

# POLOMOLOK WATER DISTRICT

National Highway, Polomolok, South Cotabato


## QUALITY MANUAL Issue 0

Date of Issuance : 01 September 2018

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ENGR. SOLITO T. TORCUATOR  
General Manager



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PolWD - QM - 001, Rev 0  
01 September 2018


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	<b>POLOMOLOK WATER DISTRICT</b> National Highway, Polomolok, South Cotabato  <b>QUALITY MANUAL</b>	Doc. No.	PoIWD-QM-1-002
		Issue No.	01
		Revision No.	00
Section : 1	INTRODUCTION	Date	07 Dec 2018
Subject :	Table of Contents	Page No.	1 of 2

<u>SECTION</u>	<u>DOC. NUMBER</u>
<b>1. INTRODUCTION</b>	
1.1. Cover Page	PoIWD-QM-1-001
1.2. Table of Contents	PoIWD-QM-1-002
1.3. Revision History/Amendment Log	PoIWD-QM-1-003
1.4. Confidentiality , Authorization, Distribution and Amendments	PoIWD-QM-1-004
1.5. Coding System	PoIWD-QM-1-005
1.6. Polomolok Water District Profile	PoIWD-QM-1-006
1.7. Scope of the Quality Management System and its Objectives	PoIWD-QM-1-007
<b>2. QUALITY MANAGEMENT SYSTEM POLICY STATEMENTS</b>	
2.1 Vision and Mission Statement	PoIWD-QM-2-001
2.2 Quality Policy Statement	PoIWD-QM-2-002
<b>3. ORGANIZATION</b>	
3.1 Organizational Chart	PoIWD-QM-3-001
3.2 Business Process Map	PoIWD-QM-3-002
3.3 Terms of Reference of Key Staff	PoIWD-QM-3-003
<b>4. QUALITY MANAGEMENT SYSTEM REQUIREMENT</b>	
4.1 QMS Planning and Management System	PoIWD-QM-4-001
4.2 QMS Documentation	PoIWD-QM-4-002
<b>5. IMPLEMENTATION OF THE QUALITY MANAGEMENT SYSTEM (Title Only)</b>	
5.1 Office of the General Manager	PoIWD-QM-5-001
5.2 Administrative Division	PoIWD-QM-5-002
5.3 Commercial Division	PoIWD-QM-5-003
5.4 Engineering and Operations Department – Construction and Maintenance Division	PoIWD-QM-5-004
5.5 Engineering and Operations Department – Water Resources Division	PoIWD-QM-5-005
5.6 Finance Division	PoIWD-QM-5-006

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		Issue No.	01
		Revision No.	00
<b>Section : 1</b>	<b>INTRODUCTION</b>	Date	07 Dec 2018
<b>Subject :</b>	<b>Table of Contents</b>	Page No.	2 of 2

**6. PERFORMANCE EVALUATION (Title Only)**



- 6.1 Monitoring, Measurement, Analysis and Evaluation
- 6.2 Internal Audit
- 6.3 Management Review

PoIWD-QM-6-001  
 PoIWD-QM-6-002  
 PoIWD-QM-6-003

**7. IMPROVEMENT (Title Only)**

- 7.1 Continual Improvement

PoIWD-QM-7-001

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**POLOMOLOK WATER DISTRICT**  
 National Highway, Polomolok, South Cotabato

**QUALITY MANUAL**

Doc. No.	PoIWD-QM-1- 003
Issue No.	01
Revision No.	00
Date	07 Dec 2018
Page No.	1 of 1

**Section : 1**

**INTRODUCTION**

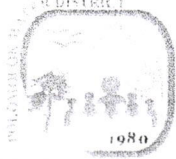
**Subject :**

**Revision History/Amendment Log**

Doc. No.	Section No.	Details of Amendment	Page	Rev. No.	Effectivity Date

Prepared by:  
*(Signature)*  
**ANA SORITA S. ALOVERA**  
 Management Representative

Approved by:  
*(Signature)*  
**ENGR. SOLITO T. TORCUATOR**  
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		Issue No.	01
		Revision No.	00
<b>Section : 1</b>	<b>INTRODUCTION</b>	Date	07 Dec 2018
<b>Subject :</b>	<b>Confidentiality, Authorization, Distribution and Amendments</b>	Page No.	1 of 1

This document contains propriety information of Polomolok Water District and for the circulation within the company only. Extracts from it must not be passed or copied by another organization or person without the proper written permission from Polomolok Water District.

This Quality Management System Manual is mainly distributed to respective divisions and units of Polomolok Water District under the responsibility of individual Division/Unit heads.

The Management Representative of Polomolok Water District maintains absolute responsibility and authority for distribution, maintenance and recall of this documentation.

The General Manager authorizes the Management Representative to install and distribute this documented Quality Management System (QMS) Manual.

This document becomes official and controlled as evidenced by the signature of the General Manager on the cover page otherwise it will be invalid and unfit for use.

The confidentiality and proprietary nature of its contents is maintained and its distribution is limited as defined in the Distribution List (see below).

COPY NO.	RECIPIENT (DESIGNATION)	DEPARTMENT / UNIT
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4	Commercial Division Manager	Commercial Division
5	Finance Division Manager	Finance Division


This document shall be amended to reflect any change in the capability of the Management System of Polomolok Water District.

Amendments may cover changes, additions, and improvements to the Quality Management System (QMS) Manual. This can be done by stating the reasons for the amendments as recommended by concerned Divisions or Units Head and are recorded in Revision History.

The Management Representative is likewise responsible for amending this document, as recommended, and for obtaining approval from the General Manager.

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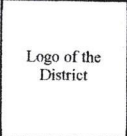

	<b>POLOMOLOK WATER DISTRICT</b> National Highway, Polomolok, South Cotabato  <b>QUALITY MANUAL</b>	Doc. No.	PoIWD-QM-1-005
		Issue No.	01
		Revision No.	00
<b>Section : 1</b>	<b>INTRODUCTION</b>	Date	07 Dec 2018
<b>Subject :</b>	<b>Coding System</b>	Page No.	1 of 6

### Labeling & Coding

The Division/Section concerned must use the standard format and include a standard header on each page. Below is an example of the standard header to be used:

#### Header

- A. Records - The header should have the logo of the district, title of the record, record's owner, year, version, record number, maintenance, and preservation period as specified in the Master List of Records.

	Polomolok Water District	Records Owner - year-month - version	
	Title of the Record	Maintenance Period	Preservation Period
	Polomolok Water District	ADHR - 2017-06 - 01	
	Training Report	June 2017 - 2019	5 years

- B. Documents - The header should have the logo of the district, document name, document number, version, effectivity and page number.

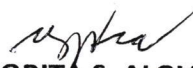

### For Quality Manual

Each page of the QMS Manual has a standard heading with the name of the company and its logo on top of each page. Each page shows the following contents:


Document Number – The alphanumeric code assigned to the document for reference purposes:

where:

QM – Quality Management System Manual or Department Code  
 XXX – Section Code or Procedure/Work Instruction  
 YYY – Sequential Number

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		Issue No.	01
		Revision No.	00
<b>Section : 1</b>	<b>INTRODUCTION</b>	Date	07 Dec 2018
<b>Subject :</b>	<b>Coding System</b>	Page No.	2 of 6

Section – Section to which the subject belongs as per table of contents.

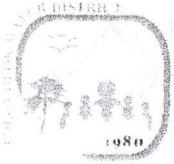
Revision – Number of times the document has been revised or amended from the date of approval of the original document of a particular issue.

The highest/ latest revision number in any page of the document represents the revision of the whole document.


Document Title – Title to which the content pertains to.

Page Number – The series of the total number of pages containing the document.

Issue Number – The series of the total number of the quality manual issued. New Manual will be issued if more than fifty (50 %) of the contents of the manual were changed or revised.

	<b>POLOMOLOK WATER DISTRICT</b> National Highway, Polomolok, South Cotabato  <b>PROCEDURES AND INSTRUCTIONS</b>	Document No.	QM – XXX –YYY
		Issue No.	00
		Revision No.	00
<b>Section : 1</b>	<b>SYSTEM WORK PROCEDURE</b>	Effectivity Date	01 Sept 2018
<b>Subject :</b>	<b>Control of Documented Information</b>	Page No.	2 of 6

For all documents except for Quality Manual

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	Document Name	Effectivity:	Page 1 of 10

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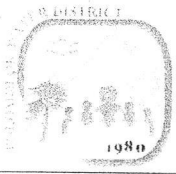


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Name of the Form (Center) Fill Color: Blue, Accent 1, Lighter 60%

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		Issue No.	01
		Revision No.	00
<b>Section : 1</b>	<b>INTRODUCTION</b>	Date	07 Dec 2018
<b>Subject :</b>	<b>Coding System</b>	Page No.	3 of 6

Footer

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- a. For the internal documents - text format shall be Calibri 11
- b. For the assignment of code – please see the sample format below and refer to the assigned code for the type of document and Division/Section:

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		Issue No.	01
<b>Section : 1</b>	<b>INTRODUCTION</b>	Revision No.	00
		Date	07 Dec 2018
<b>Subject :</b>	<b>Coding System</b>	Page No.	4 of 6

Office Code

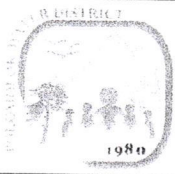
Office/Division/Section/Services	Code
Office of the General Manager	OGM
Office of the General Manager – Public Relations	OGM – PR
Administrative Division – Human Resource Section	ADHR
Administrative Division – General Services	ADGS
Administrative Division – Procurement	ADPROC
Administrative Division – Management Information Systems	ADMIS
Commercial Division – Customer Service	CDCS
Commercial Division – Customer Accounts	CDCA
Commercial Division – Marketing Section	CDMS
Finance Division – Cashiering	FDCA
Finance Division – Accounting	FDACTG
Finance Division – Budget	FDBUDG
Engineering and Operations Division – Construction and Maintenance Services	EODCMS
Engineering and Operations Division – Non – Revenue Water	EODNRW
Engineering and Operations Division – Service Connection Installation	EODSCI
Engineering and Operations Division – Production Section (Operation, Repair and Maintenance)	EODPS
Engineering and Operations Division – Production Section - Water Quality	EODPSWQ
Engineering and Operations Division – Production Section - Watershed	EODPSWA

**Document Type** – For the document type, please refer to the following list. In case there are documents not included in the list document type below, the concerned process owner shall inform the Document Control Officer for the inclusion in the document type and assignment of code.

Document Type	Code
Quality Manual	QM
Procedures Manual	QMP
Work Instructions Manual	WI
Standard Operating Procedures	SOP
Form	Form

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		Issue No.	01
<b>QUALITY MANUAL</b>		Revision No.	00
		Date	07 Dec 2018
Section : 1	INTRODUCTION	Page No.	5 of 6
Subject :	Coding System		

Plan	PL
Record	RC
Mast List	ML
External Documents	EX
Internal Documents	IN
Targets	TAR
Audit	AU

### Document Numbering System

Series Number – must be in 3 digits and in numerical order

Sample: 001

Sample of Document No.: PoIWD-QP-ADMIS-001-0

#### Document

Type of Document	Division	Section Services	Series No.	Revision No.
QP	-	ADMIS	- 001	- 0

#### Form

Division	Section Services	Type of Document	Series No.	Year
ADMIS	-	Form	- 001	2017


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		Issue No.	01
<b>Section : 1</b>	<b>INTRODUCTION</b>	Revision No.	00
		Date	07 Dec 2018
<b>Subject :</b>	<b>Coding System</b>	Page No.	6 of 6

Cover - All manuals and documents shall follow the following format for the cover page. Please see attached separate page for the full format.

**DOCUMENT NAME (Center, Calibri, 20, Bold)**

DOCUMENT NO.:	
REVISION NO.:	
EFFECTIVITY DATE:	

Description	Name/Title	Signature	Date
Prepared by			
Reviewed by			
Approved by			

**REVISION HISTORY**



Reg. No.	Date of Revision	Ver.	Validity	Description of Change	Reviewed By	Approved By

**DOCUMENT CHANGE LOG TABLE**


Rev. No	Page No.	Description of Amendment	Approved by	Effective Date

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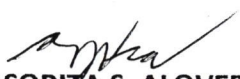

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		Issue No.	01
		Revision No.	00
<b>Section : 1</b>	<b>INTRODUCTION</b>	Date	07 Dec 2018
<b>Subject :</b>	<b>Polomolok Water District Profile</b>	Page No.	1 of 2


Polomolok Water District (PoIWD), as the premier water service provider, has been serving its fast growing number of consumers for the last 38 years. From a small water district with only 400 active service connections, it is now providing 24/7 quality water supply to at least 18,478 active service connections as of August 2018 from its 9 operational deepwells as Category B water district.

Now that the municipality of Polomolok is aiming for cityhood, PoIWD is keeping pace with development. It remains focused in achieving its vision-mission based on these areas:

- **24/7 Quality Water Supply**
  - Potability
    - ❖ Compliant with the standard limit of Philippine National Standard for Drinking Water (PNSDW)
  - Reliability
    - ❖ 1.25:1 Production /Demand Ratio
- **Watershed Rehabilitation**
  - Annual target of 10 hectares to be planted with endemic trees through “Family-based approach”
  - Planted 99.7 hectares at Mt. Matutum Protected Landscape (MMPL)
- **Effective Resource Management**
  - Annual increase of 10% in revenue
  - Annual average increase of 1,296 active service connections
  - Reduction of Inactive Accounts Receivables
- **Cost Efficient Operation**
  - Total Assets worth Php 222,653,180.00
  - Collection Efficiency of 97%
  - Operating Ratio of 70%
  - Current Ratio of 3:15:1
  - Net Income Ratio of 30%
  - Collection Ratio of 85.78%
  - Establishment of MIS with In-House Programs on Procurement, Inventory & Budgeting (PIBS), Human Resource Information System (HRIS), Billing and Collection System (BACS)
- **Expansion of Service Area Coverage**
  - Out of 23 barangays, 9 and 5 barangays are fully and partially covered respectively

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		Issue No.	01
		Revision No.	00
<b>Section : 1</b>	<b>INTRODUCTION</b>	Date	07 Dec 2018
<b>Subject :</b>	<b>Polomolok Water District Profile</b>	Page No.	2 of 2

- **Competent Human Resource**
  - Implementation of LWD-MaCRO and Salary Standardization Law
  - Staff Productivity Index of 1:204
- **Wastewater Management**
  - Septage management implemented by 2020
- **Reduction of Non-Revenue Water (NRW)**
  - NRW not to exceed 26%
- **Customer Satisfaction**
  - 95% satisfaction rating

The pursuit for service excellence and sustainability of operation continues to challenge PoIWD. To address these challenges, PoIWD proactively strategizes its position for the next five years. Major projects include the following:



- Installation of approximately more or less 10 km steel pipes along national highway
- Purchase of 5 lots for well drilling, construction of pump stations and installation of electro-mechanical equipment with treatment facility and power lines
- Construction of 1,500 cu.m. reservoir
- Donation of 1 hectare lot for warehouse and motorpool area
- Establishment of septage facility thru Build-Operate-Transfer scheme
- Establishment of a water laboratory

Funding sources from loans and internally-generated fund (IGF) finance the CAPEX & MOOE of the District. To complement these funding sources, PoIWD may increase its water tariff subject to LWUA's approval.

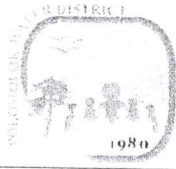
The District is working for its ISO 9001:2015 Certification after being ISO-aligned in one-core process. Internal audit, documentation, performance monitoring and evaluation procedures are employed to ensure continual improvement.

**Reference**

- 5-year Business Plan

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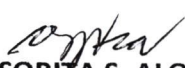

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		Issue No.	01
		Revision No.	00
		<b>QUALITY MANUAL</b>	
<b>Section : 1</b>	<b>INTRODUCTION</b>	Date	07 Dec 2018
<b>Subject :</b>	<b>Scope of the Quality Management System and its Objectives</b>	Page No.	1 of 2

The quality manual documents PoIWD's management system in meeting the requirements of ISO 9001:2015 standard. The documented information are all traceable to this manual for accessibility and effective control.

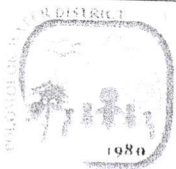
The Quality Management System (QMS) is developed and implemented to help PoIWD operate with increased effectiveness, consistency and improved customer satisfaction. This QMS utilizes process approach and quality management principles contained in the international standards of ISO 9001:2015 to enhance continual improvement.

The QMS Manual covers the quality involving the processes and business activities of PoIWD as follows:

- I. OFFICE OF THE GENERAL MANAGER
  - Public Relations
  - Communications Management
  
- II. ADMINISTRATIVE DIVISION
  - Human Resource
  - Management Information system
  - General Services Office
  - Procurement
  
- III. COMMERCIAL DIVISION
  - Customer Accounts
  - Customer Service
  - Marketing
  
- IV. FINANCE DIVISION
  - Accounting
  - Budgeting
  - Cashiering
  
- V. ENGINEERING & OPERATIONS DEPARTMENT
  - A. CONSTRUCTION & MAINTENANCE DIVISION
    - Planning & Design
    - Non-Revenue Water Reduction
    - Construction & Maintenance

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		Issue No.	01
<b>Section : 1</b>	<b>INTRODUCTION</b>	Revision No.	00
		Date	07 Dec 2018
<b>Subject :</b>	<b>Scope of the Quality Management System and its Objectives</b>	Page No.	2 of 2

**B. WATER RESOURCES DIVISION**

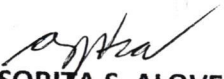

- Quality Control / Assurance
- Water Generation and Distribution
- Environment and Watershed

**Scope of the QMS**


Provision of water services from production, treatment and distribution of potable water within the Municipality of Polomolok.

The water service provision is based on the national standards set by regulatory or government agencies like the Local Water Utilities Administration (LWUA), Department of Health (DOH) and National Water Resources Board (NWRB).

Other related services are compliant with the laws, rules and regulations established by Commission on Audit (COA), Civil Service Commission (CSC), Department of Budget and Management (DBM), Bureau of Internal Revenue (BIR), Department of Environment and Natural Resources (DENR), Department of Public Works and Highways (DPWH) and Local Government Unit (LGU).

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		Issue No.	01
	<b>QUALITY MANUAL</b>	Revision No.	00
		Date	07 Dec 2018
Section : 2	<b>QUALITY MANAGEMENT SYSTEM POLICY STATEMENTS</b>	Page No.	1 of 2
Subject :	<b>Vision and Mission Statement</b>		

**VISION**

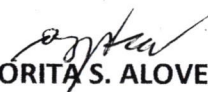
To be the most cost-efficient, customer focused and environment friendly water service provider in the country.

**MISSION**

- We commit to:
- P rovide quality water 24/7 to our customers.
  - R ehabilitate, develop and protect our watershed.
  - O ptimize available resources
  - A dopt cost-efficient operation
  - C ontinuously improve and expand our services.
  - T rain and develop competent, committed and motivated employees.
  - I nstitute programs on wastewater management.
  - V igorously pursue NRW reduction program
  - E nsure excellent service that exceeds customer satisfaction.


**CORE VALUES**

- Stewardship  
Sense of ownership over Water District's assets and resources.
- Efficiency  
Maximum performance at a minimal cost.
- Responsibility  
Working with a sense of accountability and reliability.
- Versatility  
Adaptable to change and responsive to the call of the times.
- Integrity  
Service with honesty and transparency.
- Commitment  
Dedicated to render extra-mile service to meet the needs of the customers without counting the cost.

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	<b>POLOMOLOK WATER DISTRICT</b> National Highway, Polomolok, South Cotabato  <b>QUALITY MANUAL</b>	Doc. No.	PoIWD-QM- 2-001
		Issue No.	01
		Revision No.	00
		Date	07 Dec 2018
<b>Section : 2</b>	<b>QUALITY MANAGEMENT SYSTEM POLICY STATEMENTS</b>	Page No.	2 of 2
<b>Subject :</b>	<b>Vision and Mission Statement</b>		

Excellence

Driven with desire to deliver quality service.

Solidarity

Motivated to work as team to achieve a common goal.

POLOMOLOK WATER DISTRICT GIVES PROACTIVE SERVICES.

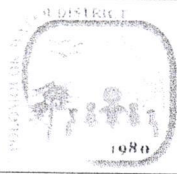
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**ANA SORITA S. ALOVERA**  
 Management Representative

Approved by:

  
**ENGR. SOLITO T. TORCUATOR**  
 General Manager B

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	<b>POLOMOLOK WATER DISTRICT</b> National Highway, Polomolok, South Cotabato  <b>QUALITY MANUAL</b>	Doc. No.	PoIWD-QM-2-002
		Issue No.	01
		Revision No.	00
	<b>Section : 2</b>	<b>QUALITY MANAGEMENT SYSTEM POLICY STATEMENTS</b>	Date
<b>Subject :</b>	<b>Quality Policy Statement</b>	Page No.	1 of 1

### Quality Policy

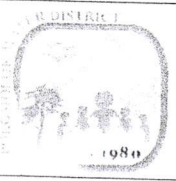
Polomolok Water District commits to provide adequate and quality water 24/7 to our customers.

This quality policy leads us to:

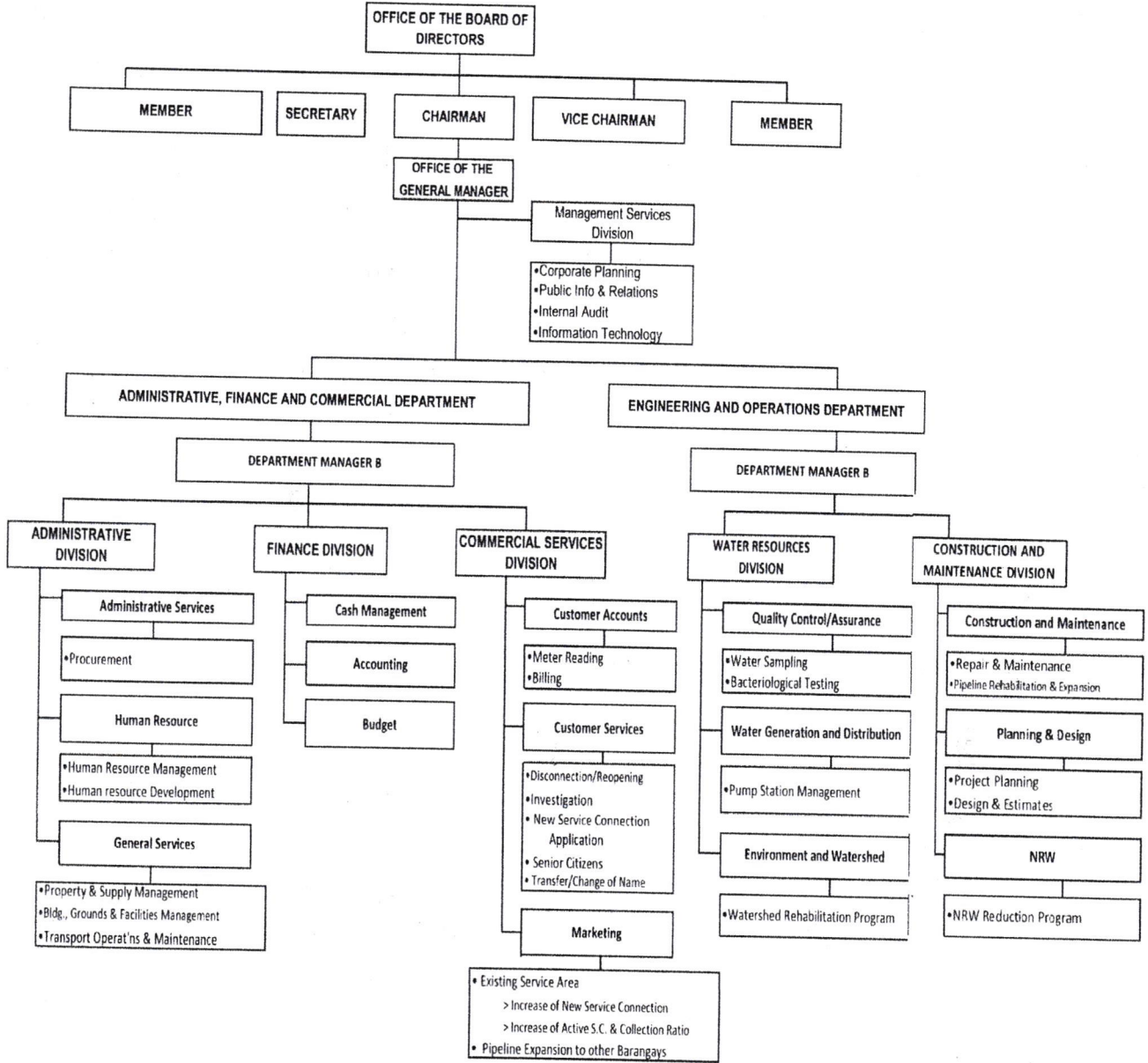
- Effectively and efficiently manage our resources to improve our water system and expand our services for the satisfaction of our customers.
- Ensure delivery of potable and reliable water supply in compliance with the quality standards set by the Philippine National Standard for Drinking Water and other statutory requirements.
- Engage competent personnel and provide continuous personnel training and development.
- Well-balanced communication to all our employees and stakeholders.
- Continue monitoring the implementation and improvement of our Quality Management System (QMS).


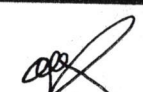
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	<h1>Doc.</h1>	Doc. No.	PoIWD-QM-3-001
		Issue No.	01
		Revision No.	00
Section : 3	ORGANIZATION	Date	07 Dec 2018
Subject :	Organizational Chart	Page No.	1 of 1

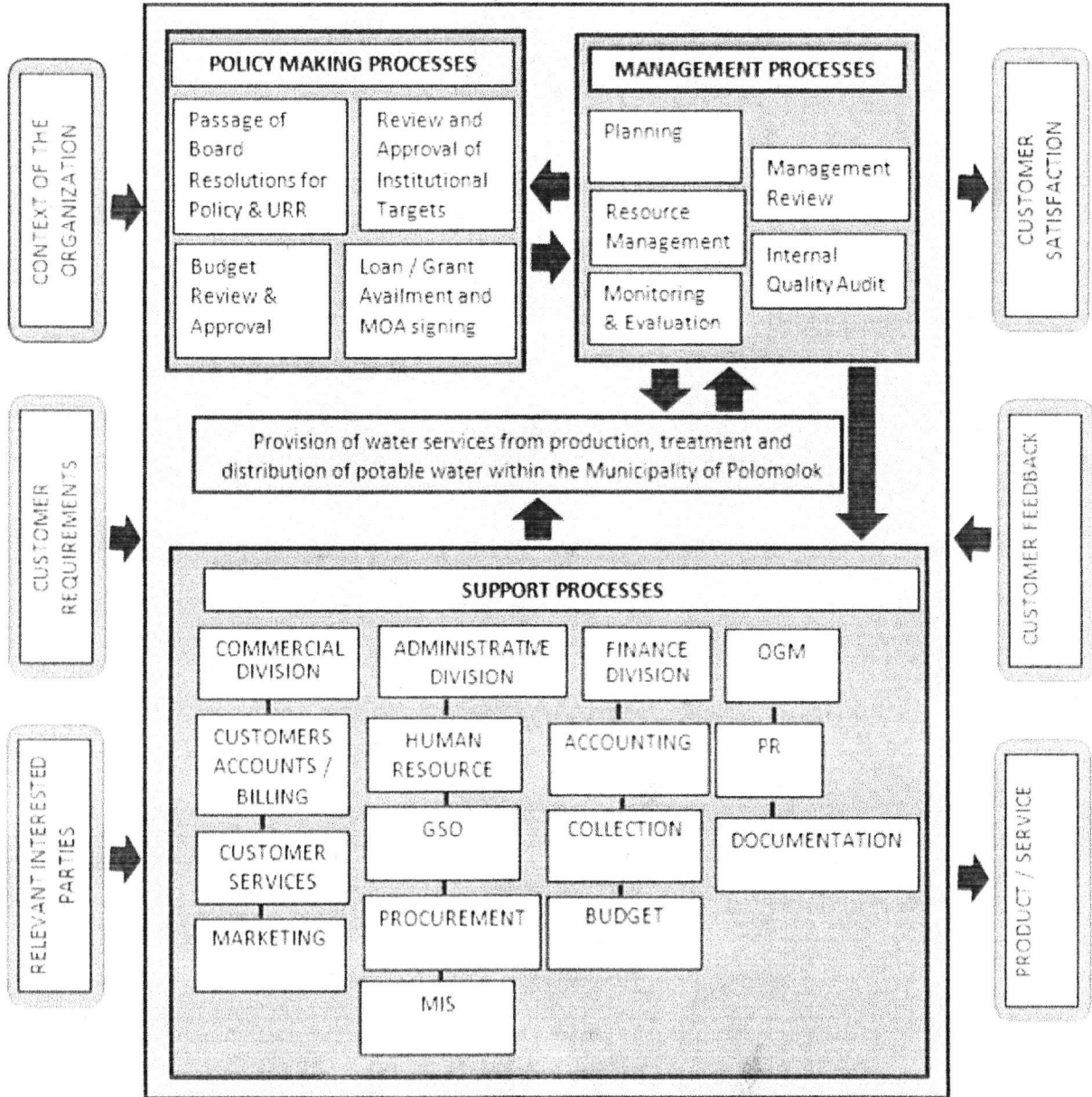
POLOMOLOK WATER DISTRICT ORGANIZATIONAL CHART (CATEGORY B based on LWD-MaCRO)





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		Issue No.	01
		Revision No.	00
Section : 3	<b>ORGANIZATION</b>	Date	07 Dec 2018
Subject :	<b>Business Process Map</b>	Page No.	1 of 1



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		Issue No.	00
		Revision No.	00
		Date	07 Dec 2018
<b>Section : 3</b>	<b>ORGANIZATION</b>  <b>Terms of Reference of Key Staff</b>	Page No.	1 of 6
<b>Subject :</b>			

**GENERAL MANAGER**



- As top management, he shall establish, implement, maintain and continually improve the QMS including the processes and their interactions, in accordance with ISO 9001:2015.
- Closely coordinates with Quality Management Representative, Lead Internal Audit and Document Control Officer as regards to QMS implementation.
- Takes full supervision and control of the maintenance and the operation of PolWD facilities.
- Appoints all employees of PolWD and ensures that the responsibilities and authorities for relevant roles are assigned, communicated and understood within the organization.
- Demonstrates leadership and commitment with respect to the quality management system and customer focus.
- Proposes policies, budget, rules and regulations for Board action.
- Establishes, implements and maintains a quality policy with objectives.
- Keeps the Board informed of utility status and responds to the inquiry of the Board.
- Recommends Board action on loans, grants, partnership and contracts.
- Carries all Board policies thru plans and programs in achieving Institutional targets, establishing internal control system and monitoring their implementation.

**ADMINISTRATIVE, FINANCE AND COMMERCIAL DEPARTMENT MANAGER**


- Supervises, monitors performance and directs efforts of Administrative, Finance and Commercial divisions to achieve divisional targets and organizational goals.
- Prepares program/project proposals and innovations.

**ADMINISTRATIVE DIVISION MANAGER**

- Formulates and recommends policies, updates personnel mechanism and establishes standards and internal controls.
- Prepares management plans, budget and controls.
- **Quality Control Inspector (Procurement)**
  - Directs basic efforts of purchasing and ensures compliance with RA 9184.
- **Sr. Industrial Relations Management Officer (Human Resource)**
  - Supervises the implementation of Districts policies on personnel matter and other benefits afforded to the employees.
  - Keep personal records (201& 102 files).
  - Processes appointments and leaves of absence.

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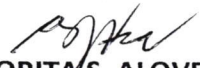

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		Issue No.	00
		Revision No.	00
		Date	07 Dec 2018
<b>Section : 3</b>	<b>ORGANIZATION</b>		
<b>Subject :</b>	<b>Terms of Reference of Key Staff</b>	Page No.	2 of 6

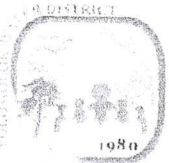
- Take charge of preparation, updating and verification of employees employment records and other documents required by CSC, DBM, GSIS, HMDF, PHIC, Ombudsman, etc.,
  - Facilitates training and career development programs.
  - Assists management in handling labor relations problems.
  - Supervises security activities.
- **General Services Chief (General Services)**
    - Supervises implementation of policies for storeroom, motorpool and janitorial services.
    - Recommends policies on inventory, disposal of waste materials, preventive maintenance, distribution of supplies or cleaning and waste disposal.
    - Ensures availability of materials and equipment to meet operation schedule.
    - Monitors fuel of electricity consumption.
    - Takes charge of the insurance of vehicles and PolWD buildings/properties with LTO and GSIS.
    - Supervises motorpool and ground maintenance personnel.
  - **MIS Staff**
    - Develops and maintains in – house programs based on organization need
    - Takes charge of the maintenance and repairs of hardware, software and other computer – related equipment
    - Monitors internet connections and speed
    - Crafts policies on computer and internet usage
    - Maintains manuals operations and maintenance plan for all the computer – related equipment
    - Maintains and update website

**FINANCE DIVISION MANAGER**

- Recommends policies and procedures to safeguard funds and assets.
- Prepares management plans, budget and controls.
- **Financial Planning Analyst (Accounting)**
  - Directly supervises all matters relating to financial transactions.
  - Ensures that all financial statements and reports are prepared and submitted promptly.

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		Issue No.	00
		Revision No.	00
<b>Section : 3</b>	<b>ORGANIZATION</b>	Date	07 Dec 2018
<b>Subject :</b>		<b>Terms of Reference of Key Staff</b>	Page No.

- Maintains all financial/ accounting reports.
- Verifies all vouchers.

- **Corporate Budget Specialist (Budgeting)**

- Formulates, collates, summarizes and monitors the District Budget.

- **Sr. Cashier (Cashiering)**

- Prepares programs, controls and issues cash allotments for expenditures from loans or revenues/ receipts.
- Reviews, approves and signs all checks.
- Submits regularly statements of cash positions and daily collection report.
- Supervises the implementation of procedure of bank deposits, disbursement of funds and payment purchases.

#### COMMERCIAL SERVICES DIVISION MANAGER

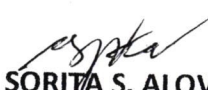

- Enforces utility rules and regulations.
- Prepares management plans, water sales budget and controls.

- **Sr. Customer Officer (Customer Accounts)**


- Ensures the accurate processing of data in preparation for billing, meter reading, and other related reports such as ageing of accounts and write-off.
- Directs operations of accounts section in the calculation and preparation of water bill.
- Supervises meter readers in the conduct of their functions.
- Supervises the accurate and updated maintenance of customer records.
- Ensures attainment of 98% collection efficiency and collection of previous years arrears at year end.

- **Quality Control Inspector (Customer Services)**

- Entertains complaints of no water bill and high consumption.
- Assists customers with water service issues, maintenance orders, closures/ disconnections and re-opening/ reconnections.
- Facilitates applications for new service connections, senior citizens and transfer or change of names.
- Conducts field investigation for accounts with abnormal consumption.

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		Issue No.	00
		Revision No.	00
		Date	07 Dec 2018
<b>Section : 3</b>	<b>ORGANIZATION</b>	Page No.	4 of 6
<b>Subject :</b>	<b>Terms of Reference of Key Staff</b>		

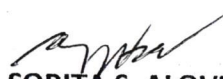

- Ensures attainment of 98% collection efficiency and collection of previous years arrears at year end.
- Updates and maintains records of customer profile.
- **Customer Service Officer (Marketing)**
  - Plans marketing programs of the District to increase number of new service connections.
  - Implements marketing strategies.
  - Conducts information campaign or orientation seminar for new consumers.
  - Conducts marketing survey to other barangays for possible expansion.
  - Follows-up inactive/disconnected service connections for reconnection.

**ENGINEERING AND OPERATIONS DIVISION MANAGER**

- Plans, supervises, monitors performance and directs efforts of Water Resources and Construction and Maintenance divisions to achieve divisional targets and organizational goals.
- Prepare program/projects proposal and innovations.
- Formulates and recommends policies and procedures.
- Prepares management plans, budgets and controls.


**Sr. Water Utilities Management Officer**

- Formulates, establishes safety programs and quality control and recommends policies and procedures for water production, water quality and environment.
- Prepares management plans, budget and controls.
- **Plant Electrician (Quality Control Assurance)**
  - Implements chlorination schedules and water sampling procedures for bacteriological tests in compliance with PNSDW and DOH standards.
  - Implements safety programs and quality control.
  - Conducts disinfection of plant facilities.
- **Water Utilities Management Officer (Water Generation & Distribution)**
  - Attends to all matters necessary to ensure the 24/7 water service operation of electro-mechanical equipment.



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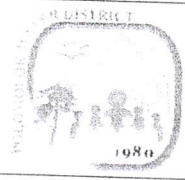


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		Issue No.	00
		Revision No.	00
		Date	07 Dec 2018
<b>Section : 3</b>	<b>ORGANIZATION</b>	Page No.	5 of 6
<b>Subject :</b>		<b>Terms of Reference of Key Staff</b>	

- Maintains accurate records of equipment inventory, daily production equipment operation, machinery history, and water levels.
- Establishes priorities of economical operations of mechanical equipment and detailed maintenance schedules of all production equipment including major repairs.
- Establishes programs and internal controls on pump station management.
- **Sr. Water Resources Facilities Operator (Environment & Watershed)**
  - Implements comprehensive watershed rehabilitation program at Mt. Matutum Protected Landscape.
  - Conducts orientation on family-based approach for beneficiaries at the watershed area.
  - Facilitates conduct of tree planting/tree growing activities.
  - Monitors and evaluates the effectiveness of programs implemented.
- **Engineer A (Construction & Maintenance)**
  - Supervises implementation of standard policies and procedures on repair and maintenance program.
  - Supervises the installations of various service connections and pipeline expansion projects.
  - Conducts and employs safety programs.
  - Monitors and evaluates expansion projects as scheduled.
- **Project Planning & Development Officer (Planning & Development)**
  - Conducts surveys for futures developments expansions.
  - Conducts hydraulic analyses of water supply expansion.
  - Prepares technical drawings, estimates specifications for pipeline expansion projects.
  - Prepares specifications and purchase requests of materials for various projects.
  - Recommends improvements and solutions on engineering works.
- **Engineer A (Non-Revenue Water Reduction)**
  - Supervises the following NRW control strategies:
    - a. Water Meter Maintenance Program
    - b. Pressure Management
    - c. District Metering Area Management

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		Issue No.	00
	<b>QUALITY MANUAL</b>	Revision No.	00
		Date	07 Dec 2018
Section : 3	<b>ORGANIZATION</b>	Page No.	6 of 6
Subject :		<b>Terms of Reference of Key Staff</b>	

d. Active Leakage Management

- Monitors and evaluates the implementation of NRW programs.

**Quality Management Representative**



- Monitors the implementation of Quality Management System (QMS) and ensures integration of the QMS in the operation of the agency.

**Internal Auditor**

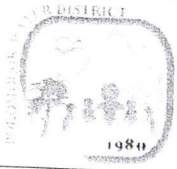
- Confirms that the company's documentation meets the requirements of ISO 9001:2015 and that day-to-day operations follow the approved procedures.

**Document Control Officer**

- Implements, maintains and improves the documentation of the quality management system.

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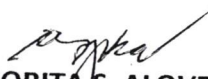

	<b>POLOMOLOK WATER DISTRICT</b> National Highway, Polomolok, South Cotabato	Doc. No.	PoIWD-QM-4-001
		Issue No.	01
<b>Section : 4</b>	<b>QUALITY MANAGEMENT SYSTEM REQUIREMENT</b>	Revision No.	00
		Date	07 Dec 2018
<b>Subject :</b>	<b>QMS Planning and Management System</b>	Page No.	1 of 2

PoIWD top management/designated management representative shall demonstrate leadership and commitment to the development, implementation, and continual improvement of the QMS and its effectiveness. He/she shall ensure that:


- Customer requirements are determined, understood and complied with in all relevant functions and levels of PoIWD, including where appropriate, that relate to its operations and strategic directions. This is to ensure that customer satisfaction is enhanced;
- A Quality policy is defined, understood, communicated and made available to all employees of PoIWD;
- Relevant quality objectives are set, maintained and achieved at different levels of the organization;
- Regular management reviews are conducted;
- Adequate resources are made available for the effective implementation and maintenance of the quality management system;
- The planning of the QMS is carried out to meet the requirements specified in the ISO 9001:2015 standard;
- The integrity of the QMS is maintained and changes are carried out and implemented in a planned manner and;
- Quality issues are recognized, controlled and managed;

These commitments shall be fulfilled through the proper establishment, implementation and continual improvement of the QMS. A meaningful planning shall therefore start with determining what needs to be managed and controlled within the QMS. This exercise includes the following:

- Defining the scope of the QMS or system boundaries, internal and external issues and interested parties including possible exclusions (Refer to QMS-PoIWD-1.7);
- Mapping of the QMS processes with emphasis on the products and services (Refer to QMS-PoIWD-3.2: Business Process Map);
- Identifying and assessing the risks and opportunities of the issues associated with the organization's processes, products and services that need to be addressed;
- Organizational roles, responsibility and authority for relevant functions are defined and communicated within the organization.
- Understanding the context of the organization both internal and external issues that could affect the planned results as well as risks and opportunities (see interested parties and their requirement and internal and external issues assessment).

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		Date	07 Dec 2018
<b>Subject :</b>	<b>QMS Planning and Management System</b>	Page No.	2 of 2



PolIWD top management/management representative ensures that quality objectives are set and established at relevant functions, levels and processes. Quality policy and objectives are maintained and available as documented information at different divisions and units of PolIWD.

The following factors shall be taken into consideration:

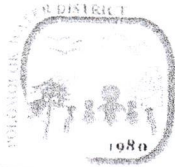
- Consistent with the quality policy; can be measured, monitored and communicated;
- Requirements for the organization's products and services;
- Conformity to products and services requirement to enhance customer satisfaction;
- Availability of resources, assignment of responsibilities and evaluation of results.

**References**

- Quality Policy Statement
- Organization and Divisional Quality Objectives
- Job Descriptions
- 5-year Business Plan
- Interested Parties and their Requirements
- Internal and External Issues Assessment

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		Issue No.	01
		Revision No.	00
		<b>QUALITY MANUAL</b>	
<b>Section : 4</b>	<b>QUALITY MANAGEMENT SYSTEM REQUIREMENT</b>	Date	07 Dec 2018
<b>Subject :</b>		<b>QMS Documentation</b>	Page No.

The Quality Management System includes the documentation of policies and processes of PoIWD's products and services required by ISO 9001:2015 and customers.

A document control officer is designated to establish and maintain documented information for the identification, collection, indexing, access, filing, storage, maintenance and disposition of quality including electronic information. The designated document control officer has the control of all documents information including those coming from customers and other external sources thru an internally-established coding system.

The hierarchy of documentation is as follows:

**Level 1: Quality Management System/Quality Manual**

The manual is the documented information overview of the PoIWD quality management system. This includes QMS policy statements, organization, QMS requirement, implementation of the QMS, monitoring, measurement, analysis and evaluation, internal audit, management review and continual improvement.

**Level 2: Quality Management System Procedures and Operational Control Guidelines**


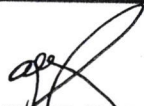
These are documented information describing each department's/section's activities needed to implement the integrated management system elements.

**Level 3: Work Instructions, Specifications (Drawings), Guidelines and Standards, copies of National and/or Local Legal Requirements, Forms and Records, etc.**

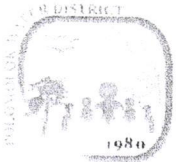
These are documented information detailing the step by step actions to perform a specific task. Specifications and standards are documents originating from the customer or external providers which are used as guide in the setting of work instructions. Documented information such as reference for the performance of work procedures or work instructions are retained.

Authorized personnel shall review documented information for adequacy and use. A master list of documented information such as procedures, operational guidelines, work instructions and of other documented information as to their current revision are established by designated document control officer as reference to prevent undue use of invalid or obsolete documented information.

Revisions of the document have to undergo similar approval process. An approved revision means automatic obsolescence of the current documented information. All controlled obsolete documented information will be disposed by the designated document control officer to prevent unintended use while obsolete master copies are retained until it reaches the retention period.

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		Issue No.	01
		Revision No.	00
		Date	07 Dec 2018
<b>Section : 4</b>	<b>QUALITY MANAGEMENT SYSTEM          REQUIREMENT</b>	Page No.	2 of 2
<b>Subject :</b>		<b>QMS Documentation</b>	



Disposal of obsolete documented information is the responsibility of the designated document controller and process owner.

This retained documented information are available to internal and external parties as appropriate for the conduct of business, regulations of product and services and for any appropriate purpose. Retained documented information is classified as per process origin, type or title, etc.


Retention times of this retained documented information are defined in accordance to Republic Act (RA) – 9470 National Archive Law of the Philippines. A masterlist of retained documented information are established. Retained documented information is filed in such a manner that they can be easily identified and traceable upon request.

**References**

- QMP – DC – 001: Control of Documented Information
- Document Information Logbook
- DC- Form – 006 – 2017: Masterlist of Documents and Records
- DC – Form – 002 – 2017: Document Change Notice Form
- PoIWD-QMP-1-005 : Coding System

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	<b>POLOMOLOK WATER DISTRICT</b> National Highway, Polomolok, South Cotabato	Doc. No.	PoIWD-QM-5-001
		Issue No.	01
		Revision No.	00
<b>Section : 5</b>	<b>IMPLEMENTATION OF THE QUALITY MANAGEMENT SYSTEM</b>	Date	07 Dec 2018
<b>Subject :</b>	<b>Office of the General Manager</b>	Page No.	1 of 2

The Office of the General Manager employs Plan, Do, Check, Act (PDCA) Cycle in the implementation of QMS. It crafts its quality objectives with key performance indicators, targets and action taken in alignment with quality policy. It identifies and assesses the internal and external issues and manages risks and opportunities. It classifies the interested parties and their requirements. It addresses non-conformance thru Corrective Action Report (CAR). It evaluates the processes for continual improvement.

The following sections/units have different processes in the delivery of PoIWD products and services in support of QMS implementation:

**Public Relations (PR) Section**

Public Relations Section has established programs to inform, educate and update the customers of PoIWD services thru its official publication, Tuburan, issued twice a year. It promotes water conservation advocacy thru its Patubig sa Eskwela Program aimed at donating drinking fountain to public schools to ensure pupils and students are provided with potable water. It also includes Agas Patrol Program and Text-A-Leak encouraging all customers to report leaks for immediate repair. PoIWD's water conservation advocacy is represented by its official mascot, Dropee. It enhances the relationship of PoIWD with its customers, the LGU and other stakeholders thru the conduct of Corporate Social Responsibility (CSR) activities. It conducts semestral customer survey as feedback mechanism on PoIWD services using Customer Satisfaction Survey Form. The results are distributed to all divisions concerned for possible resolution of issues using the Corrective Action Report (CAR).



**Communications Management**

The Office of the General Manager is provided with administrative support to handle office communications. It has established a system of records management, handling internal and external communications and extending customer relations to public and private agencies and organizations as partners of PoIWD in its role as water utility. It ensures completeness and traceability of documents and records by proper labelling and filing. It also upholds confidentiality of documents and records belonging to the Board of Directors.

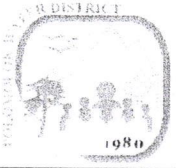
Acceptance and release of documents are properly stamped and recorded using the logbook while the Document Management System is still in progress.

Response to written communications observes the 15-day rule set by the Civil Service Commission (CSC).

Request for information and data are acted based on the Freedom of Information (FOI) Guidelines.

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	<b>POLOMOLOK WATER DISTRICT</b> National Highway, Polomolok, South Cotabato  <b>QUALITY MANUAL</b>	Doc. No.	PoIWD-QM-5-001
		Issue No.	01
		Revision No.	00
<b>Section : 5</b>	<b>IMPLEMENTATION OF THE QUALITY MANAGEMENT SYSTEM</b>	Date	07 Dec 2018
<b>Subject :</b>		<b>Office of the General Manager</b>	Page No.

**Internal Control Section**

The Internal Control Section enhances and embeds control mechanisms by formal articulations of policies and procedures in the management of PoIWD processes and delivery of responsibilities along accountability lines. It ensures safeguarding of resources and affirms compliance with regulations for effective and efficient delivery of the District's mandate.

It takes charge of ensuring the observance of the process in complying with the requirements needed prior to the approval of the competent authority, e.g., completeness of documents attached to the request.


**References**

- LWUA Public Relations Manual
- Civil Service Commission (CSC) Omnibus Rules
- Freedom of Information (FOI) Manual
- COA Annual Audit Report

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	<b>POLOMOLOK WATER DISTRICT</b> National Highway, Polomolok, South Cotabato	Doc. No.	PoIWD-QM-5-002
		Issue No.	01
		Revision No.	00
<b>Section : 5</b>	<b>QUALITY MANUAL</b> <b>IMPLEMENTATION OF THE QUALITY MANAGEMENT SYSTEM</b>	Date	07 Dec 2018
<b>Subject :</b>		Page No.	1 of 3
	<b>Administrative Division</b>		

The Administrative Division employs Plan, Do, Check, Act (PDCA) Cycle in the implementation of QMS. It crafts its quality objectives with key performance indicators, targets and action taken in alignment with quality policy. It identifies and assesses the internal and external issues and manages risks and opportunities. It classifies the interested parties and their requirements. It addresses non-conformance thru Corrective Action Report (CAR). It evaluates the processes for continual improvement.

The following sections/units have different processes in the delivery of PoIWD products and services in support of QMS implementation:

#### Human Resources (HR) Section

The Human Resource (HR) Section implements the Program to Institutionalize Meritocracy and Effectiveness in Human Resource Management (PRIME-HRM). Its components include Recruitment, Selection and Placement (RSP), Learning and Development (L&D), Performance Management System (PMS) and Rewards and Recognition (R&R). Each program has its own established policies, guidelines and procedures duly approved by the Civil Services Commission (CSC) and adopted for implementation thru passage of Board Resolution.

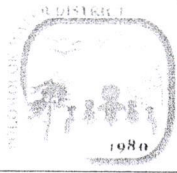
The Recruitment, Selection and Placement (RSP) processes the manpower requirement of PoIWD based on merit, fitness and competence requirements of each position as stipulated in the DBM-approved Personal Services Itemization and Plantilla of Personnel (PSIPOP). The recruitment process is based on the CSC's Omnibus Rules on Appointment and Other Human Resource Action (ORAOHRA). The Revised Rules on Administrative Cases (RRACS) govern the implementation of disciplinary policies which include administrative sanctions and penalties of offenses. In addition, the Grievance procedure is done to settle interpersonal disputes excluding sexual harassment cases and administrative cases. All personnel are orientated on the District's policies, plans and programs, government updates, employees' benefits and QMS requirements.

The Learning and Development (L&D) program identifies the training and competency needs of each employee. It establishes a system on training needs assessment/individual development plan, annual training plan, evaluation of training effectiveness and maintenance of records on trainings attended by employees thru the HRIS.

The Performance Management System (PMS) is established to evaluate the performance of employees per semester based on the accomplishment of objectives against targets and timeline using Office Performance Commitment Review (OPCR), Department/Division Performance Commitment Review (DPCR), and Individual Performance Commitment Review (IPCR). The Monthly Quality Objective Monitoring Form is used to track

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		Issue No.	01
		Revision No.	00
<b>Section : 5</b>	<b>IMPLEMENTATION OF THE QUALITY MANAGEMENT SYSTEM</b>	Date	07 Dec 2018
<b>Subject :</b>		<b>Administrative Division</b>	Page No.

accomplishments of each unit/section/division using performance indicators to monitor extent of performance in achieving the targets.

The Rewards and Recognition (R&R) program is established to standardize the giving of rewards and recognition to deserving employees thru the implementation of CSC-approved Program on Awards and Incentives for Service Excellence (PRAISE).

The Security services is under the supervision of HR Section. Though they are outsourced from an accredited security agency thru a bidding process, their orientation on the PoIWD's policies and compliance with QMS Requirements is conducted by the HR Section.

#### Procurement Section

Procurement Section has established and maintained a procedure to ensure that PoIWD is purchasing products and services which conform to the end users specified requirements and comply with Republic Act No. 9184.

PoIWD selects external providers (supplier) on the basis of their ability to meet specified requirements as provided in the procurement rules, policy and procedures of PoIWD consistent with the Government Procurement Reform Act or otherwise known as Republic Act No. 9184.

As part of the QMS requirements, approved forms are used and maintained in the conduct of procurement.


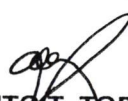
The selected external service provider is subject to review through supplier evaluation (as appropriate) and also through the documents they are required to submit. A master list of external service providers (suppliers) is maintained and updated by Procurement Officer as reference for the purchase of PoIWD's requirements.

#### Management Information System (MIS) Section


The MIS has established policies, guidelines and procedures in managing, developing and maintaining in-house, software applications and hardware being used by the District.

#### General Services Office (GSO) Section

The General Services Office takes charge of Property and Supply Management, Building, Grounds and Facilities Management and Transport Operations and Maintenance.

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	<b>POLOMOLOK WATER DISTRICT</b> National Highway, Polomolok, South Cotabato	Doc. No.	PoIWD-QM-5-002
		Issue No.	01
		Revision No.	00
<b>Section : 5</b>	<b>QUALITY MANUAL</b> <b>IMPLEMENTATION OF THE QUALITY MANAGEMENT SYSTEM</b>	Date	07 Dec 2018
<b>Subject :</b>		<b>Administrative Division</b>	Page No.



Property and Supply Management has established a system of receiving and releasing of supplies, inventory of supplies and its availability, recording of PPE and disposal management.

The Transport Operations and Maintenance has established policies and procedures on transport operations, preventive maintenance, repair and maintenance of PoIWD motor vehicles. It manages records of vehicle documents and vehicle maintenance history. It maintains inventory of tools and ensures good housekeeping of the motorpool area for safety of personnel.


Building, Grounds and Facilities Management includes janitorial services, repair and maintenance of building and facilities and good housekeeping practices like Clean and Green Program.

#### References

- Recruitment, Selection and Placement (RSP) Manual
- CSC Qualification Standards (Revised 1997)
- CSC's Omnibus Rules on Appointment and Other Human Resource Action (ORAOHRA)
- Revised Rules on Administrative Cases (RRACS)
- Learning and Development (L&D) Manual
- Strategic Performance Management System (SPMS)
- Program on Awards and Incentives for Service Excellence (PRAISE)
- Republic Act No. 9184 - Government Procurement Reform Act and its Implementing Rules
- MIS Manual
- Storeroom Management
- Motorpool Services Manual

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	<b>POLOMOLOK WATER DISTRICT</b> National Highway, Polomolok, South Cotabato	Doc. No.	PoIWD-QM-5-003
		Issue No.	01
		Revision No.	00
<b>Section : 5</b>	<b>IMPLEMENTATION OF THE QUALITY          MANAGEMENT SYSTEM</b>	Date	01 Sept 2018
<b>Subject :</b>		Page No.	1 of 2
	<b>Commercial Division</b>		

The Commercial Division employs Plan, Do, Check, Act (PDCA) Cycle in the implementation of QMS. It crafts its quality objectives with key performance indicators, targets and action taken in alignment with quality policy. It identifies and assesses the internal and external issues and manages risks and opportunities. It classifies the interested parties and their requirements. It addresses non-conformance and opportunities for improvement thru Corrective Action Report (CAR). It evaluates the processes for continual improvement.

The following units have different processes in the delivery of PoIWD products and services in support of QMS implementation:

### Customer Accounts

Customer Accounts Section has established and maintained a procedure to ensure that Billing, Meter Reading, request for Change Meter and Meter Testing and computation of penalties for illegal connections/tampering of water meters are in conformance with the Polomolok Water District Utility Rules and Regulations (URR).



The Integrated Utility Management System (IUMS) holds the customer's critical data, such as name, address, gender, birthday, status, mobile number, billing information and service history. It records the customer's monthly water consumption and corresponding billing, records of payment and arrears.

Meter Reading is performed monthly as scheduled using the Read and Bill gadget. In cases of abnormal consumption and other field observations, meter readers are required to record the said observations using the Field Findings Report Form (FFRF).

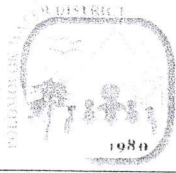
The change meter program is implemented to ensure accuracy of meter reading. Water meters registering four digits are pulled out and requested for meter testing and/or change meter. Damaged and defective water meters are requested to be changed in coordination with EOD. Meter history record is kept, updated and maintained using the IUMS.

### Customer Services

Customer Services accommodates customers for new service connection application, senior citizen application, change of name or transfer of location. It also caters to requests for disconnection/reconnection, promissory note, availment of service connection loan and investigation related to consumption, leakages and illegal connections. It also acts on reports on mainline and service line leaks in coordination with EOD.

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		Issue No.	01
		Revision No.	00
<b>Section : 5</b>	<b>IMPLEMENTATION OF THE QUALITY  MANAGEMENT SYSTEM</b>	Date	01 Sept 2018
<b>Subject :</b>		Page No.	2 of 2
	<b>Commercial Division</b>		

All applications for new service connection and change of name or transfer of location are documented using the Service Connection Contract and likewise encoded in the IUMS.

Senior citizen application is in accordance to Republic Act no. 7432, as amended by Republic Act no. 9994, otherwise known as the "Expanded Senior Citizens Act of 2010".

The disconnection/reconnection activities employ the services of accredited plumbers. The disconnection/reconnection fees are charged based on URR. Procedures for disconnection of illegal connections and tampering of water meters include the plugging of mainline tapping. The disconnection activity is conducted with the assistance of NRW crew but documented by personnel in-charge. The procedure is in accordance with National Water Crisis Act, 1995 (Republic Act No. 8041 of 1995). Their corresponding penalties conform to PoIWD's URR.

Complaints on mainline and service line leaks are recorded using the Maintenance and Service Request Form.

### Marketing

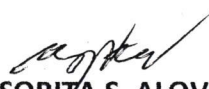

The Marketing team directly plans marketing programs of the District and implements marketing strategies to increase number of new service connection thru information campaign, marketing survey and follow-up of inactive/disconnected service connections for reconnection.

Marketing program is revisited annually with marketing strategies approved by the Board. For information campaign and marketing survey, the team visits the different barangays within Polomolok thru the conduct of field orientation, house-to-house campaign, one-stop shop and barangan.


The customer orientation, scheduled every Tuesday and Thursday, is conducted to educate the customers about the PoIWD services, policies and their responsibilities.

### References

- Utility Rules and Regulation (URR)
- Service Connection Contract
- Customer Profile (IUMS)
- National Water Crisis Act, 1995 (Republic Act No. 8041 of 1995)
- Republic Act no. 7432, as amended by Republic Act no. 9994, otherwise known as the "Expanded Senior Citizens Act of 2010"
- Marketing Program

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	<b>POLOMOLOK WATER DISTRICT</b> National Highway, Polomolok, South Cotabato	Doc. No.	PoIWD-QM-5-004
		Issue No.	01
		Revision No.	00
<b>Section : 5</b>	<b>IMPLEMENTATION OF THE QUALITY MANAGEMENT SYSTEM</b> <b>Engineering and Operations Department – Construction and Maintenance Division</b>	Date	07 Dec 2018
<b>Subject :</b>		Page No.	1 of 2

The Engineering and Operations Division – Construction and Maintenance Section employs Plan, Do, Check, Act (PDCA) Cycle in the implementation of QMS. It crafts its quality objectives with key performance indicators, targets and action taken in alignment with quality policy. It identifies and assesses the internal and external issues and manages risks and opportunities. It classifies the interested parties and their requirements. It addresses non-conformance thru Corrective Action Report (CAR). It evaluates the processes for continual improvement.

The following units or sections have different processes in the delivery of PoIWD products and services in support of QMS implementation:

#### Construction and Maintenance Section

The Construction and Maintenance Section has established policies and procedures in the installation of new service connections, project implementation for expansion and rehabilitation and maintenance activities.



The Construction Unit takes charge of project implementation by Administration and by contract financed by either Internally Generated Fund (IGF), loans or grants. It ensures the construction safety, quality workmanship, compliance with regulatory bodies, testing for compliance with required standards and timeline of completion. It supervises the installation of new service connection under PoIWD's established standard. Monitoring of accomplishment is done using Project Progress Report and New Service Connection Installation Monitoring Report.

The Maintenance Unit is responsible for repairs and maintenance of transmission lines, distribution lines and service connections. It ensures the compliance with LWUA Standards Specifications for Water System. Maintenance Order Report is used for monitoring the accomplishments of repairs and maintenance activities conducted.


#### Planning and Design Section

The Planning and Design Section has established the procedures in the preparation of technical and documentary requirements for projects in compliance with the standards set by LWUA, DPWH, DOLE and LGU.

The Planning Unit handles the preparation of Detailed Engineering which includes Pre-engineering Studies, Program of Works, Detailed Estimates and Technical Plan.

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		Issue No.	01
		Revision No.	00
<b>Section : 5</b>	<b>QUALITY MANUAL</b> <b>IMPLEMENTATION OF THE QUALITY MANAGEMENT SYSTEM</b>	Date	07 Dec 2018
<b>Subject :</b>		Page No.	2 of 2
	<b>Engineering and Operations Department – Construction and Maintenance Division</b>		

The Design Unit is responsible for the partial preparation of design for pipeline expansion project for proper pipe sizing.

The Head of the Engineering and Operations Division is responsible for the review, approval and approval of the changes on the design for expansion projects.

### NRW Reduction



The NRW Reduction Team, composed of representatives from different divisions, has established procedures relative to NRW Control Strategies to achieve LWUA's NRW standard of 20%. It supervises the implementation of NRW Control Strategies:

1. Pressure Management controls line pressures in District Metering Areas/Zones using Pressure Regulating Valves and documented using Data loggers.
2. Active Leakage Control serves as proactive measures in detecting leakages using Leak Detection Equipment (e.g. Acoustic Leak Detector, Scouring Air Compressor) and documented using Leak Detection Report.
3. Pipeline and Asset Management refers to pipeline rehabilitation to prevent recurrence of pipe leaks and documented using Maintenance Order and Program of Work for mainline.
4. Water Meter Maintenance ensures the efficiency of water meters installed in the field thru the change meter program for water meters registering four digits.

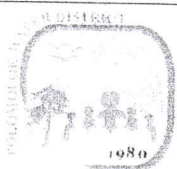
The NRW crew acts on pressure management, active leakage control and meter replacement (defective water meters). They also report field observations using the required forms and conduct repairs on non-surfacing leaks. Areas with high NRW are investigated as to the causes and immediately acted upon. The monthly NRW report is presented to the top management and the Board of Directors during scheduled meetings.

### References

- The Manager's Non Revenue Water Handbook
- LWUA's Operations and Maintenance Manual
- LWUA Standards Specifications for Water System
- PoIWD's Utility Rules and Regulations (URR)
- Standards set by LWUA, DPWH, DOLE and LGU for technical and documentary requirements for projects
- Pressure Logging report
- LWUA's Pipe network analysis for Water System
- Demand Projections
- PoIWD 10-year NSC Projection

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		Issue No.	01
		Revision No.	00
<b>Section : 5</b>	<b>IMPLEMENTATION OF THE QUALITY MANAGEMENT SYSTEM</b>	Date	07 Dec 2018
<b>Subject :</b>		Page No.	1 of 3
	<b>Engineering and Operations Department – Water Resources Division</b>		

The Engineering and Operations Department – Water Resources Division employs Plan, Do, Check, Act (PDCA) Cycle in the implementation of QMS. It crafts its quality objectives with key performance indicators, targets and action taken in alignment with quality policy. It identifies and assesses the internal and external issues and manages risks and opportunities. It classifies the interested parties and their requirements. It addresses non-conformance thru Corrective Action Report (CAR). It evaluates the processes for continual improvement.

The following units or sections have different processes in the delivery of PoIWD products and services in support of QMS implementation:

**Quality Control / Assurance Section**



This section takes charge of the water treatment and water quality monitoring to ensure potability in compliance with Philippine National Standard for Drinking Water (PNSDW).

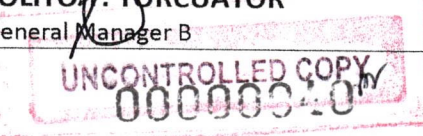
Water treatment includes chlorination using chlorine gas and hypo chlorinator at 1.0 ppm feedrate.

Water quality monitoring is done on a daily basis using random sampling at various end points with 0.3 ppm minimum at 10 samples per day. Bacteriological testing is done twice a month with 25 samples taken from end points. These samples are submitted to South Cotabato Provincial Hospital Laboratory for water analysis to ensure the absence of coliform. In case of failed result, verification is conducted and resampling follows. Flushing is conducted in case of customer complaints due to presence of sand and silt or turbidity on the customer’s service connection.


Physical and Chemical water analysis is done once a year to determine compliance with mandatory physical and chemical parameters. The samples are taken from sampling locations identified by LWUA based on its Memorandum Circular No.003-18 dated January 22, 2018. These samples are submitted to DOH-accredited laboratories like Davao City Water District, University of Immaculate Conception Laboratory in Davao City, and Analytical Solution Testing Services (ASTS) Testing Laboratories in General Santos City. In case the water samples exceed beyond the parameters set by PNSDW, a verification is conducted and followed by resampling or retesting. The new samples are submitted to laboratory for analysis within the succeeding period upon receipt of laboratory result.

Lastly, Pesticide analysis is conducted once a year to ensure absence of pesticide chemicals from water sources. The samples are submitted to Bureau of Plant Industry, UP Mindanao Campus, Davao City. In case of failed result, verification is conducted and resampling follows. The new

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	<b>POLOMOLOK WATER DISTRICT</b> National Highway, Polomolok, South Cotabato  <b>QUALITY MANUAL</b>	Doc. No.	PoIWD-QM-5-005
		Issue No.	01
		Revision No.	00
<b>Section : 5</b>	<b>IMPLEMENTATION OF THE QUALITY MANAGEMENT SYSTEM</b>	Date	07 Dec 2018
<b>Subject :</b>		<b>Engineering and Operations Department – Water Resources Division</b>	Page No.

samples are submitted to laboratory for analysis within the succeeding period upon receipt of laboratory result.

Water Quality reportorial requirements are submitted monthly to Municipal Health Office (MHO) and Local Water Utilities Administration (LWUA). Annual report on Physical and Chemical, and Pesticide analyses are submitted to Local Water Utilities Administration (LWUA).

**Water Generation and Distribution Section**

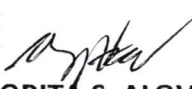

This section ensures the 24/7 production of water distributed by PoIWD to all its customer. It maintains operational capability of pumping equipment, chlorination equipment, generators, controls, accessories and reservoir.

The pumping operation is fully automated with back-up power supply (stand-by generators) and designed with interconnection valve to augment water shortage or possible loss of water supply due to major repairs. This is monitored by 6 Water Resources Facilities Operators (WRFOs) thru roving scheme covering the East and West areas with 9 pumping stations. The WRFOs daily monitor and record pumping operation data and report the reservoir water level and pumping operation status to the guard on duty at the office. They also ensure cleanliness and orderliness of assigned pumping stations as part of good housekeeping practice. In case of unusual pump operation, the WRFOs follow the Standard Operating Procedure (SOP) of relaying the information thru radio to office guard, who in turn, will contact the production maintenance for immediate action.


The monitoring of chlorination equipment, feedrate and consumption is conducted daily by WRFOs. For any pumping operation concern, a maintenance request is relayed thru radio, then prepared and submitted to production office.

The preventive maintenance of all pumping stations facilities is conducted periodically but with daily monitoring by production maintenance crew. This includes maintenance of electro-mechanical equipment including chlorination and generator sets.

On the other hand, the corrective maintenance of all pumping stations facilities is conducted immediately upon verbal request of the assigned operator to prevent water interruption and further damage to the equipment. The written maintenance request will just follow for proper recording. In case of major pumping equipment pull-out and installation, a spare unit is automatically replaced by the maintenance crew and available WRFO at the earliest possible time.

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	<b>POLOMOLOK WATER DISTRICT</b> National Highway, Polomolok, South Cotabato  <b>QUALITY MANUAL</b>	Doc. No.	PoIWD-QM-5-005
		Issue No.	01
		Revision No.	00
<b>Section : 5</b>	<b>IMPLEMENTATION OF THE QUALITY MANAGEMENT SYSTEM</b>	Date	07 Dec 2018
<b>Subject :</b>		<b>Engineering and Operations Department – Water Resources Division</b>	Page No.

The installation of new or additional equipment, structure renovation, construction and repair of pump house and other innovations are done if deemed necessary.

**Environment and Watershed Section**

This section handles the implementation of PoIWD Watershed Development Plan. Its major components include Tree Growing, Protected Area for Sustainable Socio Economic Development (PASSED), Endemic Tree Seedling Propagation and Backyard Nursery Establishment, Information and Education Campaign (IEC), Networking and Linkaging and Adopt-a-Site Project.



The tree growing activity is conducted thrice a year: March – World Water Day, June – World Environment Month and October – PoIWD’s Foundation Anniversary. The quarterly maintenance of the planted saplings is done 3 months after the Tree Planting Activity thru the Family-based Approach with the beneficiaries conducting the weeding, cultivation and/or replanting in case of mortality. This approach is done for 8 quarters or 2 years; after which, the district thru PS-Environment and Watershed Section will conduct annual monitoring of survived trees thru the help of a watershed technician and assistance of the beneficiary.

Reporting and recording are done every after conduct of activities supported by narrative reports, pictures, evaluation, budget and disbursement. In addition, a Memorandum of Agreement (MOA) is signed between PoIWD and beneficiaries, witnessed by Protected Area Superintendent (PASu) and MENRO-LGU. All of these documents are filed by Watershed in-charge for records keeping.


A coordination with other stakeholders as partners of PoIWD is undertaken to ensure the successful implementation of Watershed Development Plan at Mt. Matutum Protected Landscape (MMPL).

**References**

- Philippine National Standard for Drinking Water (PNSDW)
- LWUA Memorandum Circular No.003-18 dated January 22,2018
- Water Sales Budget
- Motor Control Manual
- Generator Manual
- Pump and Motor Design Manual
- Flow Meter Manual
- Chlorinator Manual
- Watershed Development Plan
- Calibration Certificates
- PD 198

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	<b>POLOMOLOK WATER DISTRICT</b> National Highway, Polomolok, South Cotabato	Doc. No.	PoIWD-QM-5-006
		Issue No.	01
		Revision No.	00
<b>Section : 5</b>	<b>QUALITY MANUAL</b> <b>IMPLEMENTATION OF THE QUALITY MANAGEMENT SYSTEM</b>	Date	07 Dec 2018
<b>Subject :</b>		<b>Finance Division</b>	Page No.

The Finance Division employs Plan, Do, Check, Act (PDCA) Cycle in the implementation of QMS. It crafts its quality objectives with key performance indicators, targets and action taken in alignment with quality policy. It identifies and assesses the internal and external issues and manages risks and opportunities. It classifies the interested parties and their requirements. It addresses non-conformance thru Corrective Action Report (CAR). It evaluates the processes for continual improvement.

The following units have different processes in the delivery of PoIWD products and services in support of QMS implementation:

#### Accounting Section

Accounting Section has established a system on maintenance of records/records keeping of all financial transactions thru the use of Computerized Accounting System. It ensures that all financial statements are prepared and submitted in prescribed period and format in accordance to COA Rules and Regulations. The preparation of financial reports conforms to National Government Accounting System (NGAS). These include trial balance, balance sheet, income statement, cash flow statement and changes in equity.

It also ensures the submission of monthly data sheet in prescribed period and format in compliance with LWUA requirement. The monthly data sheet is a consolidation of data ranging from Monthly Production Report of EOD, Monthly Progress Report of Commercial Division and Financial Statement of Finance Division.



#### Budgeting Section

Budgeting Section is responsible for the preparation, collation, summary and monitoring of the District's budget. It ensures that the Capital Expenditures (CAPEX) budget utilization rate is 85% and Maintenance and Other Operating Expenses (MOOE) budget utilization rate does not exceed 10% of the approved budget.


Annual budget preparation is done every September and its deliberation and approval is done every October. A Monthly Budget Monitoring Report is provided to each division every 25<sup>th</sup> day of the month for validation, comparison and monitoring of each division's budget utilization.

#### Cashiering Section

Cashiering Section is responsible for the implementation of procedure for collection of monies and bank deposits, disbursement of funds and payment of purchases in accordance with government laws, rules and regulations. It ensures proper handling of cash, cash equivalents and cash deposits to Authorized Government Depository Banks (AGDB).

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		<b>QUALITY MANUAL</b>	
<b>Section : 5</b>	<b>IMPLEMENTATION OF THE QUALITY MANAGEMENT SYSTEM</b>	Date	07 Dec 2018
<b>Subject :</b>	<b>Finance Division</b>	Page No.	2 of 2

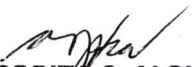

It maintains records of collection, deposit and disbursement thru Daily Cash Collection and Daily Cash Position Reports submitted to the Division Manager for review and the General Manager for approval. Preparation of checks is linked with Computerized Accounting System. Disbursement of checks is recorded thru Report of Checks Issued and submitted to Commission on Audit (COA).

Collections of water bills, generated from Commercial Division thru IUMS, Bill of materials and other fees from EOD, are received by the cashiering assistants and issued with corresponding Official Receipts. Collections are done at the main office, designated banks, and sub-collection offices located at Brgy. Cannery and Gaisano Mall. Daily collection is recorded and reported thru Cashier's Collection Summary. Cash Book is maintained reflecting the daily collection and deposit in compliance with Commission on Audit (COA) requirement.


It observes control measures on the series of accountable forms such as Official Receipts and Checks thru the use of Daily Statement of Collection and Accountable Forms and Report of Checks Issued respectively.

**References**

- National Government Accounting System (NGAS)
- Commission on Audit (COA) Cash Management Handbook
- General Accounting and Auditing Manual (GAAM)
- Accounting Staff Function Guide
- Disbursement Manual

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		Issue No.	01
		Revision No.	00
<b>Section : 6</b>	<b>PERFORMANCE EVALUATION</b>	Date	07 Dec 2018
<b>Subject :</b>		<b>Monitoring, Measurement, Analysis and Evaluation</b>	Page No.

The top management/designated management representative shall monitor, measure, analyze and evaluate appropriate data and information for its QMS performance accordance to organization's QMS requirements.

The key characteristics of Polomolok Water District operations and processes that can have impact on the products and services shall be monitored, measured, analyzed and evaluated for its effectiveness. The department/division heads and process owners shall maintain a monitoring and measurement of the QMS performance indicators. They shall define the items to be monitored and measured, the frequency of monitoring/measurement, those responsible and shall retain appropriate documented information as evidence of the monitoring, measurement, analysis and evaluation results.

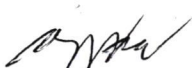
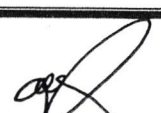
The top management/designated management representative shall analyze and evaluate appropriate data and information arising from monitoring and measurement and the results shall be used to evaluate the conformity of products and services, degree of customer satisfaction, the effectiveness of the action taken to address risks and opportunities, the performance of external providers and the improvement of the QMS.

The top management/designated management representative shall measure and monitor the satisfaction level on the products and services that it provides to its customers annually or as the needs arises. A customer satisfaction survey or customer feedback can be used to determine the customer's perceptions on the products and services against set criteria.


The consolidated results of the information obtained, summarized and analyzed shall be presented during the management review. Any rating below the set minimum rating shall be addressed with appropriate corrective action.

**References**

1. Customer Satisfaction Survey Result
2. Corrective Action Report
3. Quality Objectives Monitoring
4. Customer Satisfaction Survey Analysis
5. Monitoring of Internal and External Issues Effectiveness

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	<b>POLOMOLOK WATER DISTRICT</b> National Highway, Polomolok, South Cotabato	Doc. No.	PoIWD-QM-6-002
		Issue No.	01
<b>Section : 6</b>	<b>IMPLEMENTATION OF THE QUALITY MANAGEMENT SYSTEM</b>	Revision No.	00
		Date	07 Dec 2018
<b>Subject :</b>	<b>Internal Audit</b>	Page No.	1 of 1

Polomolok Water District through its internal audit team, shall conduct internal audits at planned intervals every six months. This is to determine whether the organization conforms to QMS requirements. This is also to ensure that the QMS is effectively implemented and maintained.

Polomolok Water District shall maintain an internal audit program that takes into consideration the status and importance of the processes, areas to be audited and results of previous audits. An internal audit shall be developed to determine the scope of every audit that is conducted for every process. Results of the audit findings are documented using the Corrective Action Report (CAR) form.

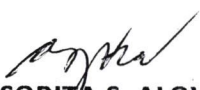

Auditors conducting the audits shall not audit their own work to ensure the objectivity and impartiality of the audit process. Internal auditors shall be appropriately trained. At a minimum, Internal Auditors must have attended the following training:

- Appreciation Course on ISO 9001:2015 standards, or its equivalents
- QMS Internal Auditing, or its equivalent


The top management/ designated management representative shall ensure that actions are taken without undue delay, on the detected nonconformities of the audited areas or processes to eliminate causes and recurrence of the issue. Follow-up of the corrective actions shall include the verification on the effectiveness of the actions taken and reporting of the verification results.

#### References

- QMP – OGMAU – 001: Internal Audit Procedure
- Auditors Qualification Matrix
- Audit Program
- Audit Plan
- Audit Checklist
- Corrective Action Report (CAR)
- Auditors Evaluation
- Internal Audit Summary Report

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	<b>POLOMOLOK WATER DISTRICT</b> National Highway, Polomolok, South Cotabato  <b>QUALITY MANUAL</b>	Doc. No.	PoIWD-QM-6-003
		Issue No.	01
		Revision No.	00
<b>Section : 6</b>	<b>Performance Evaluation</b>	Date	07 Dec 2018
<b>Subject :</b>	<b>Management Review</b>	Page No.	1 of 2

The management review is done every six (6) months after the conduct of internal audit. This shall be conducted by the Management Team. The review shall ensure the continuing suitability, adequacy, effectiveness and alignment of the organization's strategic direction and its QMS. The review shall also include the identification of opportunities for improvement and the need for possible changes to the QMS in light of new developments that may affect the implementation and maintenance of the system.

A two-tier review shall be adopted for the review of the QMS. The first tier shall be integrated with the management meeting. The review agenda for the first tier shall include any day-to-day development, problem or immediate concern about the implementation and maintenance of the management system. Action items shall be included in the organization's minutes of meeting.

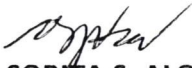

The second tier is a dedicated review of the performance of the quality management system. During the first year implementation of the QMS, the review shall be conducted every semester or every 6 months. Thereafter, this shall be undertaken towards the end of the year (ensuring not more than 12 months between reviews). This shall be undertaken in accordance with the management review documented information. To allow the management to carry out a meaningful evaluation of the QMS, necessary information and data shall be collected and made available during the review process.

The agenda for the management reviews shall include, but not limited to the following:


- Follow-up actions from previous management reviews;
- Results of QMS audits, (internal and external), and progress of actions taken, where applicable;
- Customer satisfaction, complaints and feedback from relevant interested parties, and progress of action taken;
- Process performance and conformity of products and services;
- Performance against set objectives
- Performance of external providers and contractors;
- Information and/or progress of corrective actions;
- Changes in external and internal issues that are relevant to the QMS including risks and opportunities;
- Opportunities for improvement;
- Adequacy of resources;

The above agenda may not be necessarily discussed at the same time. The management review shall at least decide and act on the following:

- Improvement of the effectiveness of the QMS and its processes;
- Improvement of services related to customer requirements;
- Resources needed to properly implement the QMS or its processes;

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		Issue No.	01
		Revision No.	00
<b>Section : 6</b>	<b>Performance Evaluation</b>	Date	07 Dec 2018
<b>Subject :</b>	<b>Management Review</b>	Page No.	2 of 2

The management review is conducted by the Top management and the Management Team to periodically review the QMS to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of PoIWD. It is undertaken to determine and evaluate QMS performance, determine the need for change and improvement and determine the suitability of the policies and the objectives.

The output of management review is the continual improvement of the QMS. It includes decisions and actions related to opportunities for improvement, resources needed and possible changes to the QMS.



The conduct of management review is documented with minutes of the meeting and shall be maintained in accordance with the documented information. Copy of the minutes shall be distributed to all the members of the Management Team, who shall then be responsible in communicating relevant information in their respective department/division. The top management/ designated management representative may consider posting in the organization's bulletin some highlights of the meeting and/ or relevant information about the performance of the management system.

Where appropriate, the management may initiate the issuance of Corrective Action Report (CAR) or a nonconformity report for areas needing further investigation and immediate action.

Documented information as evidence of the results of management reviews shall be retained.


**References**

- Minutes of the management review meeting
- Corrective Action Report (CAR)
- Summary of Internal Audit Report

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	<b>POLOMOLOK WATER DISTRICT</b> National Highway, Polomolok, South Cotabato	Doc. No.	PoIWD-QM-7-001
		Issue No.	01
		Revision No.	00
		<b>QUALITY MANUAL</b>	
<b>Section : 7</b>	<b>IMPROVEMENT</b>	Date	07 Dec 2018
<b>Subject :</b>	<b>Continual Improvement</b>	Page No.	1 of 2

Polomolok Water District continually improves the suitability, adequacy and effectiveness of the quality management system and determines opportunities for improvement through monitoring, measurement and analysis of its performance, internal audit and management review and takes necessary actions to meet customer and system requirements.

The results of data analyses help in identifying non-conformances or inadequacies of the QMS. Likewise, the results shall also be used in identifying areas for further improvement in the management system and/or issues for corrective action.

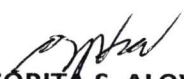

A major non-conformance refers to the absence, or total failure, of a process to meet the internal requirements of a completed sub-clause of ISO 9001 resulting in an actual or potential adverse effect on customer satisfaction and quality of the product or service.

A number of lapses against one sub-clause of ISO 9001 when acting together reduce the effectiveness of a process to the extent that there are actual adverse effects on customer satisfaction and quality which can represent a nonconformance.


The minor non-conformances refer to Single observed lapse or failure to comply with a requirement of the standard or an internal requirement which however, as based on objective evidence, does not jeopardize product quality/conformity.

The following are the possible non-conformances during the implementation and maintenance of the QMS:

- Nonconforming products and services detected during monitoring and measurement activities;
- Nonconforming process as identified during process capability exercises or inspection of service provision;
- Nonconformities detected during internal audits;
- Complaints from customers and interested parties, including notices from the regulatory bodies;
- Noncompliance to legal requirements resulting from monitoring and measurements activities;
- Objectives and targets not achieved or programs not implemented as planned, detected during monitoring and measurement activities;
- Unsatisfactory performance of external providers against prescribed criteria during performance evaluation;
- Problems identified by management during QMS review requiring corrective action;
- Potential problems identified during the analysis of QMS performance data;

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		Issue No.	01
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		Date	07 Dec 2018
<b>Section : 7</b>	<b>IMPROVEMENT</b>	Date	07 Dec 2018
<b>Subject :</b>	<b>Continual Improvement</b>	Page No.	2 of 2

Polomolok Water District shall have documented information for guiding its staff in addressing actual and potential non-conformance to the organization QMS. System non-conformances, as defined above, shall be documented using the Corrective Action Report (CAR) form.



The documented information shall also include the review through the risks and opportunities assessment process of any corrective action taken prior to their implementation. Where required in the contract, the actions taken to address a nonconforming products or services shall be communicated to the customers.

Corrective action shall be appropriate to the nature and magnitude of the problem to the QMS performance of the organization. The management team shall review information on the corrective action taken, including customer complaints, and other concerns from external interested parties to determine whether actions are appropriate and/or further actions are necessary. Corrective action shall be evaluated and PDCA process shall be implemented as deemed necessary.

Documented information shall be retained as evidence of the nonconformities and corrective action taken including the result of the investigation of the cause of nonconformity.

**References**

- PoIWD –QMP – 003: Corrective Action Procedure
- PoIWD –QMP – 006: Control of Non-conforming Services Procedure  
Corrective Action Report (CAR)

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