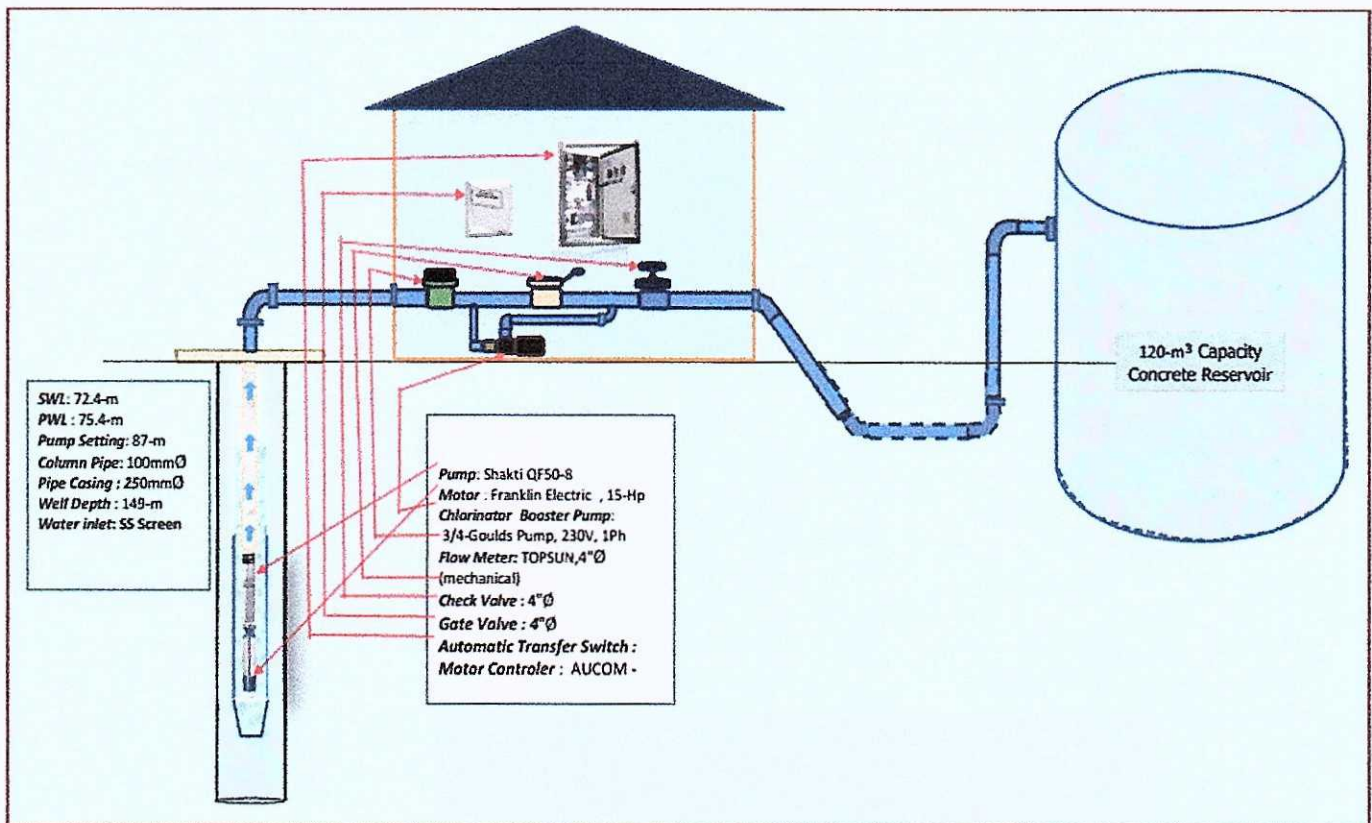
PUMP STATION NO. 5 PROCESS FLOW (Upper Dole, Brgy. Cannery)



1. Underground water is extracted from established deep well using submersible pump and motor.
2. Extracted water is treated using chlorination equipment to disinfect water in compliance with PNSDW.
3. The volume of water produced passes thru the production meter. This is to monitor the actual water produced in cubic meter.
4. Water extracted from deep well source is stored at the reservoir for distribution.



PUMP STATION NO. 6 PROCESS FLOW (Brgy. Polo)

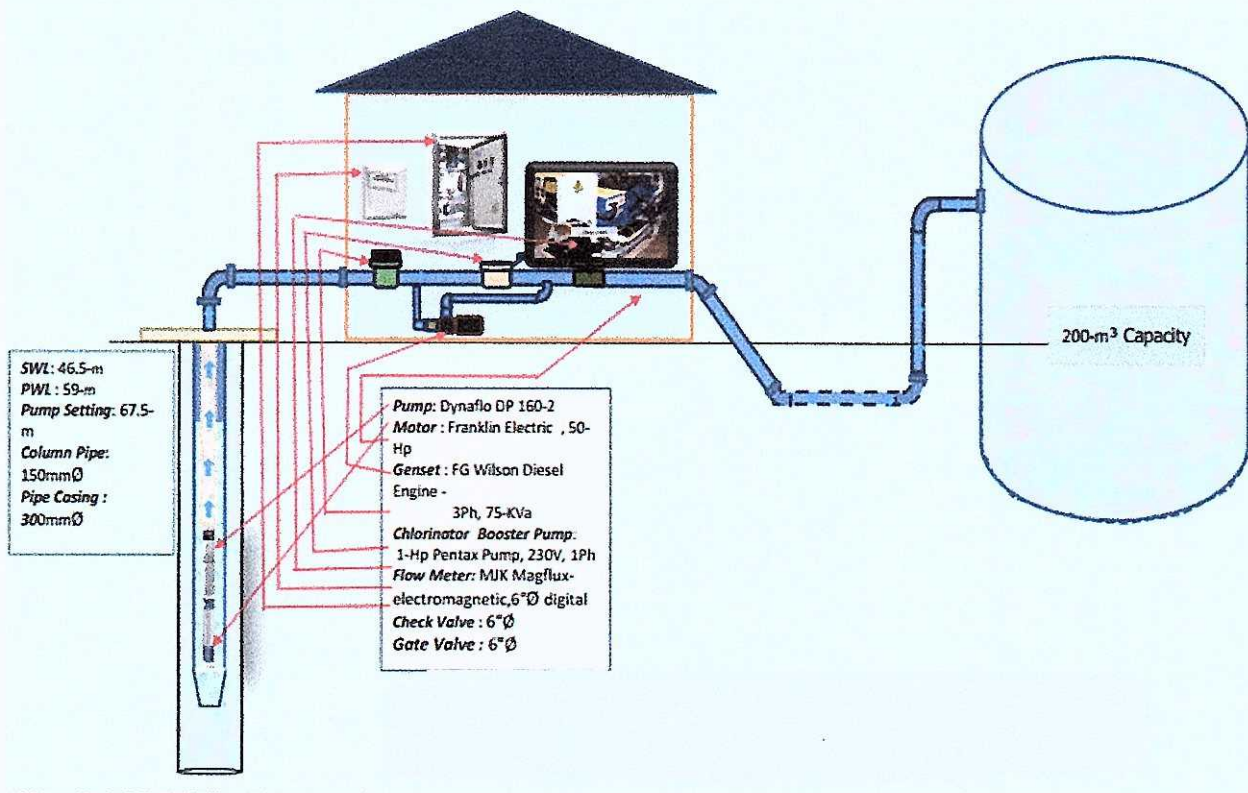



1. Underground water is extracted from established deep well using submersible pump and motor.
2. Extracted water is treated using chlorination equipment to disinfect water in compliance with PNSDW.
3. The volume of water produced passes thru the production meter. This is to monitor the actual water produced in cubic meter.
4. Water extracted from deep well source is stored at the reservoir for distribution.

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GENERAL MANAGER



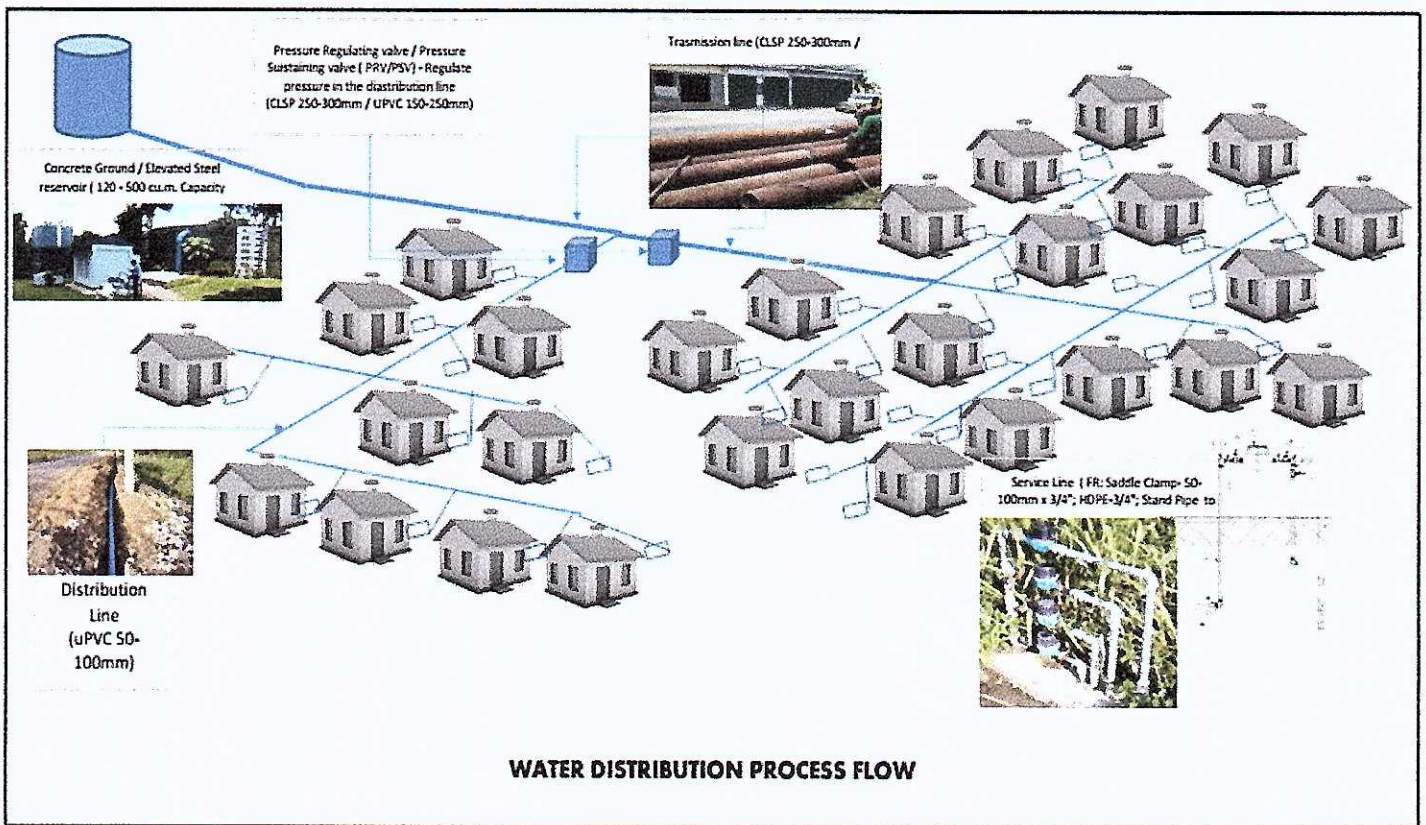
PUMP STATION NO. 7 PROCESS FLOW (Brgy. Upper Klinan)





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GENERAL MANAGER



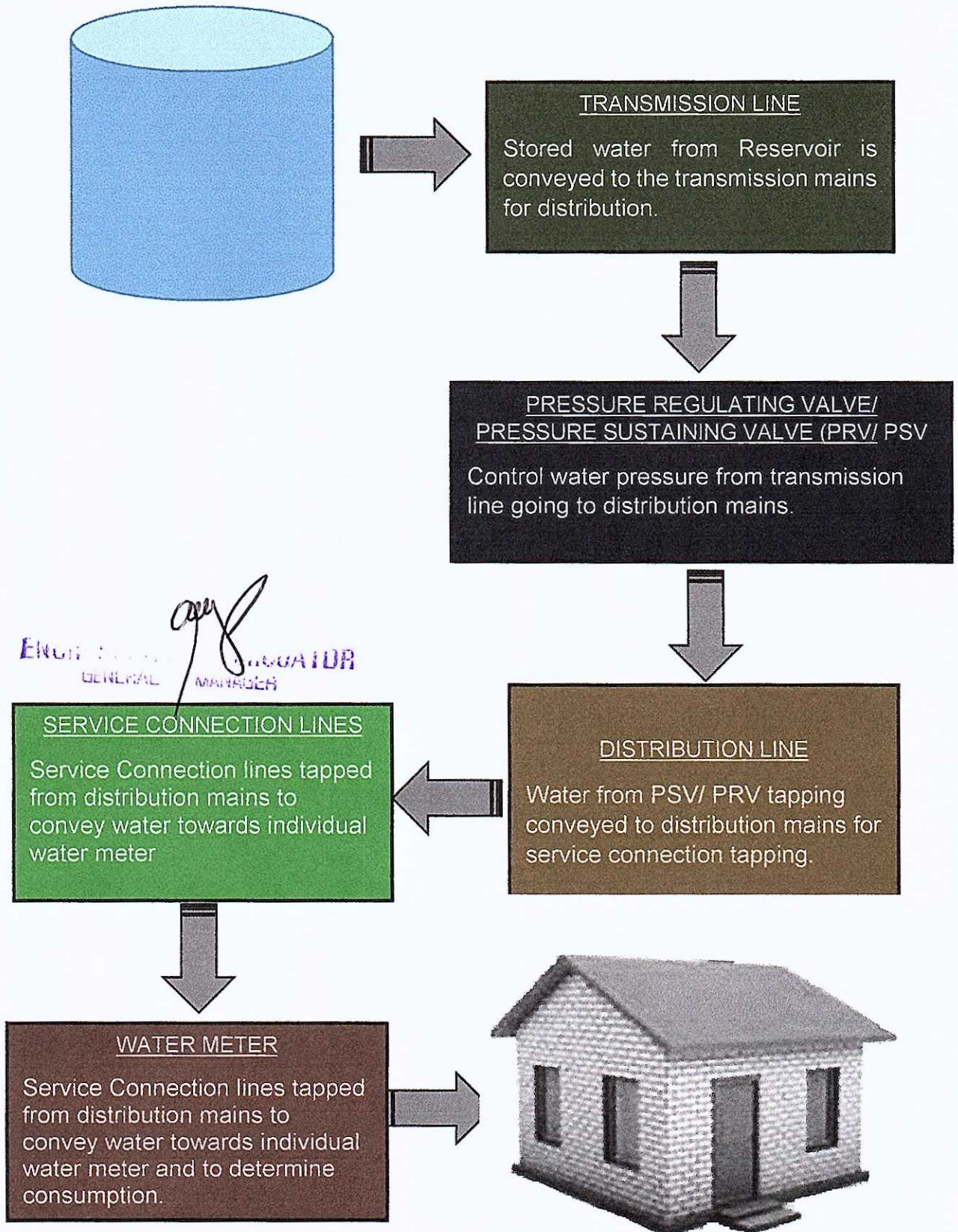
WATER DISTRIBUTION




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GENERAL MANAGER

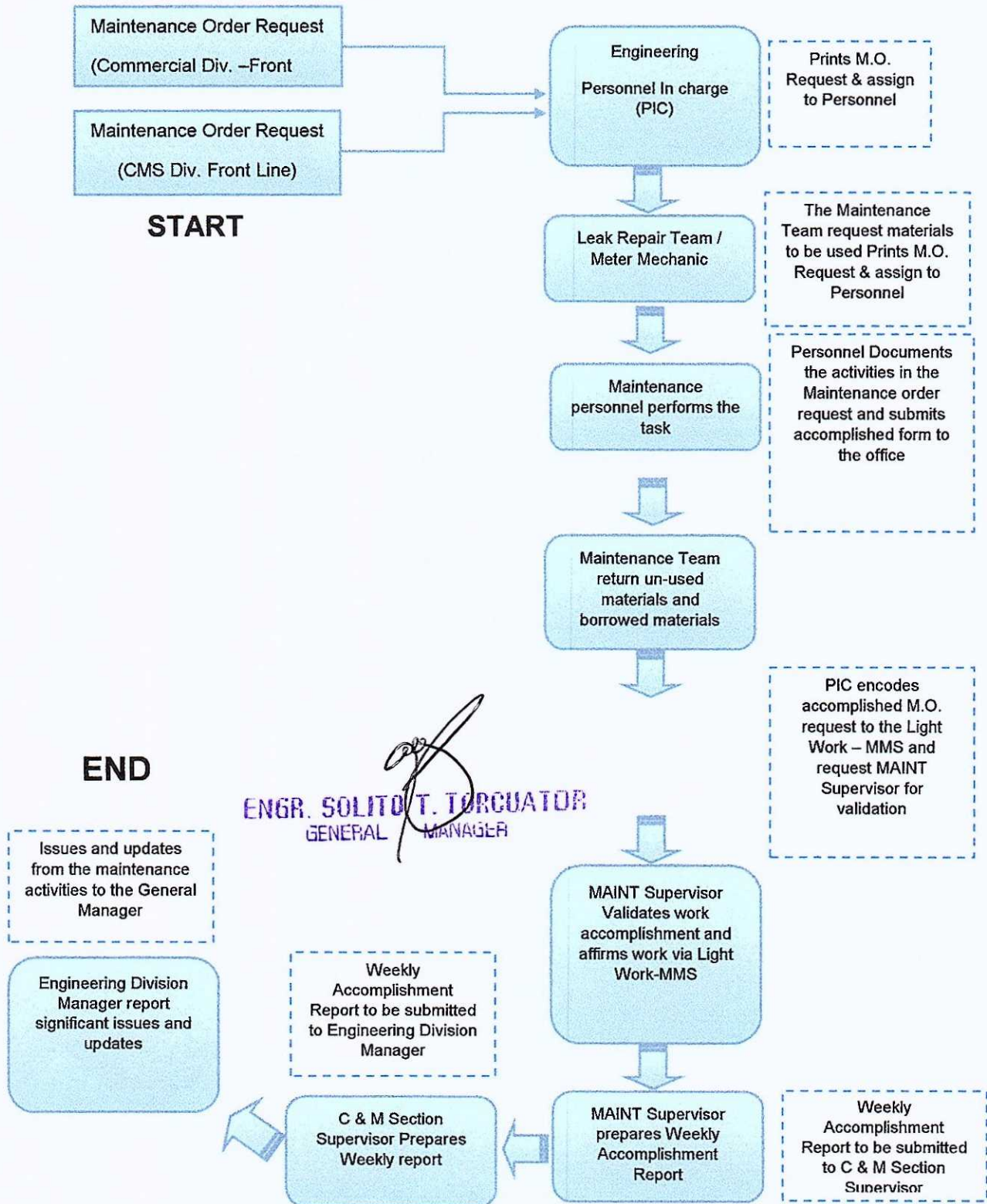


WATER DISTRIBUTION



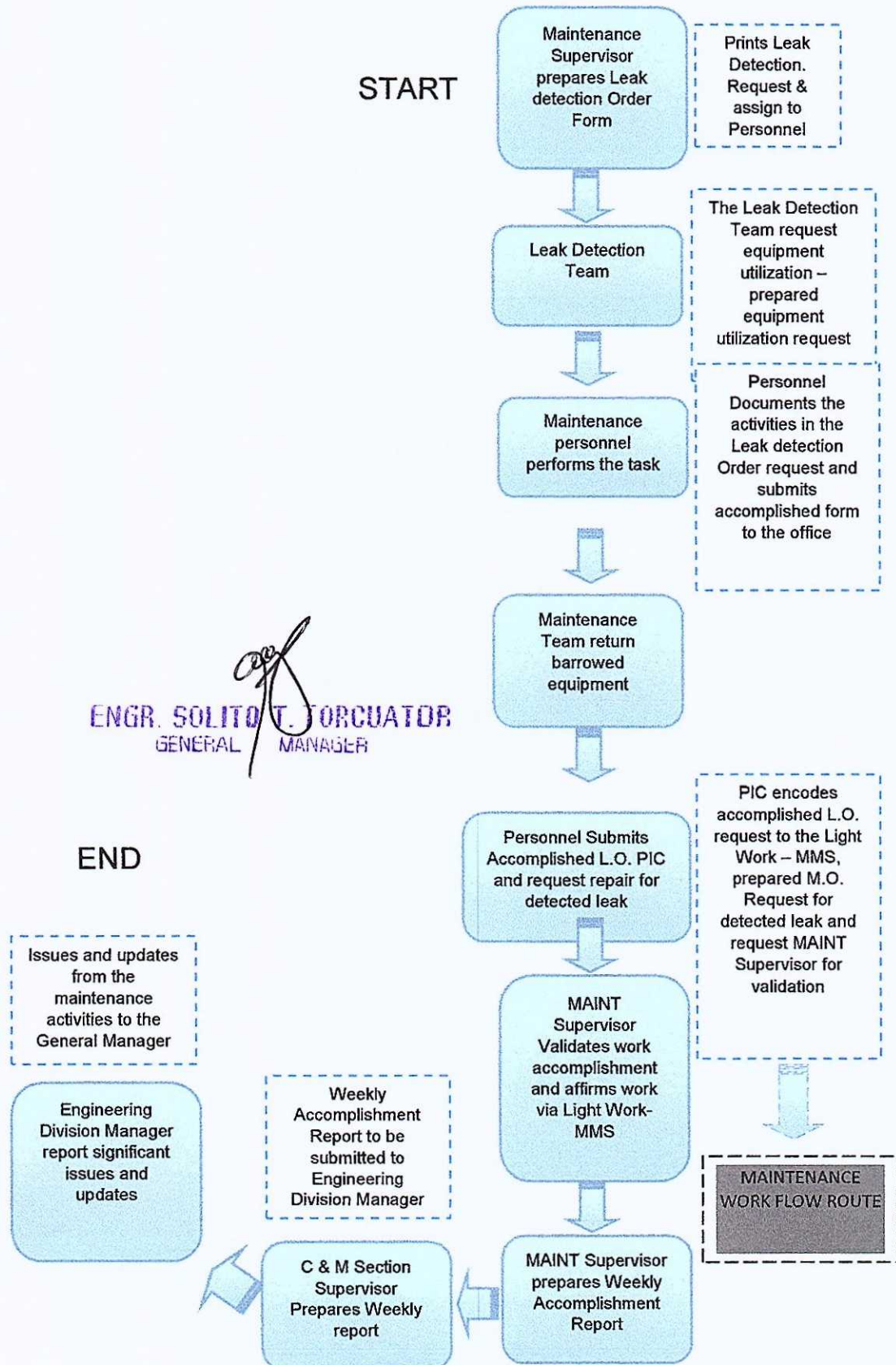


MAINTENANCE WORK FLOW DIAGRAM (LEAK REPAIR)



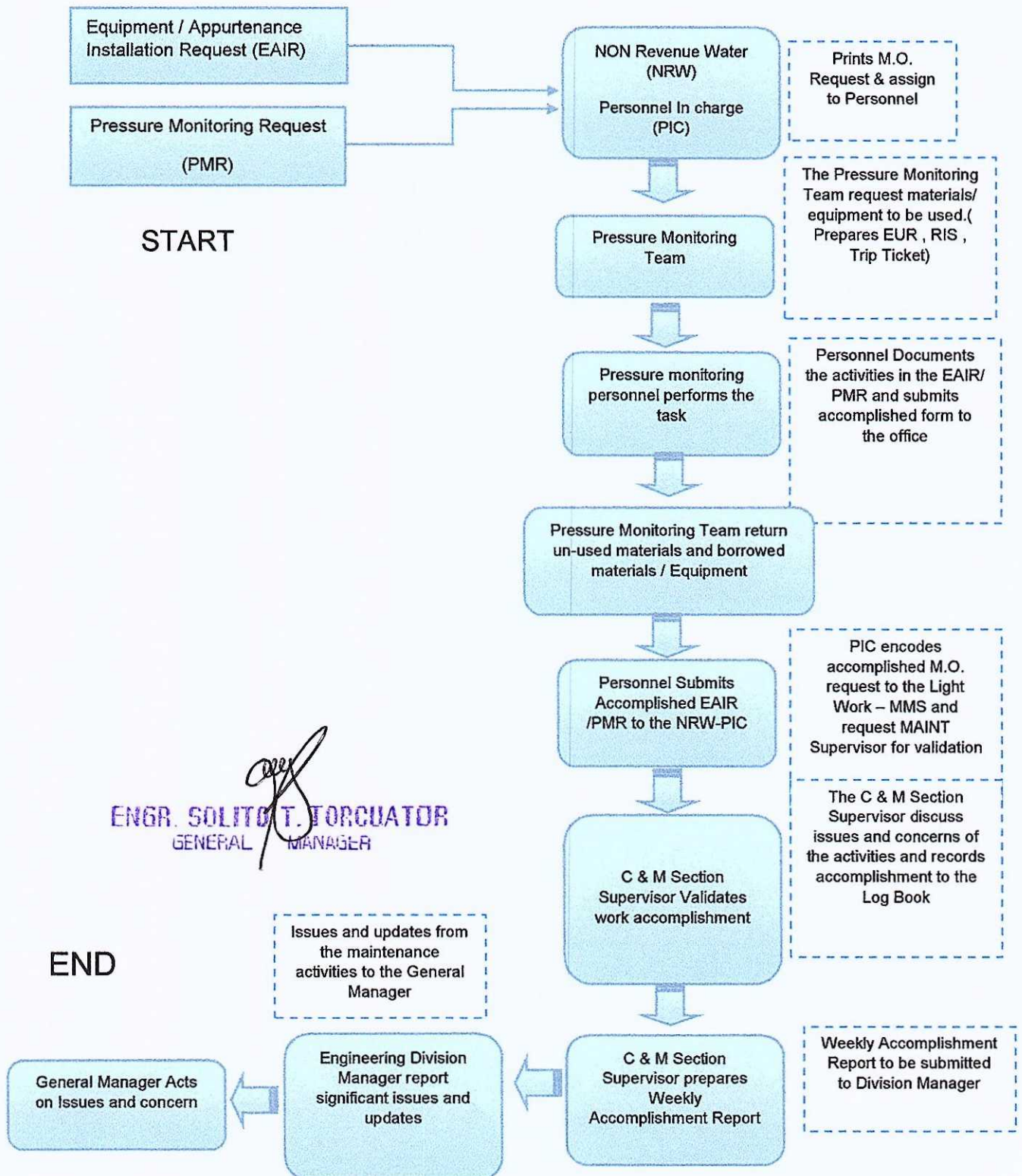


MAINTENANCE WORK FLOW DIAGRAM (LEAK DETECTION)



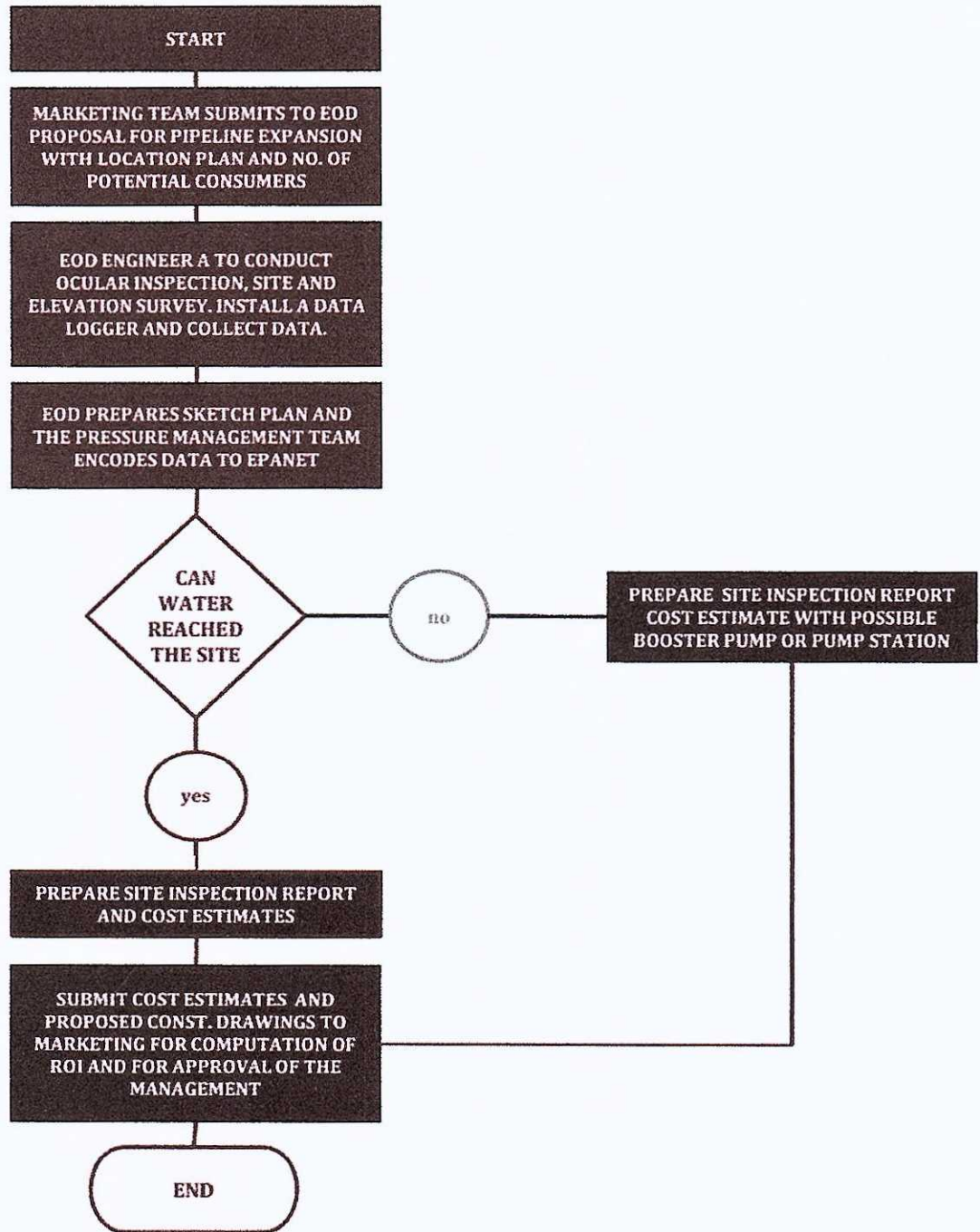


EQUIPMENT/ APPURTENANCE INSTALLATION AND PRESSURE MONITORING WORK FLOW DIAGRAM





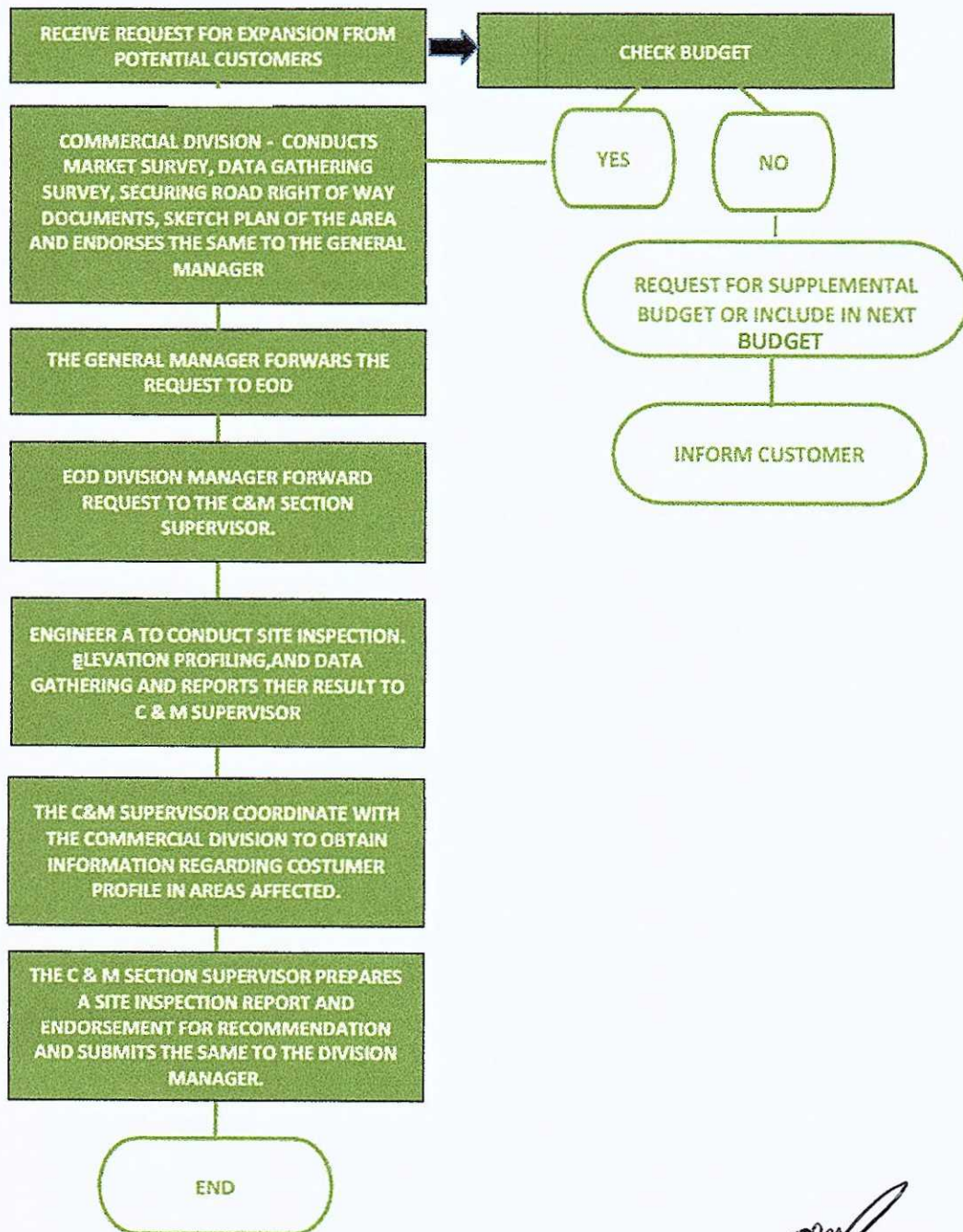
IMPLEMENTATION OF PIPELINE EXPANSION



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ENGR. SOLITO T. TORCUATOR
GENERAL MANAGER



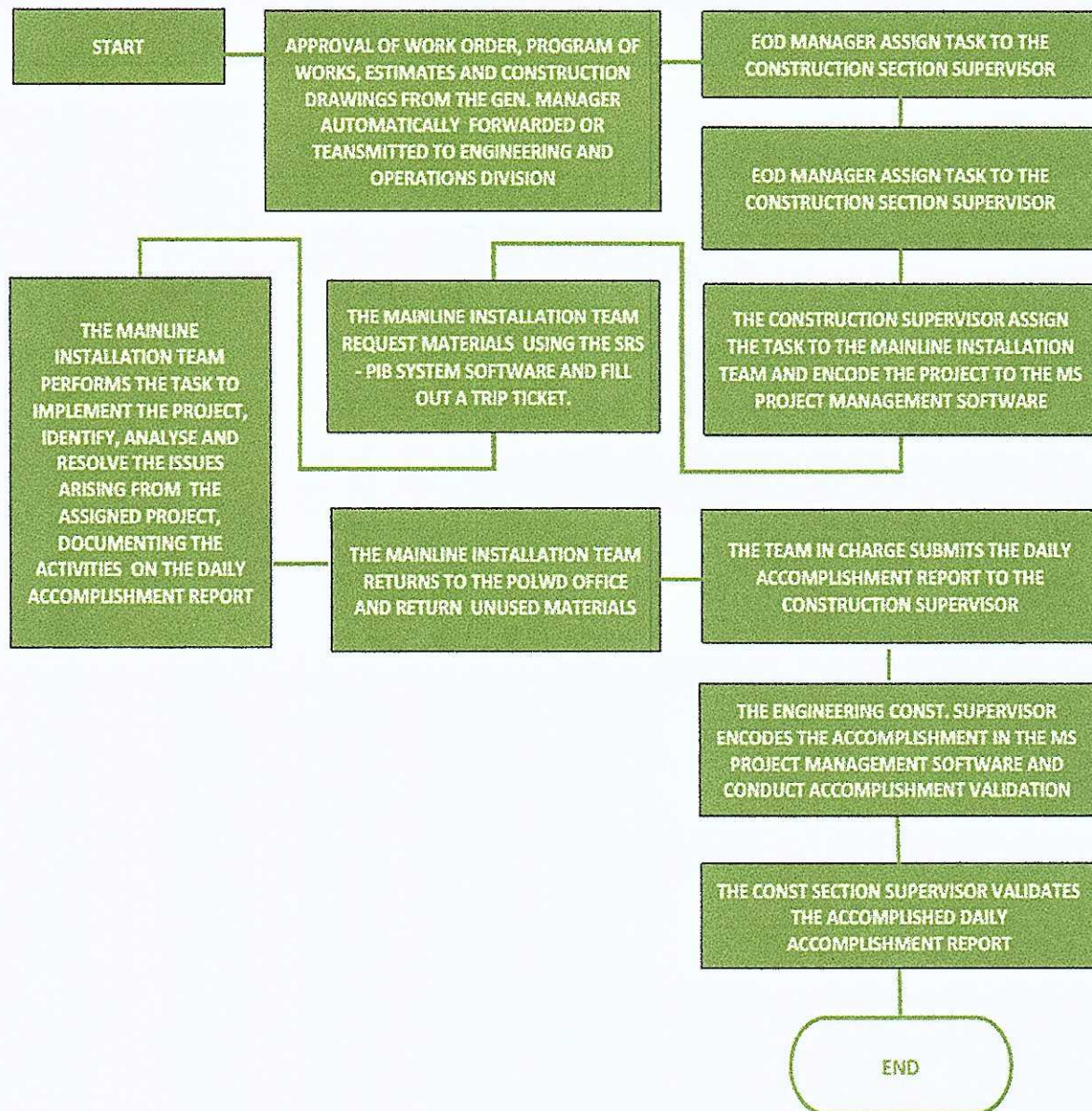
PROJECT PLANNING & IMPLEMENTATION



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ENGR. SOLITO T. TORCUATOR
GENERAL MANAGER



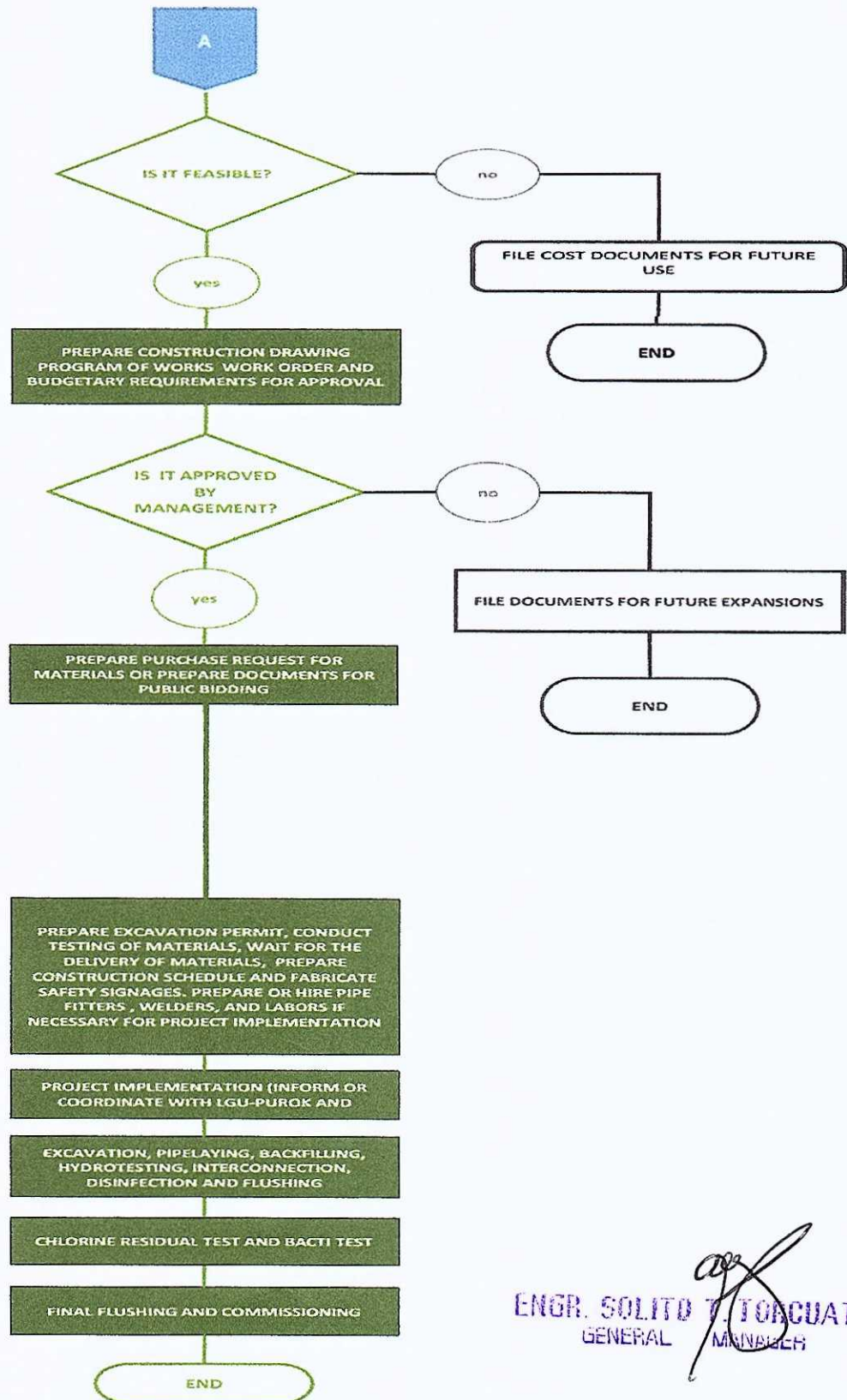
TRANSMISSION & DISTRIBUTION LINE INSTALLATION



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ENGR. SOLITO A. TORCUATOR
GENERAL MANAGER



PROJECT PLANNING & IMPLEMENTATION




ENGR. SOLITO T. TORCUATOR
GENERAL MANAGER

i. **Control of documented information**

Procedure: Control of Records

1. SUMMARY

- 1.1. This procedure defines the requirements for the identification, storage, protection, retrieval, retention time and disposition of controlled quality records.
- 1.2. "Quality records" are those records which provide evidence of POLOMOLOK WATER DISTRICT having met – or not met – requirements. These may include requirements related to inspection requirements, purchasing requirements, contractual requirements, etc. The full listing of records affected by this procedure is given in the table at the end of this procedure.
- 1.3. Records outside of this scope do not require control, but may be controlled at the discretion of management.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
[Rev Number]	[Date of Issue]	Original issue.	[Procedure Approver Name]

3. PROCEDURE

3.1. Identification


- 3.1.1. POLOMOLOK WATER DISTRICT maintains records that are needed to provide evidence of conformity to requirements and of the effective operation of the quality management system.

3.2. Storage

- 3.2.1. Softcopy records and data are stored on the company server or computers; in all cases, computers are subject to backup.
- 3.2.2. Hardcopy records are stored in suitable cabinets that prevent damage or deterioration.
- 3.2.3. Scanned documents are permanently stored and considered as active files. Each Division is responsible for the safekeeping of the documents.

3.3. Retention, Retrieval & Disposition

- 3.3.1. Records shall be maintained a minimum three (3) years unless otherwise indicated below or as defined by customer, statutory or regulatory requirements.


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- 3.3.2. Training records and other records pertaining to employees must be retained at least one year beyond that employee's end of employment.
- 3.3.3. Records that are discarded after retention shall be permanently destroyed.
- 3.3.4. When archived records are stored offsite or in another location, these shall be stored in a controlled environment that also protects them from damage or deterioration.
- 3.3.5. As required by customer contract or regulatory requirements, quality records shall be made readily available for review by the requesting authority. Such review is limited to those records applicable to the customer or regulatory authority, and shall not allow for the accidental or intentional release of confidential information to an unauthorized party.
 1. 201 and 102 File – active file
 2. Vouchers 10 years
 3. Remittances Receipts (GSIS, HDMF, PhilHealth , BIR, etc) - active file
 4. Service Connection Contracts – lifetime
 5. Billing / Collection Ledger – active file
 6. Contracts – Deed of Donation, Sale – active file

3.4. Protection

- 3.4.1. The listed "controller" shown in the table below must ensure their assigned records remain legible, readily identifiable and retrievable.
- 3.4.2. In order to ensure protection of records, electronic records are subject to periodic backups, with the backup stored on a separate server
- 3.4.3. The MIS Section is responsible for backup of data.
- 3.4.4. Quality records data stored on individuals' computers must either be backed up through the server (as above), or backed up manually unto the server. The individual users of such data are responsible when data is not backed up by the server.
- 3.4.5. Entries made by hand on hardcopy forms shall be made in ink.
- 3.4.6. White-out or correction tape is not to be used on any quality records. The correct procedure for making corrections is to cross the error out, make the correction and initial it. Optionally, date-sensitive corrections should be dated as well.

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ii. Internal Audit for the QMS

STEP ONE: Audit Plan

Process to Audit (Audit Scope):	
Audit Date(s):	Lead Auditor:
Audit #:	Auditor(s):
Site(s) to Audit:	
Applicable Clauses of [ISO 9001 or AS9100] Standard:	
Applicable Documents to Audit	
	Rev.
[Quality Manual Doc Title]	


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STEP TWO: Compare Documentation vs. Requirements

Compare the [Short Client Name] documentation with the applicable clauses of [ISO 9001 or AS9100].		
Question	Y/N (or N/A)	Evidence or Notes Sheet Ref. #
In general, does the [Short Client Name] documentation meet the requirements of [ISO 9001 or AS9100]?		
Review any customer requirements that may be applicable to this process. (If there are none, enter "N/A" in the middle column.) In general, does the [Short Client Name] documentation meet these requirements?		
Review any statutory or regulatory requirements that may be applicable to this process. (If there are none, enter "N/A" in the middle column.) In general, does the [Short Client Name] documentation meet these requirements?		
Indicate any suggestions for improvement related to the documentation:		


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STEP THREE: Compare Actual Practice vs. Requirements

Compare the requirements of [ISO 9001 or AS9100], the [Quality Manual Doc Title] and other documentation against what employees are actually doing in everyday practice.

Requirement Reference	Question	Y/N (or N/A)	Evidence or Notes Sheet Ref. #

Review previous audits for this process. Review previous [CAR Form Abbreviation]s issued against this process, or as a result of previous audits for this process. Add additional checklist questions here, based on the previous audits, [CAR Form Abbreviation]s or other documents or requirements, as you see fit.

Requirement Reference	Question	Y/N (or N/A)	Evidence or Notes Sheet Ref. #

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STEP FIVE: Summarize Findings


Based on the findings and nonconformities you have recorded in the previous sections, summarize the necessary actions needed. For type, choose one of the following:

C = Corrective action needed (existing noncompliance)

P = Preventive action needed (potential noncompliance)

OFI = Opportunity for Improvement

[CAR Form Abbreviation] #	[ISO 9001 or AS9100] Clause	Describe finding as you want it to appear in the [CAR Form Abbreviation] system.	Type	Major / Minor
		Requirement: Evidence: Rationale for Finding:		
		Requirement: Evidence: Rationale for Finding:		
		Requirement: Evidence: Rationale for Finding:		
		Requirement: Evidence: Rationale for Finding:		
		Requirement: Evidence: Rationale for Finding:		


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STEP SIX: Review Audit Report and Submit

All auditors on the audit team must submit their audit reports for summary and review by the Lead Auditor. Lead Auditor: review the completeness of this report prior to submitting it to the [Specific Title for ISO MR]. Be sure findings show objective evidence, that everything is written clearly, and that all checklist questions are answered.

Audit report reviewed and ready for submission:

Signature of Lead Auditor

Date


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GENERAL MANAGER

NOTES PAGE

Your Note reference #	Notes, evidence, findings, comments, etc.


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GENERAL MANAGER

iii. Control of Non-Conforming Outputs

Procedure: Control of Nonconforming Service on Mainline and Service Line

1. SUMMARY

- 1.1. This procedure defines the requirements for identifying, processing and dispositioning of nonconforming service.
- 1.2. The following definitions are important for a clear understanding of this procedure:
 - 1.2.1. "**Nonconforming service**" is any service provided to customers which is found to not conform to requirements. These requirements may be customer requirements, statutory/regulatory requirements, or any other requirement deemed by POLOMOLOK WATER DISTRICT.
- 1.3. Nonconforming service can be discovered at any time, by any person or organization, including employees, the customer, regulatory authorities, etc.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
[Rev Number]	[Date of Issue]	Original issue.	[Procedure Approver Name]

3. CONTROLLING NONCONFORMING SERVICES

3.1. Discovery and Reporting

- 3.1.1. When nonconforming services are discovered by employees, this shall be documented on the **Nonconforming Service Report (NSR)**. If the nonconforming service is reported by a third party, including a customer, the appropriate employee shall capture the information provided by the third party on the **Nonconforming Service Report**, including referencing any applicable notes, emails, or other documentation.
- 3.1.2. The **Nonconforming Service Report** is sent to the EOD-CMS / NBE for initial confirmation / verification of the nonconformance. If it is determined the nonconformance did not occur, this can be noted and the NSR closed without further action. If the issue is confirmed, the procedure shall continue.
- 3.1.3. The EOD-CMS shall then document details of the NSR and conduct a root cause analysis, utilizing other personnel and resources as necessary. The EOD-CMS / NBE may delegate this responsibility, if needed.
- 3.1.4. The EOD-CMS will then oversee a disposition of the nonconforming service. This may include a refund, providing new services, providing corrected services, or other actions. All such actions shall be documented on the NSR form.
- 3.1.5. If customer approval is sought for the disposition, this shall be recorded on the NSR; if the customer approval is provided in another document or email this shall be reference on the NSR instead.

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GENERAL MANAGER

4. NONCONFORMANCE DATA ANALYSIS & TRENDING

4.1. The EOD-CMS will present service quality trend data to top management as part of periodic Management Review Meetings.



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GENERAL MANAGER

Procedure: Control of Nonconforming Service on Water Quality Testing

1. SUMMARY

- 1.1. This procedure defines the requirements for identifying, processing and dispositioning of nonconforming service.
- 1.2. The following definitions are important for a clear understanding of this procedure:
 - 1.2.1. “**Nonconforming service**” is any service provided to customers which is found to not conform to requirements. These requirements may be customer requirements, statutory/regulatory requirements, or any other requirement deemed by POLOMOLOK WATER DISTRICT.
- 1.3. Nonconforming result on Water Quality testing can be discovered at any time, by any person or organization, including employees, the customer, regulatory authorities, etc.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
[Rev Number]	[Date of Issue]	Original issue.	[Procedure Approver Name]

3. CONTROLLING NONCONFORMING SERVICES

3.1. Discovery and Reporting

- 3.1.1. When nonconforming services are discovered, this shall be documented on the **Nonconforming Service Report (NSR)**. If the nonconforming service is reported by a third party, including a customer, the appropriate employee shall capture the information provided by the third party on the **Nonconforming Service Report**, including referencing any applicable notes, emails, or other documentation.
- 3.1.2. The **Nonconforming Service Report** is sent to the EOD-PS for initial confirmation / verification of the nonconformance. If it is determined the nonconformance did not occur, this can be noted and the NSR closed without further action. If the issue is confirmed, the procedure shall continue.
- 3.1.3. The EOD-PS shall then document details of the NSR and conduct a root cause analysis, utilizing other personnel and resources as necessary. The EOD-PS may delegate this responsibility, if needed.
- 3.1.4. The EOD-PS will then oversee a disposition of the nonconforming service. This may include a refund, providing new services, providing corrected services, or other actions. All such actions shall be documented on the NSR form.
- 3.1.5. If customer approval is sought for the disposition, this shall be recorded on the NSR; if the customer approval is provided in another document or email, this shall be reference on the NSR instead.

4. NONCONFORMANCE DATA ANALYSIS & TRENDING

- 4.1. The EOD-PS will present service quality trend data to top management as part of periodic Management Review Meetings.

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GENERAL MANAGER

iv. **Nonconformity and Corrective Action**



REPUBLIC OF THE PHILIPPINES
POLOMOLOK WATER DISTRICT

National Highway, Polomolok, South Cotabato
Tel. Nos. (083) 500-9261 / 500-9430 / 500-9314 / 500-9400
Telefax No. (083) 500-8008

NON CONFORMITY AND CORRECTIVE ACTION REPORT

STATEMENT OF NON-CONFORMITY:

ROOT CAUSE ANALYSIS:

CORRECTION:

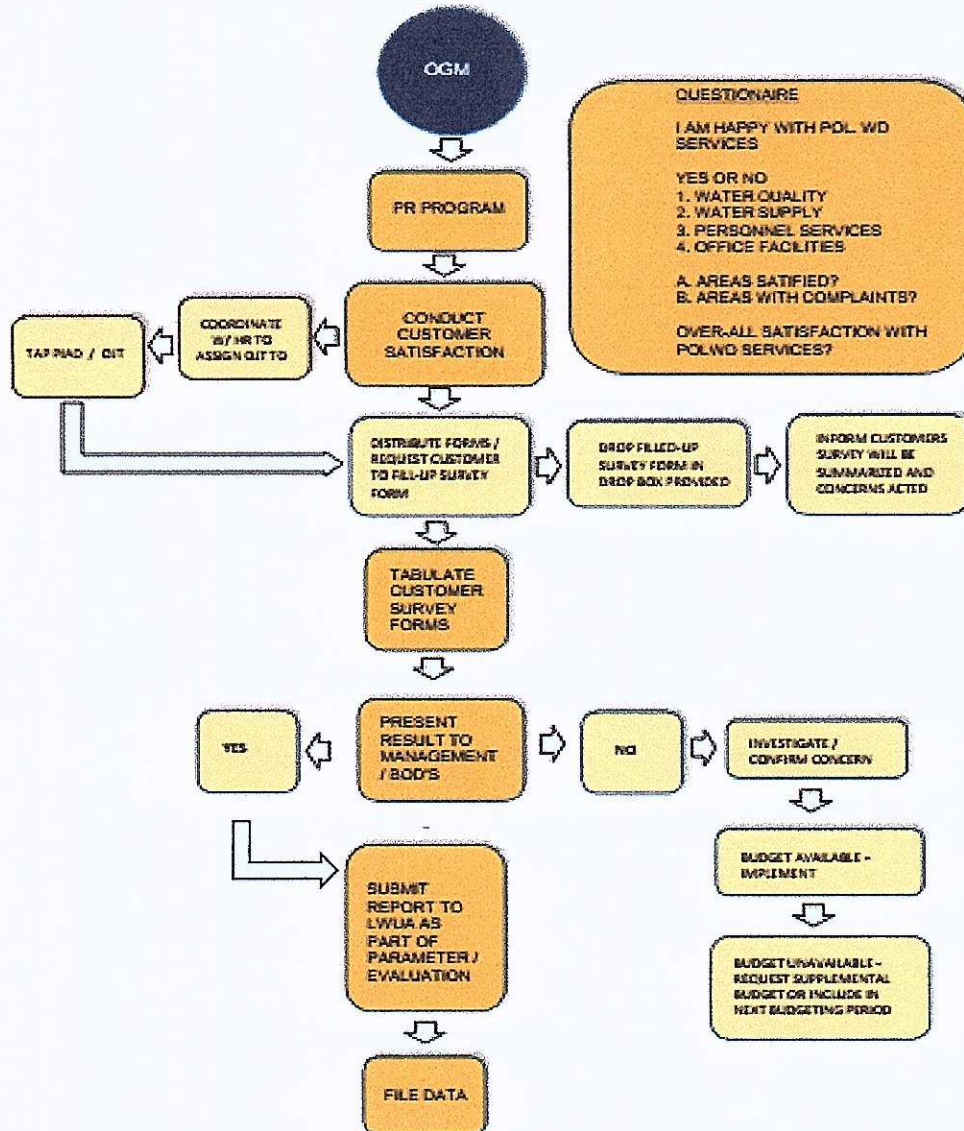
CORRECTIVE ACTION:

VERIFICATION OF EFFECTIVENESS:


ENGR. SOLITO T. TOPCUATOR
GENERAL MANAGER



PROCEDURE FOR THE CONDUCT OF CUSTOMER SATISFACTION SURVEY



ENGR. SOLITU T. TORQUATOR
 GENERAL MANAGER

v. Monitoring and Measurement of Client Satisfaction



POLOMOLOK WATER DISTRICT
National Highway, Polomolok, South Cotabato

CUSTOMER SATISFACTION SURVEY

CONFIDENTIAL WHEN ACCOMPLISHED

I am happy with your ...

Ako ay masaya sa inyong ...

YES NO

I. WATER QUALITY (*Malinis po ba ang kalidad ng tubig?*)

II. WATER SUPPLY (*Palagi po bang may tubig sa inyo?*)

III. PERSONNEL SERVICES (*Kuntento ba kayo sa serbisyo n?*)

a. In what area are you satisfied?

(*Sa anong serbisyo po kayo nasisiyahan?*)

b. In what area do you have complaints?

(*Sa anong serbisyo po kayo may reklamo?*)

IV. OFFICE FACILITIES (*Komportable po ba kayo sa aming pasilidad?*)

YES NO

OVER-ALL, ARE YOU SATISFIED WITH POL. WD SERVICES?

(*Sa pangkabuoan, nasisiyahan po ba kayo sa aming serbisyo?*)

Do you have any comments / suggestions to further improve our services?

Mayroon ba kayong anumang mga puna o mungkahi upang mas lalo pang mapabuti and aming serbisyo?

CUSTOMER'S DETAILS

Name : (OPTIONAL) _____

Address : (REQUIRED) _____

Please drop this form in the box near the Public Information and Assistance Desk (PIAD).

Thank You.

REPORT LEAKS AND ILLEGAL CONNECTIONS.

CALL WD HOTLINE NO. 500-9400 or TEXT CP NO. 09179425459

We have 24/7 maintenance monitoring



ENGR. SOLITO T. TORQUATOR
GENERAL MANAGER

vi. **Management Review**

In attendance:

NAME	TITLE
ENGR. SOLITO T. TORCUATOR	General Manager
ANA SORITA S. ALOVERA	Admin. Department Manager
ENGR. NICASIO B. ESPESOR	EOD - Division Manager
ENGR. CECIL D. MIRASOL	Commercial Division Manager
MARLENE C. CAGATA	Finance Division Manager

Absent: None

NAME	TITLE

Management Review Inputs 9.3.2.

NOTE: This is the first time that Polomolok WD conducted a Management Review.

- a) *The status of actions from previous management reviews;*
No status of actions from previous management reviews to discuss.
- b) *Changes in the external and internal issues that are relevant to the quality management system;*
PoIWD Management has just identified the external and internal issues relevant to the QMS.

KRA	INTERNAL ISSUES	EXTERNAL ISSUES
Political		<ul style="list-style-type: none"> • Threat of Federalism, Bangsa Moro Basic Law (BBL) & Privatization issues
Economic	<ul style="list-style-type: none"> • High account receivables • Deferred implementation of water rate increase 	<ul style="list-style-type: none"> • Inflation rate • Imposition & collection of income tax of BIR



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Legal	<ul style="list-style-type: none"> • Tedious process for lot transfer of problematic acquired lots • Unclear legal decision on the imposition of Production Assessment Charge (PAC) • Unresolved issue on ownership of DARBC lot with improvements at PS 5 subject to COA's disallowance • On-going legal issue on disallowances of employees benefits 	<ul style="list-style-type: none"> • Recall of deputization of WD's as sole franchisee within the service area by NWRB • Pending Supreme Court decision on COAs disallowances on employee's benefits, etc. • Pending RTC decision on Civil Case No. 801-2016 (lot ownership of Dulay donated lot) • Delayed NWRB approval of water permits & increase in production capacity
Environmental	<ul style="list-style-type: none"> • Lack of funds to sustain plans & programs on watershed rehabilittaion • No DENR designated watershed area for PoIWD • Not yet established Septage Management in compliance with the requirements of RA 9275 (Clean Water Act of 2004) • No LWUA / DOH approved Water Safety Plan (WSP) 	<ul style="list-style-type: none"> • Worsening climate change • Kaingin, illegal logging, grass fire in the watershed area

c) *Information on the performance and effectiveness of the quality management system, including trends in:*

NOTE : Polomolok Water District is still on the process of complying with the QMS.

1) *Customer satisfaction and feedback from relevant interested parties;*


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	<p>as part of loan availment requirements</p> <ul style="list-style-type: none"> • Insufficient funds for major projects • Lack knowledge and effort on fund / grant outsourcing • Maintaining costly equipment e.g. disposable computer accessories • No BOD approved Business Plan 	<ul style="list-style-type: none"> • COA's delayed action on PoIWD's request for write-off • Stringent bank policies on loans • Prioritization of 3rd class municipalities and Muslim areas to avail of foreign aid
Social	<ul style="list-style-type: none"> • Needs enhancement on Information and Education Campaign (IEC) program • Threat of robbery / hold-up of tellers and cashiers during collection 	<ul style="list-style-type: none"> • Needs improvement in community relations and linkages with other government agencies • Problem on peace and order
Technological	<ul style="list-style-type: none"> • Lack enforcement to implement internet policy • Needs updating of customer's contact numbers for text alert • Needs additional training of some program users <i>i.e. meter readers, plumbers, inspectors, operators</i> • Needs equipment and program installation <i>i.e. GIS, DMA and hydraulic analysis program</i> • Compatibility of program with existing units 	<ul style="list-style-type: none"> • Slow internet connection • Limited internet providers • Costly Microsoft licenses • Poor after sales service • Fast changing technology e.g. gadgets for meter reading • No available spare parts for replacement of units



Customer Survey Form will be amended in alignment with the QMS effective 1st quarter of 2017.

- 2) *The extent to which the quality objectives have been met;*
Recently approved Quality objectives was communicated and posted within PoIWD premises on January 9, 2017.
- 3) *Process performance and conformity of products and services;*
The result of the evaluation will be relayed by end of the year.
- 4) *Nonconformities and corrective actions;*
These will be acted in conformance with the QMS.
- 5) *Monitoring and measuring results;*
These will be acted in conformance with the QMS.
- 6) *Audit results;*
The Internal Audit Committee will undergo training on January 30 to February 3, 2017.
- 7) *The performance of external providers;*
The result of the evaluation will be relayed by end of the year.
- d) *The adequacy of resources;*
The adequacy of resources will be validated by end of the year.
- e) *The effectiveness of actions taken to address risks and opportunities (see 6.11);*
PoIWD Management has just identified the risks and opportunities.
- f) *Opportunities for improvement.*
PoIWD Management has just identified the opportunities for improvement.

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Optional (May also be submitted as the following documented information as required by ISO 901: 2015).

- vii. Risk Assessment and Controls
- viii. Managing Organizational Knowledge and HR Competency Development Program
- ix. Evaluation of External Providers
- x. Monitoring of customer and External Provider's Property if applicable.
- xi. Maintenance Program for Monitoring and measuring Resources/Equipment. If Applicable
- xii. Maintenance Program For Infrastructure and Work Environment

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- f) List of internal and externally generated references/documents necessary for the effective planning and operations of the QMS include the document title, document code originator (source of document) effective date and revision number if applicable.

The following documents or references were sourced out to facilitate PolWD's effective planning and compliance of its QMS requirements.

- ISO 9001:2015, Quality management systems — Fundamentals and vocabulary
- Baliwag Water District website
- Dumaguete Water District website
- Tanauan Water District website
- Department of Budget and Management (DBM) forms,
- Philippine National Standard for Drinking Water (PNSDW)
- Clean Water Act
- Local Water Utilities Administration (LWUA) Operations & Maintenance Manual
- Philippine National Standard (PNS)
- Water Code of the Philippines
- http://swebokwiki.org/Chapter_5:_Software_Maintenance
- https://www.ohio.edu/riskandsafety/continuity/upload/Glossary_Definitions.pdf
- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4051748/>
- http://wiki.java.net/bin/view/People/SmellsToRefacto_rings
- <http://www.refactoring.com/>
- <http://www.tarrani.net/ServiceDelivery/MaintServPer.pdf>
- <https://www.d.umn.edu/~gshute/softeng/process.html>
- https://en.wikipedia.org/wiki/Software_development_process
- <https://www.oxebridge.com>


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g) Description of relevant interested parties and their requirements.

INTERNAL	DESCRIPTION	REQUIREMENTS
1. Employees (Permanent and other manpower services i.e. <i>Job Order Laborers / Private plumbers / Disconnectors</i>)	Human resource responsible for the delivery of our services.	<ul style="list-style-type: none"> • Recognition and reward • Training • Health and Safety • Job security • Payment of compensation based on SSL • Good working condition
2. Board of Directors / Top Management	<ul style="list-style-type: none"> • Policy making body of the District / Manages and oversees the overall operation of the District 	<ul style="list-style-type: none"> • Good financial, personnel and operational management • Good governance • Professionalism
EXTERNAL		REQUIREMENTS
1. Customers / End-users	Direct clients / recipient of our services	<ul style="list-style-type: none"> • Quality service • 24/7 delivery of potable water supply • Prompt maintenance service • Service oriented personnel • Affordable water rate
2. Potential customers	Other residents within the service area not yet reached by PolWD services	<ul style="list-style-type: none"> • Expansion of water services in some Barangays
3. Regulators (LWUA, CSC, DBM, COA, GSIS, NWRB, HDMF, OGCC, PHIC, etc)	Issue regulations that have impact on the management system, employees and services.	<ul style="list-style-type: none"> • Compliance with other regulatory requirements
4. Suppliers	Provide goods, infrastructure and services needed in the operation	<ul style="list-style-type: none"> • Prompt payment • Sufficient technical specifications
5. Bankers	Provide financial services, safekeeping of deposits, offer loan opportunities.	<ul style="list-style-type: none"> • Good credit standing / credit worthy • Continuity of accounts

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		<ul style="list-style-type: none"> • Compliance with bank requirements
6. Certification Bodies	Conduct conformity assessment and issue <i>certification</i> for having complied with the requirements of quality management systems	<ul style="list-style-type: none"> • Compliance with ISO QMS requirements
7. Community	A large social group located within the juridical boundary of the municipality	<ul style="list-style-type: none"> • Improvement in community relations
8. Legal counsel	Provide legal services (consultation, dispensation of advice, handling cases and giving of legal opinion)	<ul style="list-style-type: none"> • Prompt payment for services rendered • Compliance with OGCC requirements for the renewal of contract
9. Testing Laboratories	Provide external services on Micro-Biological Testing, Physical & Chemical Analysis and Pesticide Analysis	<ul style="list-style-type: none"> • Prompt submission of samples with observance of standard procedure
10. Media	Provide the public with real-time information / announcements	<ul style="list-style-type: none"> • Accurate and valid information • Harmonious working relationship
11. Insurers <ul style="list-style-type: none"> • GSIS • Perla Compañía de Seguros 	Provide insurance policy / coverage for buildings and vehicles	<ul style="list-style-type: none"> • Prompt submission of supporting documents for claims • Prompt payment


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h) Approved list of identified relevant interested parties, including their issues, and corresponding action plans to address the issues.

INTERESTED PARTY	ISSUES	ACTION PLAN TO ADDRESS THE ISSUES
1. Customers / End-users	<ul style="list-style-type: none"> • Presence of coliform • Interrupted water service and supply 	<ul style="list-style-type: none"> • Sustain chlorine gas treatment • Monitor Chlorine Residual Test at end points daily • Comply with PNSDW standard • Conduct Monthly Bacteriological Testing and annual Physical, Chemical Analysis and Pesticide Testing on schedule • Implement project/s to address problem on water supply • Develop a systematic response activity
2. Prospective customers	<ul style="list-style-type: none"> • Limited expansion project implementation to far flung Barangays 	<ul style="list-style-type: none"> • Intensify marketing efforts • Source out additional funds • Negotiate for turn-over of BAWASA to PoWD
3. Employees	<ul style="list-style-type: none"> • Threat of privatization 	<ul style="list-style-type: none"> • Sign position paper supporting PAWD representation to Senate and Congress
4. Regulators	<ul style="list-style-type: none"> • Delayed submission of documentary requirements 	<ul style="list-style-type: none"> • Prompt compliance
5. Suppliers	<ul style="list-style-type: none"> • Staggered payment of payables • Insufficient specifications 	<ul style="list-style-type: none"> • Review payment scheme vis-à-vis fund availability • Require requestor/s or end-users to attach specification of item/s to be purchased


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6. Board of Directors / Top Management	<ul style="list-style-type: none"> • Lack of proper communication 	<ul style="list-style-type: none"> • Conduct immediate information dissemination and work / act within the agreed timeline / prescribed period
7. Bankers	<ul style="list-style-type: none"> • Monopoly of government banks for GOCC's and other government agencies 	<ul style="list-style-type: none"> • Maintain good working relationship
8. Certification Bodies	<ul style="list-style-type: none"> • Lack of training for ISO 9001:2015 compliance 	<ul style="list-style-type: none"> • Conduct training on ISO 9001:2015 alignment and certification
9. Community	<ul style="list-style-type: none"> • Needs more expansion projects to cover other Barangays not yet connected with PoIWD 	<ul style="list-style-type: none"> • Lobby with LGU, Barangay officials, BAWASA officers for possible turn-over of existing facilities
10. Legal counsel / Attorney	<ul style="list-style-type: none"> • Stringent government policies on retainership resulting to delayed renewal of contract and payment 	<ul style="list-style-type: none"> • Advance processing / renewal of contract
11. Laboratories	<ul style="list-style-type: none"> • Immediate request for re-testing services 	<ul style="list-style-type: none"> • Look for alternative DOH accredited or ISO certified laboratory

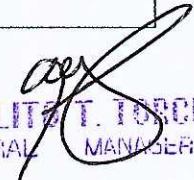

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- i) Description of the organizational context, e g PESTEL (Political, Economic, Social, Technological, Legal and Environmental). SWOT (Strength, Weakness, Opportunity and Threat) or other framework or tool to analyse and monitor internal and external issues that may have impact in the organization.

KRA	INTERNAL ISSUES	EXTERNAL ISSUES
Political		<ul style="list-style-type: none"> Threat of Federalism, Bangsa Moro Basic Law (BBL) & Privatization issues
Economic	<ul style="list-style-type: none"> High account receivables Deferred implementation of water rate increase as part of loan availment requirements Insufficient funds for major projects Lack knowledge and effort on fund / grant outsourcing Maintaining costly equipment e.g. disposable computer accessories No BOD approved Business Plan 	<ul style="list-style-type: none"> Inflation rate Imposition & collection of income tax of BIR COA's delayed action on PolWD's request for write-off Stringent bank policies on loans Prioritization of 3rd class municipalities and Muslim areas to avail of foreign aid
Social	<ul style="list-style-type: none"> Needs enhancement on Information and Education Campaign (IEC) program Threat of robbery / hold-up of tellers and cashiers during collection 	<ul style="list-style-type: none"> Needs improvement in community relations and linkages with other government agencies Problem on peace and order
Technological	<ul style="list-style-type: none"> Lack enforcement to implement internet policy 	<ul style="list-style-type: none"> Slow internet connection

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	<ul style="list-style-type: none"> • Needs updating of customer's contact numbers for text alert • Needs additional training of some program users <i>i.e. meter readers, plumbers, inspectors, operators</i> • Needs equipment and program installation <i>i.e. GIS, DMA and hydraulic analysis program</i> • Compatibility of program with existing units 	<ul style="list-style-type: none"> • Limited internet providers • Costly Microsoft licenses • Poor after sales service • Fast changing technology e.g. gadgets for meter reading • No available spare parts for replacement of units
Legal	<ul style="list-style-type: none"> • Tedious process for lot transfer of problematic acquired lots • Unclear legal decision on the imposition of Production Assessment Charge (PAC) • Unresolved issue on ownership of DARBC lot with improvements at PS 5 subject to COA's disallowance • On-going legal issue on disallowances of employees benefits 	<ul style="list-style-type: none"> • Recall of deputization of WD's as sole franchisee within the service area by NWRB • Pending Supreme Court decision on COAs disallowances on employee's benefits, etc. • Pending RTC decision on Civil Case No. 801-2016 (lot ownership of Dulay donated lot) • Delayed NWRB approval of water permits & increase in production capacity
Environmental	<ul style="list-style-type: none"> • Lack of funds to sustain plans & programs on watershed rehabilitation 	<ul style="list-style-type: none"> • Worsening climate change • Kaingin, illegal logging, grass fire in the watershed area


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	<ul style="list-style-type: none">• No DENR designated watershed area for PoIWD• Not yet established Septage Management in compliance with the requirements of RA 9275 (Clean Water Act of 2004)• No LWUA / DOH approved Water Safety Plan (WSP)	
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j) Description of type and extent of control of external providers to ensure that externally provided processes products and services meet requirements; and


OUTSOURCED PROCESS	PROVIDERS	CONTROL METHODS
Calibration services	<ul style="list-style-type: none"> Department of Science & Technology (DOST) Region XI and other certifying bodies 	<ul style="list-style-type: none"> Require laboratory to hold active PAB registered Calibration certificates Evaluation of services
Repair works of vehicle and equipment	<ul style="list-style-type: none"> Motor shop, machine shop, computer centers 	<ul style="list-style-type: none"> Approved Job Order Contract / Request MOA for major repair Request for Quotation (RFQ) / Summary of Canvass Shop Drawings / Specifications Warranty Period Evaluation of services
Supplies / materials	<ul style="list-style-type: none"> Suppliers (see attached list) Department of Budget and Management 	<p>Shopping / Small Value Procurement)</p> <ul style="list-style-type: none"> Award project/s to legitimate bidder/s (able to comply with GPPB minimum requirements (PhilGEPS registered, Mayor's permit, SEC or DTI registered, others) RFQ, Summary of Canvass, Purchase Order (PO) Delayed delivery – subject to Liquidated Damages (LD) <p>Public Bidding</p> <ul style="list-style-type: none"> Award project/s to legitimate bidder/s (able to comply with Eligibility, Technical , Post Qualification Evaluation, Posting of Performance Bond and passed on-site Testing) Contract signing / PO Delayed delivery – subject to Liquidated Damages (LD) Result of the periodic review of external provider performance

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		<ul style="list-style-type: none"> • Inspection of products upon receipt • Evaluation of supplier's performance <p>NOTE: compliance with RA 9184</p>
Printing services	<ul style="list-style-type: none"> • RFM printing Press (GSC) • Gregoria Printing Press (GSC) • King Printers (Davao) • B-ads Graphics Icon, Inc. (GSC) 	<ul style="list-style-type: none"> • Award project to bidder with legitimate printing press and able to comply with GPPB minimum requirements (PhilGEPS registered, Mayor's permit, SEC or DTI registered, others) • Require print-out materials and management approval prior to actual printing • Evaluate performance • Inspection of products or verification of services upon receipt • Require Authority To Print (ATP) for Official Receipts (OR)
Testing services	<ul style="list-style-type: none"> • South Cotabato Provincial Hospital • Davao City Water District (DCWD) • Bureau of Plant Industry Region XI (Davao) • University of Immaculate Conception (Davao City) 	<ul style="list-style-type: none"> • Require lab to hold active ISO certificate or Department of Health (DOH) accredited. • Review certificates for compliance • Result/s of testing provided within 7 calendar days from date of receipt of sample/s • Evaluation of services
Labor services	<ul style="list-style-type: none"> • Accredited Private Plumbers / Disconnectors 	<ul style="list-style-type: none"> • Contract • Skilled worker • NC II for Plumbing Certificate • Job Order • Performance evaluation
	<ul style="list-style-type: none"> • Pakyawon / Laborers 	<ul style="list-style-type: none"> • Work Order Contract
	<ul style="list-style-type: none"> • Job Order employees 	<ul style="list-style-type: none"> • Job Order contract • Performance evaluation


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Legal services	<ul style="list-style-type: none"> • Saligumba Law Office 	<ul style="list-style-type: none"> • Require retained legal counsel to be an active IBP member • Contract approved by the Office of the Government Corporate Counsel (OGCC) • Concurred by the Commission On Audit (COA) • Documents notarized within a week from date of submission • Timely submission of legal documents • Availability for legal consultation • Performance evaluation
Banking services	<ul style="list-style-type: none"> • Land Bank of the Phil (LBP) • Amanah Bank 	<ul style="list-style-type: none"> • Government bank
Collection services	<ul style="list-style-type: none"> • Rural of Polomolok, Inc. • Peninsula Dev't Bank 	<ul style="list-style-type: none"> • Bangko Sentral ng Pilipinas (BSP) Clearance as collecting agent • Memorandum of Agreement for the collection • Daily Collection Report
Rental services	<ul style="list-style-type: none"> • Gaisano Grand Polomolok • Brgy. Cannery Hall • DARBCI Lot 	<ul style="list-style-type: none"> • Memorandum of Agreement for lease
Media services	<ul style="list-style-type: none"> • DXCP Radio Station (GSC) 	<ul style="list-style-type: none"> • Contract • Performance evaluation


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k) Approved list of identified risks and opportunities with corresponding action plans.

RISKS	OPPORTUNITIES	ACTION PLANS
WATER PRODUCTION		
<ul style="list-style-type: none"> electro-mechanical equipment breakdown (Pumping operation) 	Reliable water supply / increased customer satisfaction	Follow SOP on preventive and corrective maintenance of pumping equipment and close monitoring of pumping operation
WATER QUALITY ASSURANCE		
<ul style="list-style-type: none"> Absence of LWUA - DOH approved Water Safety Plan (WSP) 	Potable water supply / increased customer satisfaction	Crafting and submission of WSP to LWUA and DOH for approval
<ul style="list-style-type: none"> Health hazards / contamination 	Compliance with PNSDW / increased customer satisfaction	Follow sampling SOPs
<ul style="list-style-type: none"> Non-compliance to Phil. National Standard to Drinking Water (PNSDW) 	Compliance with PNSDW / increased customer satisfaction	Ensure compliance with PNSDW
<ul style="list-style-type: none"> under / over feed rate of chlorination equipment 	Compliance with PNSDW / improved monitoring / increased customer satisfaction	Check daily chlorine feed rate at Pump Station and residual monitoring at end points
INSTALLATION OF NEW SERVICE CONNECTION		
1. Inspection / Cost Estimate	Improved site inspection activity / increased customer satisfaction	Get applicants detailed information and retain 2 nd copy of cost estimate
<ul style="list-style-type: none"> Site cannot be located Applicant not present on site Rainy weather Vehicle breakdown Absence of Inspector Lost estimates 		
2. Processing of documents	Improved processing of documents / increased customer satisfaction	Require complete submission of documents
<ul style="list-style-type: none"> Lacking requirements Misplaced documents Unavailability of draftsman Absence of approving personnel 		
3. Installation of new service connections	On-time installation of new service connections / increased customer satisfaction	Train additional private plumbers to hasten installation and strictly implement installation target time
<ul style="list-style-type: none"> Availability of accredited plumber Lack of stocks on storeroom No plumbing installation after the meter 		

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WATER SUPPLY / DISTRIBUTION		
1. Customer complaints due to :	Efficient water service assured / increased customer satisfaction	Ensure 24/7 potable water supply and restoration of interrupted service w/in 24 hours
• Low pressure		
• water interruption		
• Delayed work duration		
• Non- conformance with repair standards		
2. High water wastage / NRW	Reduced NRW	Strict implementation and evaluation of NRW program by NRW Committee
3. Lack of materials on stocks		
PROJECT DESIGN AND IMPLEMENTATION		
1. Delayed project implementation due to:	On-time completion of expansion projects to areas not served by PoIWD services	Ensure approval of regulatory permits required by other government agencies
• delayed approval of permit from DPWH, LGU, others		
• road-right-of-way problem		
• unpredictable weather condition		
• long public bidding process		
• delayed delivery of materials		
TRANSMISSION & DISTRIBUTION LINE INSTALLATION		
• variation of actual / present situation from original plan • Repair and maintenance of pipelines	Provision of budget for contingency fund / improved services	• Approval of Supplemental budget intended for unforeseen situation • Strictly follow SOP on repair time
PRESSURE MANAGEMENT		
• Insufficient pressure management plan	Establish stable pressure management	Craft comprehensive Pressure Management plan
• lack of equipment used for the implementation of pressure management	Purchase complete equipment for pressure management	Include in yearly budget / procure phase by phase

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2) Approved PAWIM. Including Forms

- a. Operating procedures of the frontline or core process(es) covered by the QMS (same as Item A (7) of this Annex) – shall include the operating procedures of the frontline or core process(es) covered by the QMS, with clear description of the control of service delivery, i.e. characteristics of the products to be produced, the services to be provided, or the activities to be performed and the results to be achieved, and the implementation of actions to prevent human errors.

POLOMOLOK WATER DISTRICT

QMS – WATER PRODUCTION & DISTRIBUTION

CORE PROCESSES COVERED BY THE QUALITY MANAGEMENT SYSTEM

A. EOD-Production Section

1. Water Production
 - Pumping Operation
2. Water Quality Assurance
 - Treatment by Chlorination
 - Conduct of Sampling

B. EOD-Construction & Maintenance Section

1. Water Supply / Distribution
 - Project Planning and Implementation
 - Pressure Management
 - Transmission & Distribution Line Installation
 - Installation of New Service Connection

C. Maintenance

- Pull-out and Installation of Submersible Pump and Motor
- Repair and Maintenance of Transmission & Distribution Lines


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1.0 Purpose

- 1.1 This procedure describes the process of water production operations using electro-mechanical equipment for Polomolok Water District (PoIWD) to continue providing potable water to its customers.

2.0 General Policies

- 2.1 National and local laws and regulations, as amended, including, but not limited to the following:
- Presidential Decree (PD) 198 or the Provincial Water Utilities Act of 1973
 - Occupational Safety and Health Standards
 - Philippine National Standards for Drinking Water
- 2.2 Key internal policies:
- Water Safety Plan
 - Supplies request and return policies
 - Materials movement policies
 - Vehicle use and authorization policies
 - Consumer management policies
- 2.3 Other relevant policies imposed by other government agencies such as local government units (LGUs), etc.

3.0 Definitions

Submersible Pump and Motor

- Equipment used in extracting water from water wells based on the approved design and specification.

Booster Pump

- Used for water treatment by chlorination by creating vacuum that feeds liquid chlorine as part of the process in accordance to standards set by PNSDW.

Chlorination Equipment

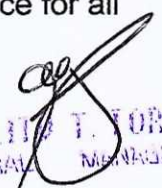
- Used to maintain adequate supply of liquid chlorine at standard rate set by PNSDW.

Flow Meter

- Device used to measure the flow of water being extracted from water wells towards storage area.

Controls

- Used for fully automated operation and set as safety device for all pumping equipment used during daily water production.


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4.0 Responsibilities

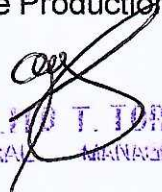
- 4.1 The owner of this process is the Engineering & Operations Division - Production Section Supervisor (PSS).
- 4.2 The Sr. Water Utilities Management Officer (SWUMO) is responsible for
- overseeing all stages of the process,
 - ensuring that the quality and safety policy is observed at all times,
 - preparing and submitting documentation and reports,
 - coordinating activities with concerned PoIWD divisions and external parties,
 - identifying problems and solutions related to the process, and
 - reporting summary of total water production and operational expenses to the Engineering & Operations Division Manager
- 4.3 The Water Utilities Management Officer A (WUMO-A) is responsible for monitoring of well water production operation, ensures that daily operation procedure followed at all times, and submits summary report to Production Supervisor.
- 4.4 The Water Resources Facilities Operator (WRFO) is responsible for day to day operation on water production, maintain and records operational data on water production including pumping equipment and controls, and submits summary to the Assistant/ Production Supervisor.
- 4.5 The Engineering & Operations Division Manager is responsible for evaluating and taking action, as necessary, based on site inspection, reports, requests and other feedback on the process.

5.0 Equipment / Software

- 5.1. Submersible Pump
- 5.2. Submersible Motor
- 5.3. Booster Pump for Chlorination
- 5.4. Chlorination Equipment
- 5.5. Flow Meter
- 5.6. Controls

6.0 Instructions

- 6.1. The Water Resources Facilities Operator (WRFO) ensures the operational status of the pumping equipment including controls and other accessories by regularly checking on controls, booster pump, chlorination equipment and generator set to ensure continuous operation.
- 6.2. Immediately report and seek assistance from the Production Maintenance Team if unusual observation discovered.
- 6.3. Record all data on daily pumping operation and submit summary to WUMO-A.
- 6.4. The Production Maintenance Team ensures the operational capability of the pumping equipment, conduct and record scheduled preventive maintenance as stated on the Preventive Maintenance Schedule as prepared by the Production Supervisor.


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- 6.5 The Water Resources Facilities Operator (WRFO) and Production Maintenance Team shall secure trip ticket from Production Office and duly signed by the Sr. Water Utilities Management Officer (SWUMO) / authorized signatory prior in conducting assigned task.

7.0 Forms and Records

- 7.1. Daily Pumping Operation Monitoring Report
7.2. Trip Ticket
7.3. Weekly Accomplishment Report

8.0 Related Documents

- 8.1 Water Safety Plan


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POLOMOLOK WATER DISTRICT

Polomolok, South Cotabato

Engineering & Operations Division– Production Section

QMS Water Production and Distribution

Procedure : Treatment by Chlorination

1.0. Purpose

- 1.1. This procedure describes the process of chlorination (sub-process of water quality assurance) which is necessary for Polomolok Water District to continue providing potable water to its customers.

2.0. General Policies

- 2.1. National and local laws and regulations, as amended, including, but not limited to the following:

- Presidential Decree (PD) 198 or the Provincial Water Utilities Act of 1973
- Philippine National Standards for Drinking Water (PNSDW) of 2007 of the Department of Health (DOH)
- Occupational Safety and Health Standards

- 2.2. Key internal policies:

- Water Safety Plan
- Supplies request and return policies
- Vehicle use and authorization policies

- 2.3. Other relevant policies imposed by other government agencies such as the Department of Health (DOH), local government units (LGUs), etc.

3.0. Definitions

- 3.1 **Chlorination** – the process of adding the element chlorine to water disinfection to make it fit for human consumption as drinking water. (PNSDW 2007)

- 3.2 **Residual Chlorine** – An assurance of protection of the microbiological quality. When a sufficient dosage of chlorine is applied to water, microorganisms of sanitary significance are destroyed and there is a reaction on all oxidized matter. After all these reactions have taken place, at the end of a specified contact time, there remains a certain minute quantity of chlorine in the water. Its presence in the water is usually an indication of sufficiency of treatment or chlorination, and is therefore an assurance of protection of the microbiological quality. (PNSDW 2007)

4.0 Responsibilities

- 4.1 The Water Quality Assurance In-Charge (WQAC) is responsible for the


ENGR. SOLITO T. TORCUATOR
GENERAL MANAGER

- Proper inspection and chlorination of, and residual testing in the pumping stations,
 - identifying and reporting problems, issues and/or aspects that need improvement related to the sub-process,
 - carrying out solutions to the problems, issues and/or aspects that need improvement within their scope of authority,
 - proposing solutions to problems, issues and/or aspects that need improvement outside their scope of authority, and
 - Accomplishing related forms and reports according to standards.
- 4.2. The Water Quality Assurance In-Charge (WQAC) is responsible for verification and resolution of issues identified with the gas chlorinator and related equipment.
- 4.3. The Water Utilities Management Officer A (WUMO-A) is responsible for
- ensuring that the WQAC conducts the activities according to standards,
 - identifying problems and solutions related to the process,
 - reporting the status of chlorination activities to the Production Section Supervisor, and
 - maintaining forms and reports related to the process
- 4.4. The Sr. Water Utilities Management Officer (SWUMO) is responsible for
- Reviewing chlorination reports including the problems identified and solutions carried out and proposed,
 - ensuring that the process is being performed according to standards,
 - evaluating the effectiveness and efficiency of the process, and
 - reporting about the chlorination process to the Engineering Division Manager
- 4.5. The Engineering & Operations Division Manager is responsible for evaluating and taking action, as necessary, based on reports on the chlorination process.

5.1 Equipment / Software

- 5.1. The chlorination process makes use of a gas chlorinator.

6.0. Instructions

- 6.1. The WQAC follows the schedule prepared by the SWUMO.
- 6.2. The WQAC requests for materials using Requisition & Issuance Slip (RIS) and prepares trip ticket.
- 6.3. The WQAC inspects the Pumping Station and accomplishes the Chlorination Report.

ENGR. SOLITO T. TORCUATOR
GENERAL MANAGER

- 6.4. The WQAC checks the residual chlorine at the source and records the result in the Chlorination Report.
- 6.5. The WQAC completes the Chlorination Report with other observations, problems and issues identified, then signs it before moving on to the next pumping station on the schedule.
- 6.6. At the end of the working day, the WQAC submits the Chlorination Report to the WUMO-A.
- 6.7. The WUMO-A reviews the report and identifies issues documented in the report. If there are issues, the WUMO-A assigns the WQAC to inspect the chlorination systems in the pumping stations assisted by the Preventive Maintenance Personnel, in trouble shooting identification to resolve the issues. The WUMO-A, then, files the Chlorination Reports.
- 6.8. The SWUMO checks the Chlorination Reports and includes it in the Weekly Accomplishment Report submitted to the Engineering Division Manager.

7.0. Forms and Records

- 7.1. Chlorination Report

8.0. Related Documents

- 8.1. Philippine National Standards for Drinking Water (PNSDW) of 2007 of the Department of Health (DOH)


ENGR. SOLITO T. TORCUATOR
GENERAL MANAGER