



BINMALEY WATER DISTRICT

Luna St., Binmaley, Pangasinan

e-mail address : biwad_79@yahoo.com

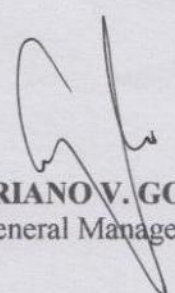
Telefax: (075)540-0054 ; Tel.Nos. (075)540-0057 to 58

November 15, 2017

CERTIFICATION

This is to certify that the **BINMALEY WATER DISTRICT** conducted QMS-Internal Quality Audit on Tuesday, November 14, 2017, on all processes relevant to the District's Quality Management System on the following areas:




1. Top Management
2. Administrative & Finance Division
 - a. Human Resource Section
 - b. General Services Section
3. Commercial Division
 - a. Application for New Water Service Connection
 - b. Billing Procedures
4. Operation & Technical Services Division
 - a. Production Section


ENGR. MARIANO V. GONZALO
General Manager



Republic of the Philippines
BINMALEY WATER DISTRICT
 Luna St., Binmaley, Pangasinan 2417
 Tel. Nos. (075) 540-0057 to 58 / Telefax No. (075) 540-0054

ANNUAL QUALITY AUDIT PROGRAM

FUNCTION / PROCESS / AREA	P / A	CALENDAR YEAR :		AUDITOR AUDIT TEAM	REMARKS
		Nov.	2017		
Opening Meeting	Plan	14	8:00 - 8:30 am	QMS Internal Audit Team	
	Actual	14	8:30 - 9:15 am	QMS Internal Audit Team	
Top Management	Plan	14	9:00 - 10:00 am	Manuela D. De Vera / Jacqueline F. Terrado / Louella A. Cano	
	Actual	14	9:15 - 10:25 am	Manuela D. De Vera / Jacqueline F. Terrado / Louella A. Cano	
Administrative & Finance Division					
Human Resource	Plan	14	10:00 - 11:00 am	Louella A. Cano / Jacqueline F. Terrado	
	Actual	14	10:30 - 11:10 am	Louella A. Cano / Jacqueline F. Terrado	
General Services	Plan	14	11:00 - 12:00 pm	Louella A. Cano / Jacqueline F. Terrado	
	Actual	14	11:10 - 12:00 pm	Louella A. Cano / Jacqueline F. Terrado	
Commercial Division	Plan	14	1:15 - 2:15 pm	Manuela D. De Vera / Louella A. Cano	
	Actual	14	1:20 - 2:00 pm	Manuela D. De Vera / Louella A. Cano	
Operation & Technical Services	Plan	14	2:30 - 3:45 pm	Manuela D. De Vera / Jacqueline F. Terrado	
	Actual	14	2:30 - 4:00 pm	Manuela D. De Vera / Jacqueline F. Terrado	
Debriefing / Consolidation	Plan	14	4:00 - 4:45 pm	QMS Internal Audit Team	
	Actual	14	4:15 - 4:30 pm	QMS Internal Audit Team	
Closing	Plan	14	4:50 - 5:30 pm	QMS Internal Audit Team	
	Actual	14	4:30 - 5:00 pm	QMS Internal Audit Team	
PREPARED BY:					
REVIEWED BY:					
APPROVED BY:					
					
Hazel D. Soriano		Manuela D. De Vera		Mariano V. Gonzalo	
Document Control Officer		Quality Management Representative		General Manager	
Date : 11-14-2017		Date: 11-14-2017		Date: 11-14-2017	



Binmaley Water District
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OPENING MEETING FOR THE QMS INTERNAL AUDIT

Date : November 14, 2017

Lead Auditor: **MANUELA D. DE VERA**

INTRODUCTION:

Good morning!

It is my great pleasure to welcome all of you and chair this opening ceremony for today's activity which is the conduct of an internal audit in compliance to the requirements of the Quality Management System certifiable to ISO 9001:2015.

The scope of audit is for the performance of an on-site internal audit of the Binmaley Water District which includes the following:

1. Audit of the management system documentation and records to verify conformance with the district's quality manual and standards and includes a random sampling of records.
2. Site visit is also required, to review the records and evidences to verify the effective implementation of the QMS and the district shall reserve the right to make changes to areas as necessary.

The purpose or the objectives of this audit is to determine the effectiveness and conformity with the QMS requirements and documentation, to provide opportunity in improving the QMS and to ensure that the QMS is effectively implemented and maintained.


During this audit, we will be discussing issues and carries out record checks. Clearly, we will be randomly examining sample of files and records which will be the basis for our audit findings and conclusions. We will find it helpful for the Document Control Officer (DCO) and the Lead Auditor to run through the record keeping arrangements (audit itinerary and checklist) with us at the start of the audit as this will speed up the process.

We will be arranging some issues to feed back our findings as we go through the audit. It may be helpful if the DCO takes notes on the detailed feedback so that she can follow-up on individual matters and also can feedback any details to relevant staff before closing meeting and after the audit.

I hope that everyone would take the results of this audit to develop our operational system for continual improvement and to ensure the quality of our services rendered to our beloved concessionaires.

And without much ado, I warmly welcome you all.

Prepared by: **MANUELA D. DE VERA**
Lead Auditor & QMR

 Republic of the Philippines BINMALEY WATER DISTRICT Luna St., Binmaley, Pangasinan 2417 Tel. Nos. (075) 540-0057 to 58 / Telefax No. (075) 540-0054			INTERNAL QUALITY AUDIT ITINERARY		
TYPE of AUDIT <input type="radio"/> REGULAR <input type="radio"/> SPECIAL <input checked="" type="radio"/> Others DATE 11-14-17			AUDIT CRITERIA ISO 9001:2015; Statutory and Regulatory Requirements; BIWAD policies and procedures		
AUDIT OBJECTIVE/S - To establish & maintain an effective Internal audit process related to the ISO 9001:2015 requirements - To determine whether the QMS of BIWAD conforms with ISO standards - To ascertain the effectiveness of BIWAD's Quality Management System			SCOPE All processes relevant to Binmaley Water District's Quality Management System		
STARTING DAY		AREA/PROCESS/FUNCTION	AUDIT FOCUS	AUDITEE	AUDITOR
[TIME]	[DATE]				
8:30 - 9:15		11-14-17	Opening Meeting	QMS Internal Audit Team	
9:15 - 10:25		11-14-17	Top Management	General Manager, QMR, DCO	Manuela D. De Vera / Jacqueline F. Terrado / Louella A. Cano
		Administrative & Finance Division			
10:30 - 11:10		11-14-17	HR Section	Division Manager & Property/Supply Assist. B	Louella A. Cano / Jacqueline F. Terrado
11:10 - 12:00		11-14-17	General Services	Division Manager & Property/Supply Assist. B	Louella A. Cano / Jacqueline F. Terrado
1:20 - 2:00		11-14-17	Commercial Division	Division Manager / Billing Clerk / Meter Reader	Manuela D. De Vera / Louella A. Cano
2:30 - 4:00		11-14-17	Operation & Technical Services Division	Officer - in - charge/ Water Resources Facilities Operator (Caloocan Sur WTP)	Manuela D. De Vera / Jacqueline F. Terrado
4:15 - 4:30		11-14-17	Debriefing / Consolidation	QMS Internal Audit Team	
4:30 - 5:00		11-14-17	Closing	QMS Internal Audit Team	



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ATTENDANCE SHEET (INTERNAL)

DEPARTMENT/ PROJECT	INTERNAL QUALITY AUDIT	
SUBJECT OF MEETING	To determine whether the QMS of the agency conforms with the ISO standard, Company Policies and Regulatory Requirements	
DATE OF MEETING	November 14, 2017	TIME : 9:00 A. M.
VENUE OF MEETING	Biwad Office	

NO.	NAME	DEPARTMENT / POSITION	SIGNATURE
1	GM . Mariano V. Gonzalo	General Manager	
2	Manuela D. De Vera	Division Manager (Admin. & Finance) / QMR	
3	Jacqueline F. Terrado	Division Manager (Commercial)	
4	Louella A. Cano	Division Manager (Operation & Technical)	
5	Rhodora F. Quinto	Cashier	
6	Hazel D. Soriano	DCO	
7	Bony R. Carrera	Water/ Sewerage Maintenance Foreman	
8	Juan L. Montes	Sr. Water Sewerage Maintenance Man A	