

BINMALEY WATER DISTRICT

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QUALITY MANAGEMENT SYSTEM POLICY MANUAL



QUALITY MANAGEMENT SYSTEM POLICY MANUAL

This Quality Management System Policy Manual is the primary document that defines the Quality Management System (QMS) of **BINMALEY WATER DISTRICT** in compliance to the requirements of ISO 9001:2015

This manual contains a description of the District's Quality Policy and how its requirements are integrated in the organization's day-to-day operations. It also contains how the District relates the Quality Policy to its commitment of providing excellent quality services.

This manual also includes a description of the organizational structure, responsibilities, procedures and resources of the district in managing the quality of its services and maintaining its quality management system.

It is a mandatory requirement that all employees of the **BINMALEY WATER DISTRICT** adhere to the Quality Management System.

This Quality Management System Policy Manual demonstrates the policies of **BINMALEY WATER DISTRICT** in ensuring quality of its services that meet the requirements of its customers and stakeholders.

The Quality Management System Policy Manual of **BINMALEY WATER DISTRICT** was established in conformance to the requirements of ISO 9001:2015 and was authorized through Board Resolution No. 03, s.2017 dated March 16, 2017.

Approved by:

ENGR. MARIANO V. GONZALO

General Manager



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1.0 USER'S GUIDE AND CONTROL OF THE QMS MANUAL

1.1 Introduction

- 1.1.1 This QMS Policy Manual is authorized for use in **Binmaley Water District (BIWAD)**.
- 1.1.2 The QMS Policy Manual defines the scope, design, functional structure and responsibilities, documentation structure and core elements of the QMS. Also included in the policy manual are the BIWAD policies and intentions to satisfy the requirements of ISO 9001:2015 standard to which the quality management system is based. Further, the QMS Policy Manual includes a description of BIWAD's overall planning, implementation and operation; performance monitoring and measurement; management review and continual improvement of the QMS.
- 1.1.3 The QMS Policy Manual shall serve as the primary reference of BIWAD in controlling their processes. Hence, the QMS Policy Manual shall apply to all BIWAD employees, service providers, and service providers; all its processes including those which are outsourced.
- 1.1.4 Lastly, this manual shall provide reference to relevant documentation of BIWAD.

1.2 Purposes of the QMS Policy Manual

- 1.2.1 The QMS Policy Manual is developed and used by BIWAD for purposes including but not limited to the following:
 - 1.2.1.1 Describing the core elements of the management system and as framework in its effective establishment, implementation, maintenance and continual improvement;
 - 1.2.1.2 Communicating BIWAD's quality policy, objectives and the key requirements of its QMS to employees, customers, visitors, service providers and contractors, stakeholders and other interested parties;
 - 1.2.1.3 Providing improved and best practices, and in facilitating controls in BIWAD's operations to continually improve its performance;
 - 1.2.1.4 Providing continuity of BIWAD's QMS and its requirements during changing circumstances;
 - 1.2.1.5 Training BIWAD employees and external providers on the QMS requirements, thereby enabling them to understand their respective roles and responsibilities in achieving the intended results of the management system;
 - 1.2.1.6 Providing a documented management system, which serves as a basis in evaluating the continuing suitability, adequacy and effectiveness of the QMS; and
 - 1.2.1.7 Demonstrating compliance with the requirements of ISO 9001:2015 Standard, to which this QMS is based.



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1.3 Control of the QMS Policy Manual

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

1.4 Confidentiality and Distribution

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



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body, customers, etc. Any external distribution of the manual is subject to the approval of the QMR and are considered uncontrolled. Uncontrolled copies are not updated when the document is revised.

1.5 Amendments

- 1.5.1 The introduction of new processes and/ or services or a change in the management structure may necessitate amendment or addition to policies described in this policy manual. Any comments, suggestions, or questions regarding the QMS and this QMS Policy Manual may be forwarded to the QMR.
- 1.5.2 Only the QMR is authorized to effect revision on the policy manual and for the DCO to upload appropriately reviewed and approved document. When any part of the policy manual is revised, the uploaded policy manual shall be replaced with the current version and the master copy of the revised page or document shall be marked OBSOLETE.
- 1.5.3 Obsolete documents shall be removed from the shared folder permanently. The DC is tasked to ensure that obsolete electronic copies are securely deleted from the server. The e-copy of the superseded document shall be kept in the designated "Obsolete" folder for reference. The editable e-copy of the document shall be filed accordingly. Only the e-copies kept by the DCO shall be considered official.



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2.0 TERMS AND DEFINITIONS

2.1 Definition of Terms

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

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



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



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

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



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

2.2 ACRONYMS

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



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3.0 BINMALEY WATER DISTRICT (BIWAD)

3.1 Profile of BIWAD

COMPANY HISTORY / PROFILE

Binmaley Water District (BIWAD) was formed on August 5, 1978 through Resolution No. 40, series 1978 passed by the Sangguniang Bayan of Binmaley. Subsequently, a Conditional Certificate of Conformance was issued by the Local Water Utilities Administration (LWUA) on October 5, 1979 pursuant of PD 198. With its existence, the municipal government of Binmaley transferred to BIWAD the ownership and management of the waterworks system used to be run and operated by the former. In 1992, all water districts were declared as Government Owned Controlled Corporations by the Supreme Court in the landmark case of Davao City Water District vs. Civil Service Commission.

The district has nine (9) wells catering on a 24/7 service to the community. The district is also a beneficiary of two water treatment plants from the Japanese Government through the Japan International Cooperative Agency (JICA). The said facilities are serving a total population of 67,938 with clean, clear, potable and affordable water.

Binmaley Water District was re-categorized as Category "B" Water District effective July 1, 2016 by the Local Water Utilities Administration in compliance with the guidelines as provided for in the DBM approved Revised Local Water District-Manual on Categorization, Re-categorization and other Related Matters (LWD-MaCRO).

Binmaley Water District is catering 11,423 active service connections as of September 30, 2017 with thirty-two (32) hardworking employees under the stewardship of Engr. Mariano V. Gonzalo as General Manager, whose overall management and supervision earned for the district an outstanding performance awards. With the assistance and support of the Board of Directors, functioning as Policy Makers, and with the cooperation of the Staff, the BINMALEY WATER DISTRICT diligently and efficiently performs its mission to be of service to the people of Binmaley.

3.2 Vision and Mission

VISION:

Binmaley Water District shall become the premier self-sufficient provider of reliable and affordable water service in the Province of Pangasinan.

MISSION:

Partnering with the Local Government for Binmaley's progress, the **Binmaley Water District** provides safe, potable and high quality water in a responsive manner and at the most economical cost to its concessionaires.



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4.0 CONTEXT OF THE ORGANIZATION

4.1 Understanding the Organization and Its Context

- 4.1.1 The internal and external issues associated to BIWAD that are relevant to its purpose and that can affect the ability to achieve the intended results of its QMS are determined, reviewed and updated taking into consideration the following:
 - 4.1.1.1 External issues arising from legal, technological, competitive, market, cultural, social and economic environments whether international, national, regional or local; and
 - 4.1.1.2 Internal issues related values, culture, knowledge and performance of the organization.
- 4.1.2 The internal and external issues which can result in risks and opportunities are addressed in the established procedure on risks and opportunities assessment.

4.2 Understanding the Needs and Expectations of Interested Parties

- 4.2.1 Relevant internal and external interested parties and their corresponding needs and expectations that relate to the quality performance of BIWAD and the effectiveness of its QMS are determined, updated and reviewed. Interested parties include among others the customers, shareholders, competitors, external providers, nearby community, and relevant regulatory bodies.
- 4.2.2 The risks and opportunities resulting from the identified needs and expectations of interested parties are addressed in the established procedure on risks and opportunities assessment.

4.3 Determining the Scope of the Quality Management System

- 4.3.1 The QMS of BIWAD covers all its process, products and services and associated facilities at it is described as follows:
 - Scope: Operation and Maintenance of Water Facilities; Water connection and service provisions to customers.
 - Location: Binmaley, Pangasinan
- 4.3.2 All persons entering the premises of BIWAD (employees, visitors, external providers and other interested parties) are influenced by the policies, programs and processes set out in the QMS.
- 4.3.3 The QMS is established to provide order and consistency in BIWAD's effort in managing and controlling its activities, products and services. It is an essential management tool in enhancing the ability of BIWAD to meet customer's selective decisions and ever increasing competition in the industry. It also provides a framework for BIWAD to continually improve its performance in all stages of its operations. These include among others the following:
 - 4.3.3.1 To consistently provide instruction, research and extension services;
 - 4.3.3.2 To enhance customer satisfaction;



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4.3.3.3 To achieve quality objectives; and

4.3.3.4 To continually improve BIWAD's operation and services

4.4 The QMS and its Process

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

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

4.4.2.1 Establishing the Quality Policy by the General Manager which provides BIWAD the overall direction as to its quality performance;

4.4.2.2 Determining and updating internal and external issues that are relevant to the purposes of BIWAD, and that can affect its ability to achieve the intended results of the QMS;

4.4.2.3 Determining and updating the needs and expectations of relevant interested parties relevant to the effective implementation of the QMS;

4.4.2.4 Identifying, accessing and updating compliance obligations related to products and services and planning actions to ensure compliance;

4.4.2.5 Mapping the QMS and its application to the BIWAD's processes (core and support) including outsourced processes. This also includes determining the criteria and monitoring and measuring requirements of inputs, process and outputs for each process by establishing quality control plans; (Refer to ECO-PM-QMS-01F1, Quality Control Plan).

4.4.2.6 Identifying and evaluating risks and opportunities associated to BIWAD's internal and external issues, needs and expectations of relevant interested parties and business processes, and planning actions to address them; and

4.4.2.7 Setting-up quality objectives to identified improvement areas, and establishing programs and action plans to achieve these.

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

4.4.3.1 Defining the organizational structure, responsibilities and authorities in the QMS;

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



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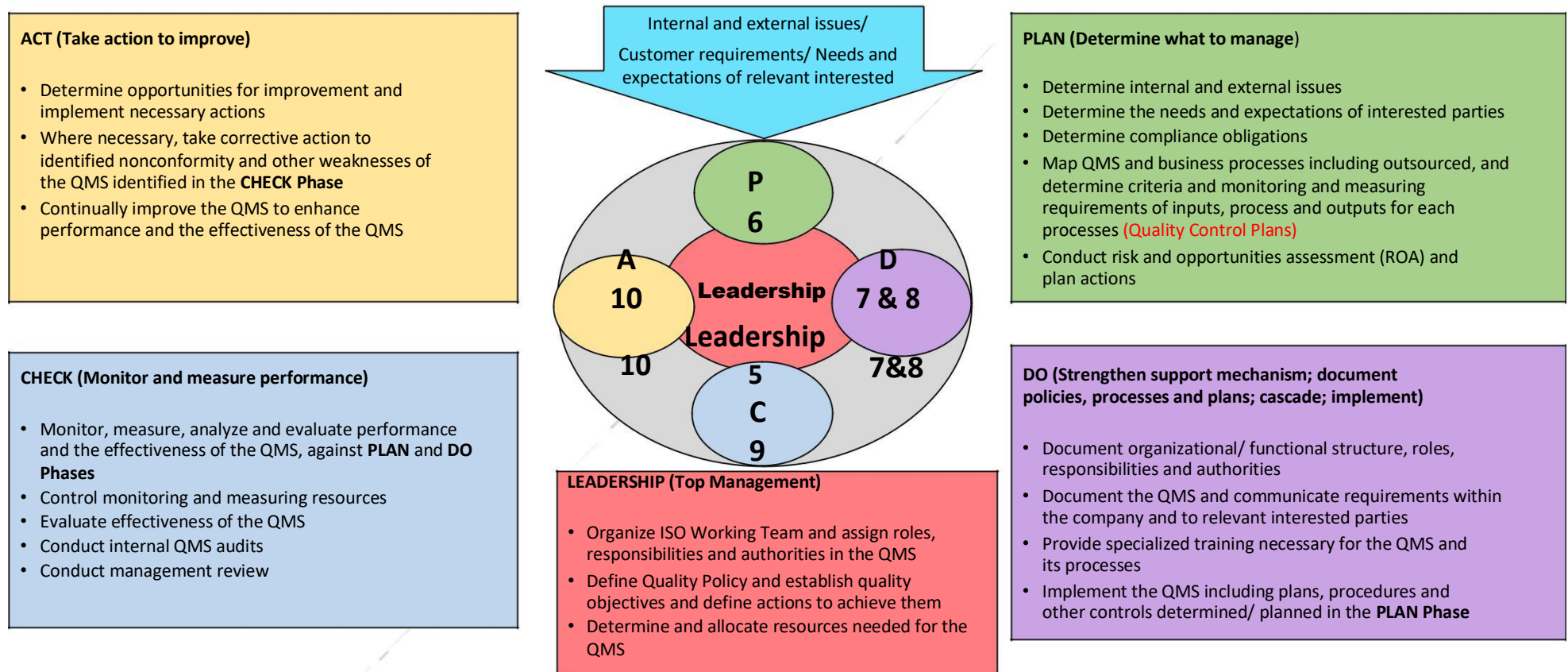
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- 4.4.3.3 Documenting the QMS and its processes considering the identified actions and control measures to meet customer requirements, address identified risks and opportunities, achieve quality objectives and fulfill compliance obligations;
- 4.4.3.4 Conduct general orientation among employees and external providers, especially those on-site on BIWAD's QMS and its key requirements to engage each one within the company for the effective implementation of the management system;
- 4.4.3.5 Establishing effective communication with the employees, customers and other relevant internal and external interested parties such as the regulatory bodies, external providers especially those on-site; and
- 4.4.3.6 Operating the QMS and carrying out BIWAD's business processes in accordance with the defined quality control plans, operational procedures and improvement plans and programs.
- 4.4.4 **CHECK (Evaluating the performance of the QMS)** – Includes regular monitoring, measurement, analysis and evaluation of BIWAD's quality performance and the effectiveness of the QMS. This involves:
 - 4.4.4.1 Monitoring, measuring, analyzing and evaluating regularly the key characteristics of the BIWAD's activities, products and services including its performance against set quality objectives and programs;
 - 4.4.4.2 Evaluating periodically BIWAD's compliance obligations;
 - 4.4.4.3 Ensuring that the monitoring and measuring resources being used are calibrated and/ or verified;
 - 4.4.4.4 Conducting internal audits to provide information on whether the QMS conforms to the requirements of the standard to which it is based, and to BIWAD's own requirements, and to determine if it is effectively implemented and maintained; and
 - 4.4.4.5 Conducting periodic review of the management system to ensure its continuing suitability, adequacy and effectiveness.
- 4.4.5 **ACT (Improving the QMS)** – Includes determining opportunities for improvement and implementing necessary actions to achieve the intended results of the QMS. This involves:
 - 4.4.5.1 Assessing opportunities for improvement and the need for changes, including the quality policy, objectives, and other elements of the management system;
 - 4.4.5.2 Handling of management system nonconformities and taking actions to mitigate their impacts to BIWAD's activities, products and services, including its quality performance; and
 - 4.4.5.3 Driving continual improvement of the management system considering the quality policy and objectives, analysis of data from monitoring and measurement activities, results of management system audits and management reviews, and where necessary, applying corrective action processes to the identified weaknesses.

Figure 4.1 – QMS Processes for BIWAD using the PDCA Framework



5.0 LEADERSHIP

5.1 Leadership and Commitment

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

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

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

5.1.3 Customer Focus

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



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5.2 Quality Policy

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

5.3 Structures, Roles, Responsibilities, Authorities and Accountabilities

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



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Figure 5.1- Organizational Structure of BIWAD



BINMALEY WATER DISTRICT ORGANIZATIONAL STRUCTURE

BOARD OF DIRECTORS



AMADO L. AQUINO
Chairman



JUAN T. CASTRO
Vice-Chairman



LEONOR C. DELOS ANGELES
Secretary



ANITA U. URBANO
Member



TEOLY A. RAMOS
Member



MARIANO V. GONZALO
General Manager B

ADMINISTRATIVE AND FINANCE DIVISION



MANUELA D. DE VERA
Division Manager B

FINANCE



LOUELLA A. CANO
Senior Corporate Accountant A



RHODORA F. QUINTO
Cashier A



MARY VIRGINIA A. AGUSTIN
Accounting Clerk

ADMINISTRATIVE



JONATHAN B. CRUZ
Property/ Supply Officer B



TRISTAN JUNYLL P. MANUEL
Administrative Services Aide



BEVERLY M. RAMOS
Administrative Services Aide



MICHAEL E. BRUAN
Utility Worker A

COMMERCIAL DIVISION



JACQUELINE F. TERRADO
Division Manager B

BILLING



GINA C. DE GUZMAN
Senior Data Encoder



JOSE D. DELOS SANTOS JR.
Senior/ Water Sew. Maint. Man A



DANIEL V. MAMARIL
Utility Worker A



AL-HAMDY A. DE GUZMAN
Administrative Services Aide

COLLECTION



HAZEL D. SORIANO
Utilities/Customer Service Assistant C



JUAN L. MONTES
Senior/ Water Sew. Maint. Man A



CANDIDO T. MEJIA
Water / Sewerage Maint. Man B



TERESA C. FERRER
Water/Sewerage Maint. Man C

OPERATION & TECHNICAL SERVICES



LOUELLA A. CANO
Officer-In-Charge

MAINTENANCE



BONY R. CARRERA SR.
Water/ Sewerage Maintenance Foreman



DELFIN B. MORALES
Senior/ Water Sewerage Maintenance Man A



EDWIN B. PEREZ
Senior/ Water Sewerage Maintenance Man A



LIBERATO C. SORIANO
Senior/ Water Sewerage Maintenance Man A



NARDO T. AQUINO
Water Resources Facilities Operator B



RENATO D. MANAOIS
Senior/ Water Sewerage Maintenance Man A



JOHNRY C. FLORES
Utility Worker A



FRANCIS F. DE VERA
Utility Worker A

PRODUCTION



ARIEL F. IBASAN
Plant/Equipment Mechanic B



JOE P. IBASAN
Water Resources Facilities Operator A



MARLON C. VALDEZ
Water Resources Facilities Operator B



JONATHAN B. DORIA
Utility Worker B



FELIX C. BARROZO SR.
Senior/ Water Sewerage Maintenance Man A



AVELINO T. AWANIN
Water Resources Facilities Operator B



EMILIANO S. MELENDEZ JR.
Utility Worker A



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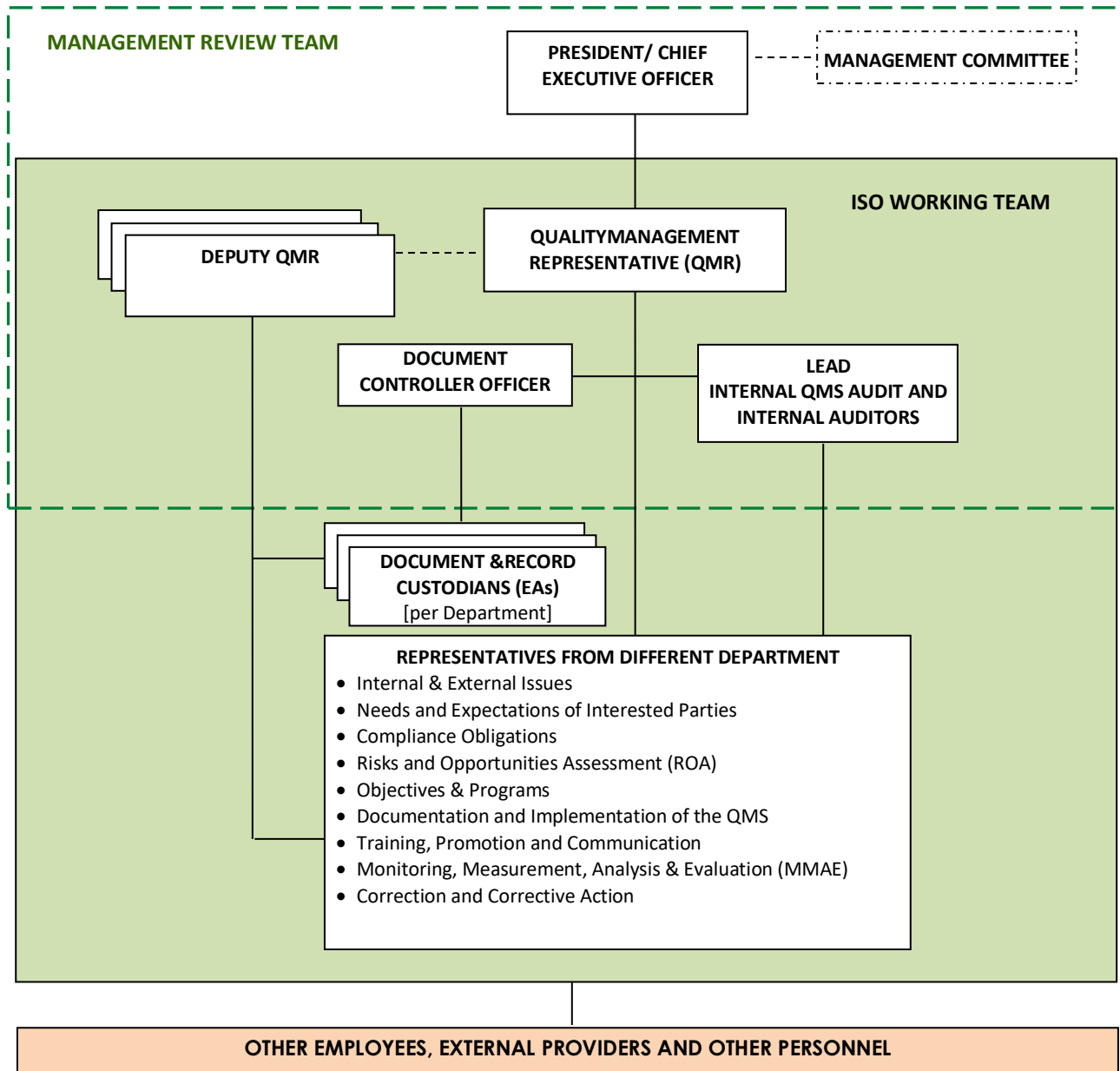
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Figure 5.2 – Functional Structure of the QMS of Binmaley Water District (BIWAD).





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5.3.4 Description of roles, responsibilities and authorities

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



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KEY POSITION	RESPONSIBILITIES AND AUTHORITIES
	<ul style="list-style-type: none">• Coordinating QMS activities with other Division s, including consolidating information/ data generated by the QMS Working Team, such as QMS performances, status against set objectives, compliance obligations, training needs and provision, etc; and• Providing logistics to facilitate the conduct of the management review meetings, including availability of information on the QMS performance and status of implementation for review and as basis for its improvement.
DEPUTY QMR	<p>Mainly responsible in assisting the QMR in the establishment, day-to-day implementation and maintenance of the QMS, particularly those that relate to their respective area, including among others the following:</p> <ul style="list-style-type: none">• Assisting the QMR in all identified responsibilities including review of documents pertaining to QMS particularly the auditable ones;• Ensuring critical processes (those that can have impact on quality performance of BIWAD) are executed under controlled conditions;• Managing the implementation of relevant management system policies, objectives, plans & programs, procedures, work instructions and guidelines in their area;• Initiating, identifying and recording any problem in the Division relating to the QMS policies, objectives, plans & programs, procedures, work instructions and guidelines, and ensuring timely and adequate actions to management system nonconformities;• Ensuring that the quality policy and objectives are established and are compatible with the strategic direction and the context of the organization; and• Communicating the importance of effective quality management and of conforming to the QMS requirements to ensure that the QMS achieves its intended results.
ISO WORKING TEAM	<p>Composed of the QMR, Deputy QMR, Document Control Officer, Lead Internal QMS Auditor and Division representatives. Mainly responsible in spearheading the establishment, implementation, maintenance and continual improvement of the QMS in their respective Division / areas, compliant with the requirements of ISO 9001:2015 Standard.</p> <p>Each representative shall be in-charge in their respective area regarding:</p> <p>Internal and External Issues and Interested Parties</p> <ul style="list-style-type: none">• Determination and updating of internal and external issues and needs and expectations of relevant interested parties



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KEY POSITION

RESPONSIBILITIES AND AUTHORITIES

Risks and Opportunities Assessment (ROA)

- Identification and evaluation of risks and opportunities, and planning actions to address them

Documentation and Implementation of QMS

- Preparation and review and where necessary, revision of management system documentation including implementation in their respective areas

Objectives and Programs

- Formulation and documentation of action plans and programs to achieve set quality objectives, and in monitoring their implementation and progress.

Training, Promotion and Communication

- Promotion of the QMS and its initiatives and requirements;
- Conduct of general QMS orientation among employees, contractors and other personnel; and
- Communication and promotion of the QMS and its initiatives to internal and external interested parties including employees, customers, visitors, external providers, surrounding communities and related government agencies

Monitoring, Measurement, Analysis and Evaluation

- Monitoring, measurement, analysis and evaluation of data relevant to QMS performance; and
- Ensuring calibration and/ or verification of monitoring and measuring equipment owned and used in their area, if any.

Corrective Action

- Taking correction and corrective action to identified/ detected QMS nonconformities.

DOCUMENT CONTROL Mainly responsible in: OFFICER

- Evaluating, maintaining, and improving document and data control system and procedure. Coordinating with Division representatives in implementation of related programs;
- Monitoring and updating of QMS compliance obligations and implementation, management and administration of documents and records management system in the organization
- Ensuring conformance to defined capabilities of the system. Participating in internal audits regularly to ensure that the established procedures and work instructions are updated.
- Ensuring that controlled copies of the latest approved documents are issued or distributed to authorized copyholders



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



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KEY POSITION	RESPONSIBILITIES AND AUTHORITIES
LEAD INTERNAL QMS AUDITOR AND	Mainly responsible in managing the internal audit system of BIWAD, including: <ul style="list-style-type: none">• Preparing and updating the procedure for Internal QMS Audit, Annual Internal QMS Audit Plans and Matrix, and Internal QMS Audit Checklists;• Implementing the internal QMS audit system; and• Evaluating the performance of Internal QMS Auditors
INTERNAL AUDITORS	Mainly responsible in: <ul style="list-style-type: none">• Assist in preparing and updating the procedure for Internal QMS Audit, Annual Internal QMS Audit Plans and Matrix, and Internal QMS Audit Checklists;• Assist in implementing the internal QMS audit system; and• Conduct internal audit as planned, submit reports to Lead Internal QMS Auditor.
OTHER EMPLOYEES/ PERSONNEL	Mainly responsible in: <ul style="list-style-type: none">• Understanding the Quality Policy and following relevant operational procedures;• Implementing QMS-specific procedures, guidelines and instructions in accordance to set standards of BIWAD; and• Communicating through relevant channels any concern or suggestion for the effective implementation, maintenance and continual improvement of the QMS;• Participate in any consultation arrangements of BIWAD on matters related to QMS; and• Respond appropriately to both internal and external audits.



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6.0 PLANNING OF THE QMS

6.1 Actions to Address Risks and Opportunities

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

6.2 Quality Objectives and Programs

- 6.2.1 The BIWAD shall develop a key performance indicator in line with quality policy and set objectives. The objectives shall be aimed at continual improvement of the overall performance of BIWAD. Improvement areas considered in setting-up quality objectives include among others the following organizational goals as stated in the strategic plan of BIWAD:
- 6.2.2 Specific objectives per Division documented as Objective and Target Performance shall support BIWAD's overall goal.
- 6.2.3 To ensure that the set objectives are achieved and action plans are implemented as planned, these shall be communicated to relevant functions and levels within BIWAD to solicit everyone's commitment. Individual commitments and action plans shall be developed by each employee in consultation with his or her immediate.

6.3 Planning of Changes

- 6.3.1 The Management ensures that the planning of the QMS is carried out to meet the requirements of BIWAD operations, processes and services including associated risks and opportunities and the BIWAD's commitment to continual improvement of its quality performance and the management system.
- 6.3.2 Changes in BIWAD that may affect its performance and the integrity of the QMS, caused by internal or external factors, are planned and carried out in a planned manner. BIWAD plans changes that may affect the integrity of the QMS and its processes to ensure:
- 6.3.2.1 The integrity of the QMS is maintained;
- 6.3.2.2 Necessary resources are made available; and
- 6.3.2.3 Where necessary, responsibilities and authorities are allocated or reallocated



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7.0 STRENGTHENING THE SUPPORT MECHANISM OF THE QMS

7.1 Resources for the QMS

7.1.1 General

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

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

7.1.2 People

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

7.1.3 Infrastructure

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

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

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

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



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7.1.4 Environment for the Operation of Processes

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

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

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

7.1.5 Monitoring and Measuring Resources

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

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



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- Where required by the customer or other relevant interested parties such as regulatory bodies, records of calibration and other technical data shall be made available for verification.

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

7.1.6 Organizational Knowledge

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

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

7.2 Competence

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

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

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

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

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



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7.3 Awareness

- 7.3.1 Employees, external providers and other members who have access to the operational areas and/ or could affect the quality performance of BIWAD shall undergo an orientation of its QMS and its requirements. The orientation includes provisions to make them aware of the following:
- 7.3.1.1 BIWAD quality policy, objectives and programs, and the need to understand and comply with BIWAD's QMS requirements;
 - 7.3.1.2 Their responsibilities and contribution to the effectiveness of the QMS, including achieving quality objectives and the benefits of enhanced quality performance; and
 - 7.3.1.3 The implications of not conforming to established rules and regulations including the consequences of not fulfilling BIWAD's compliance obligations.
- 7.3.2 New employees and members are likewise required to undergo the same training to ensure that they carry out their work properly and responsibly, and promote a quality conscious workforce.

7.4 Communication

- 7.4.1 The requirements of the QMS and other pertinent information, including the defined roles and responsibilities of each employee and other stakeholders are communicated throughout the company and to other relevant interested parties based on the approved Communication Plan. The Communication Plan consist of:
- 7.4.1.1 What information about the company's QMS and its processes that need to be communicated internally and externally;
 - 7.4.1.2 When to communicate the information;
 - 7.4.1.3 With whom to communication the information internally and externally;
 - 7.4.1.4 How to communicate the information internally and externally; and
 - 7.4.1.5 Who is responsible in communicating the information.
- 7.4.2 The management of BIWAD shall ensure that QMS requirements and other pertinent information are communicated to BIWAD employees and other relevant parties, in accordance with the established procedure for internal and external communication.
- 7.4.3 Processes and arrangements needed for internal and external communications relevant to the QMS are established, implemented and maintained by BIWAD to ensure that:
- 7.4.3.1 QMS requirements and other pertinent information are communicated to employees and other personnel working in behalf of BIWAD or under its control, including external providers and visitors; and
 - 7.4.3.2 Processes of handling external communication are established throughout the company, including where necessary, communication with external providers and other interested parties' information that relate to its quality performance and the QMS.



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

7.4.5 Internal Communication

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

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

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

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

7.4.6 External Communication

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

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

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

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



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

7.5 Management System Documentation

A. Documentation Requirements

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

7.5.1.1 Quality policy, objectives and programs;

7.5.1.2 Description of the scope of the QMS;

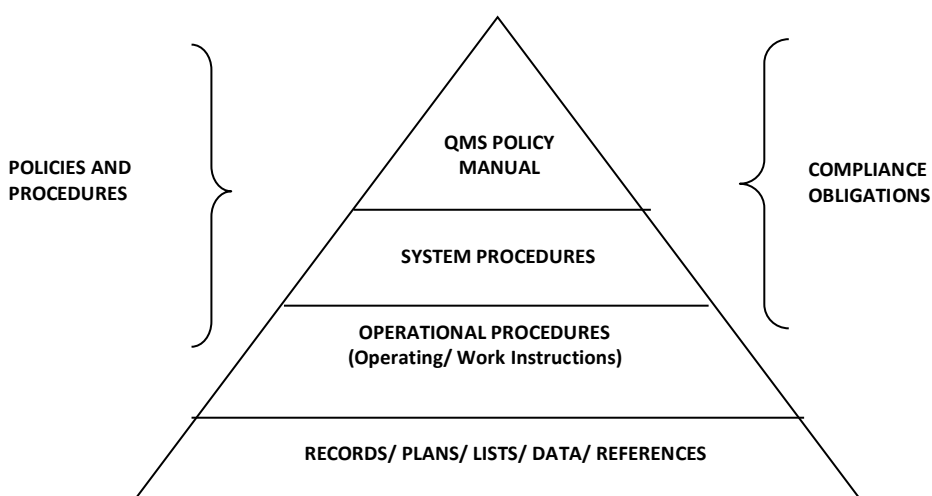
7.5.1.3 Description of the main elements of the management system, the processes involved and their interactions, and references to related documents;

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

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

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

Figure 7.1 – Documentation Structure of the QMS of BIWAD





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

7.5.3.1 Level 1 – QMS Policy Manual.

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

7.5.3.2 Level 2 – System Procedures Manual

- This Manual contains the documented system procedures (SPs) required by the standard that relate to the effective establishment, implementation, maintenance and continual improvement of the QMS. These include among others, procedures for risks and opportunities assessment, setting-up and monitoring of objectives and programs; internal and external communication; control of documented information; control of monitoring and measuring resources; conduct of internal audits; nonconformity and corrective actions; and management review.

7.5.3.3 Level 3 – Operational Procedures Manual

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

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

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

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

ROA Worksheets (Organization's Context, Needs and Expectations of Interested Parties and Business Process)
Objectives and Target Performance



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Quality Control Plans
Communication Plan
Appointment Letters
Reports and Minutes
Logbooks

7.5.3.5 Other Documentation

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

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

B. Control of Documented Information (Documents and Records)

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

7.5.4.1 QMS documents are legible, dated and bears a unique identification and description, e.g., title, author or reference number, including the use of appropriate format (e.g., language, software version, graphics) and media (e.g., paper, electronic);

7.5.4.2 Current versions of QMS documents can be located and are available for use, where and when it is needed;

7.5.4.3 QMS documents are adequately protected from loss of confidentiality, improper use or loss of integrity;

7.5.4.4 QMS documents are periodically reviewed and where necessary, revised and approved for suitability and adequacy;

7.5.4.5 The nature of revision in the document is clearly identified; and

7.5.4.6 Obsolete documents are promptly removed from all points of issue to prevent unintended use, and when retained for future reference, these are suitably identified as such.

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

7.5.6 Copies of QMS documents may be provided by the Document Controller to requesting parties, upon approval of the QMR. The copies shall likewise be reproduced from the



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Master Copy, but these shall be uncontrolled, i.e., the copy provided shall not be replaced shall it be superseded.

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



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8.0 OPERATING THE QMS

8.1 Operational Planning and Control of BIWAD's Business Processes

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

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

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

8.2 Requirements for Products and Services

8.2.1 Customer Communication

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

8.2.2 Determining and Reviewing Requirements and Changes for Products and Services

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

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

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

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



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

8.3 Design and Development of Products and Services

- Design and development shall not apply with the main product of the water district of the water district which is water. Being a natural resource, it is governed by the quality standard set by the Department of Health (DOH) thus, conformity is not determined by its clients. Designs of infrastructure likewise follow the specifications of the Local Water Utilities Administration (LWUA) and not by the water district or its client.

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

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

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

8.4.2 Selection and Evaluation of Service providers and Contractors

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

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

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

8.4.3 Purchasing data

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

8.4.3.2 Procurement documents are checked by the Procurement personnel and appropriately approved. Purchasing personnel are responsible for placing



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orders, maintaining records of purchases data, service provider performance evaluation and follow-up of order status.

8.4.4 Verification of Purchased Products and Services (Incoming Inspection)

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

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

- Review of service provider inspection records and/ or statistical test data;
- Physical inspection and/ or testing of incoming materials; and
- Safety Data Sheet (SDS) compliance

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

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

8.5 Production and Service Provision

8.5.1 Control of Production and Service Provision

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

8.5.1.2 Specified conditions shall include among others, the following:

- Preparation of documented procedures, guidelines or work instructions on how the different core and support processes shall be performed. The procedure, guideline or work instruction shall include where practicable, a clear definition of responsibilities and the minimum requirements for each processes and services, i.e., timetable for the processes, resources required, etc. Where applicable, the requirements of set objectives and targets shall also be incorporated in the documentation. Where practicable, a copy of relevant documentation shall be made available at each Division s for immediate reference during the implementation of the service provision processes at any given time;



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- Use of qualified and competent personnel in performing the different core and support processes. Relevant personnel shall be qualified based on their education, training and/ or experience;
- Use of appropriate and adequate equipment and facilities in providing instruction, research, production and development, and extension services, and suitable work environment;
- Use of appropriate monitoring and measuring equipment and methods for defined monitoring and measurement activities, i.e., performance evaluation, customer satisfaction survey, etc.;
- Provision of adequate resources and processes to ensure compliance to applicable statutory and regulatory requirements, and accreditation requirements including international standards that the company subscribes to; and
- Implementation of appropriate release, delivery and post-delivery activities for instruction, research, production and development, and extension services, i.e., performance in the licensure examination, employment opportunities, etc.

8.5.1.3 The service provision processes covered in the QMS that shall need to be carried out under controlled conditions are illustrated in Figure 8.1 –Business Processes of BIWAD and listed as follows:

A. CORE PROCESSES and SUPPORT PROCESSES

Figure 8.1 –Business Processes of BIWAD and listed as follows:



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8.5.2 Identification and Traceability

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

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

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

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

8.5.3 Property Belonging to Customers or External Providers

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

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

8.5.4 Preservation

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

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

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

8.5.5 Post-delivery Activities

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

8.5.6 Control of Changes

8.5.6.1 BIWAD, through its relevant Division 's reviews and controls changes in its manufacturing processes, to the extent necessary to ensure continuing conformity to service requirements.



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

8.6 Release of Products and Services

- 8.6.1 Products and services are not released for use until conformance to specification has been demonstrated. If product is released before testing is completed, records are kept which will permit appropriate action in the event of subsequent nonconformity per record retention procedures.
- 8.6.2 Final inspections and tests for conformance against specified requirements are completed as defined in the Quality Plan and/ or as described in other documents. Systems are in place to assure that all required inspections and tests on products prior to and during final inspection are performed and that the results meet specified requirements.

8.7 Control of Nonconforming Outputs

- 8.7.1 The identification of nonconforming goods and services and determining subsequent actions shall be carried out in accordance with the established procedure on control of nonconforming outputs. These nonconformities may be detected out of specification during monitoring and measurement of processes at different stages of the BIWAD operations and services. Nonconforming outputs in the provision of instruction, research and extension services shall include, but are not limited to the following:
- 8.7.1.1 Nonconforming purchased products and services - Incoming raw materials or purchased services that failed to meet the required purchase specification, i.e., office supplies and materials, uniforms, equipment and parts, laboratory chemicals, books, etc. This may also refer to nonconforming outsourced services, i.e., technical consultants, laboratory tests, etc
 - 8.7.1.2 Nonconforming staffs – Personnel whose performance rating is below the acceptable performance rating;
 - 8.7.1.3 Nonconforming research inputs and outputs; and
 - 8.7.1.4 Nonconforming services – Services evaluated by customers during satisfaction survey to be below the acceptable performance level
- 8.7.2 Non-conforming outputs shall be identified and where practicable, segregated or marked to prevent them from being used or from being delivered to the customer. Where appropriate, correction and corrective action shall be initiated to prevent their recurrence.
- 8.7.3 Nonconforming outputs shall be recorded in Logbook of Nonconforming Outputs by relevant functions. The Logbook shall contain information describing the details of the nonconformity of the product/ service, immediate and subsequent actions taken, including disposition. Responsibilities and authorities in the review and disposition of nonconforming products (services), and maintenance of records shall be defined and performed in the specified procedures. Where nonconforming products or services are reworked or repeated, these shall be re-evaluated before use and/ or delivery to the next stage/ process. Records of re-evaluation shall be maintained.



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- 8.7.4 When nonconforming outputs are detected, the Corrective Action Request (CAR) shall be initiated to relevant functions of the concerned division. The CAR shall be initiated and processed in accordance with the procedure on corrective action.

9.0 PERFORMANCE ASSESSMENT OF THE QMS

9.1 General Requirements

- 9.1.1 As illustrated in the PDCA framework of the QMS, the performance of the management system is monitored, measured, analyzed and evaluated to:
- 9.1.1.1 Determine conformity of the QMS to planned arrangements and the requirements of the ISO 9001:2015 Standards; and
 - 9.1.1.2 Identify areas for continually improving the quality performance of BIWAD and the effectiveness of the QMS.
- 9.1.2 BIWAD's QMS processes shall be monitored and measured at relevant stages and levels to determine their conformity to planned arrangements and the requirements of the ISO 9001:2015 Standard on which this management system is based. The monitoring and measurement of processes and products are aimed at identifying areas for continually improving the implementation and effectiveness of the management system.
- 9.1.3 Monitoring and measurement processes shall be appropriate to the organization's needs. Monitoring and measurement of performance quality include monitoring of BIWAD's progress with its set goals, specific objectives; conformity to its operational procedures, and the implementation of quality initiatives of BIWAD.
- 9.1.4 Results of monitoring and measurement shall be recorded and analyzed to facilitate the assessment of the management system's overall performance and to identify opportunities for continual improvement.

9.2 Monitoring, Measurement, Analysis and Evaluation of Quality Performance

9.2.1 Monitoring Customer Satisfaction

- 9.2.1.1 A Customer Satisfaction Survey shall be conducted regularly to determine the overall perception of the customers as to how well BIWAD is meeting customer requirements. Consolidated results shall be presented during the management review.
- 9.2.1.2 Performance rating below the acceptable level shall be considered nonconforming product and shall require correction and corrective action.
- 9.2.1.3 Relevant functions of the company shall monitor and measure the satisfaction level of their customers) on the quality of product or services they provide. Customer satisfaction survey forms that are aimed to determine how well the different Division s are meeting the requirements of their customers shall be developed. Customer satisfaction indicators and criteria shall include but not limited to the following:
 - Quality of Product/Project/ Services
 - Technical Competency
 - Customer Relations



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- Timeliness of Service
- Impact/ Outcome of the Extension Projects/ Programs

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

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

9.2.2 Monitoring Quality Objectives and Programs

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

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

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

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

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

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

9.2.3 Monitoring and Measurement of Processes

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

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



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- Product quality-related processes

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

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

9.2.4 Monitoring and Measurement of Services

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

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

9.2.5 Analysis and Evaluation of Monitoring and Measurement Data

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

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

- Conformity of products and services to requirements;
- Degree of customer satisfaction and concerns of interested parties;
- Performance and effectiveness of the QMS;
- If planning has been implemented effectively;



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- Characteristics and trends of processes, products and other defined parameters, including the need for action and opportunities for the enhancement of control measures for associated risks and opportunities;
- Performance of service providers to the company's specified requirements and level of commitments to comply with the requirements of the QMS; and
- Need for improvements to the integrated management system.

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

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

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

9.3 Identification and Evaluation of Compliance Obligations

- 9.3.1 BIWAD shall establish, implement and maintain procedures for periodically monitoring and evaluating its compliance with applicable statutory and regulatory requirements to which it subscribes. Compliance shall be evaluated in light of new and/ or amendments of existing regulations, and other significant changes in the company that could potentially affect its QMS performance.
- 9.3.2 BIWAD's compliances are also evaluated considering new and/ or amendments of existing laws and regulations, installation of new equipment/ facilities, renovation/ repairs and improvements of facilities use of new or modified products or process, after an accident or emergency, and other significant changes in BIWAD that could potentially affect its quality performance.
- 9.3.3 Breaches with applicable laws and regulations, including timely application or renewal of required permits and licenses and/ or submission of reports are closely monitored. For compliance to legal limits or standards, where practicable, comparative analysis of the results of tests and measurements is done to determine trends, which could be used in identifying further opportunities for improvement. The results of periodic evaluation are reflected on the Master List and/ or prescribed reports.
- 9.3.4 The results of periodic compliance monitoring and evaluation are brought to the attention of the Management. Non-compliance issues are acted upon and where necessary, addressed with appropriate corrective action. Where practicable, comparative analysis of the results of tests and measurements shall be done to establish trends, which could be used in identifying the opportunities for improvement



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9.4 Internal QMS Audit

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

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

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

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

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

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

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

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

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

9.5 Management Review

9.5.1 Review Process

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

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



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9.5.1.3 The second tier shall be a dedicated review of the management system which shall be conducted at least once a year. This periodic review shall be conducted by the defined Management Review Committee (Refer to the functional structure of the management system) and chaired by the Top Management/ General Manager. The Committee comprises at minimum the General Manager, Management Committee, QMR, Deputy QMR, Document Control Officer and the Lead Internal QMS Auditor of the Internal QMS Audit.

9.5.2 Review Inputs

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

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

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

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

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



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- 9.5.2.4 The minutes of the meeting shall be maintained in accordance with the documented procedure for records control. Copy of the minutes shall be distributed to all the members of the Management Review Committee, who then are responsible in communicating relevant information in their respective Division s.
- 9.5.2.5 The QMR may post some highlights of the meeting and/ or relevant information about the performance of the management system for possible participation and consultation among their employees and members on-site.
- 9.5.2.6 Where appropriate, the management may initiate the issuance of corrective action for areas needing further investigation and immediate action, areas for improvement, or issues that could result to a potential nonconformity.
- 9.5.2.7 Records of reviews, including decisions and actions taken shall be retained by the Document Controller.

10.0 IMPROVEMENT OF THE QMS

10.1 General Requirements

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

10.2 Nonconformity and Corrective Action

- 10.2.1 System nonconformity is defined as any deviation from specifications, operational criteria, procedures, regulations and other management system requirements. The following are the possible nonconformities requiring system improvement that may be encountered during the implementation and maintenance of the QMS:
 - 10.2.1.1 Nonconforming outputs detected during monitoring and measurements activities;
 - 10.2.1.2 Nonconformities and observations detected during audits, i.e., internal, external audits;
 - 10.2.1.3 Valid complaints from customers or low satisfaction level during customer satisfaction monitoring;
 - 10.2.1.4 Noncompliance to legal requirements detected during periodic evaluation of compliance including notice of violation from the regulatory bodies;
 - 10.2.1.5 Objectives that are not achieved or programs not implemented as planned, detected during monitoring and measurement activities;
 - 10.2.1.6 Poor performance of service providers against prescribed criteria during performance evaluation;
 - 10.2.1.7 Problems (actual or potential) identified by the Management Review Team during QMS review requiring preventive action; and
 - 10.2.1.8 Potential problems identified during the analysis of QMS performance data.



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

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

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

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

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

10.3 Opportunities and Continual Improvement

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



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ATTACHMENT 1.

QUALITY MANAGEMENT SYSTEM MANAGEMENT REVIEW TEAM



GM. Mariano V. Gonzalo
Team Leader



Manuela D. De Vera
Quality Management Representative



Hazel D. Soriano
Document Control Officer



Jacqueline F. Terrado
Deputy Quality Management
Representative



Louella A. Cano
Deputy Quality
Management Representative



Rhodora F. Quinto
Member



Jonathan B. Cruz
Member



Juan L. Montes
Member



Gina C. De Guzman
Member



Bony R. Carrera
Member



Ariel F. Ibasan
Member



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ATTACHMENT 2.

BINMALEY WATER DISTRICT

QUALITY MANAGEMENT SYSTEM MANUAL

VISION

BINMALEY WATER DISTRICT shall become the premier self-sufficient provider of reliable and affordable water service in the Province of Pangasinan.

MISSION

Partnering with the Local Government for Binmaley's progress, the BINMALEY WATER DISTRICT provides safe, potable, and high quality water in a responsive manner and at the most economical cost to its concessionaires.

QUALITY POLICY

We strive to serve our clients with quality service, constantly consider the interest of our stakeholders and advocate continual improvement.

To this end, the officers and employees of Binmaley Water District are committed to:

- **Provide quality service to our clients by delivering adequate, safe, potable and affordable water on a 24/7 basis;**
- **Serve promptly, professionally and courteously;**
- **Comply with applicable local and international standard; and**
- **Communicate with clients and the other interested parties to poster understanding.**



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ATTACHMENT 3.

BINMALEY WATER DISTRICT

QUALITY MANAGEMENT SYSTEM
MANUAL

OUR VALUES

❖ INTEGRITY

We are morally upright, honest and sincere in our private and public lives.

❖ PROFESSIONALISM

We consistently implement the law, provide timely and accurate information to concessionaires and render efficient and competent service to the public

❖ ACCOUNTABILITY

We abide by prescribed ethical and work standards in government service.

❖ INDEPENDENCE

We act without fear or favor and render sound judgment in the performance of our duties and responsibilities.

❖ INITIATIVE

We are strategic and forward-looking in the fulfillment of our water supply and delivery functions.



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Attachment 4. NEEDS & EXPECTATIONS OF INTERESTED PARTIES

	Interested Parties	Needs	Expectations
INTERNAL	Employees	<ul style="list-style-type: none"> On-time release of salaries and benefits 	<ul style="list-style-type: none"> Good working condition, transparency and work-life balance
	Customers/ End-users	<ul style="list-style-type: none"> 24/7 water service Timely information dissemination 	<ul style="list-style-type: none"> Reliable, efficient and potable water supply Prompt maintenance service Service oriented personnel Affordable water rates
EXTERNAL	Potential Customers	<ul style="list-style-type: none"> Water service to reach their areas 	<ul style="list-style-type: none"> Improvement of water services in their area
	Suppliers/ External Service Providers	<ul style="list-style-type: none"> Prompt payment for products and services delivered 	<ul style="list-style-type: none"> Sufficient technical specifications of products/services to be delivered
REGULATORY BODIES	LWUA	<ul style="list-style-type: none"> On-time submission of reports & requirements 	<ul style="list-style-type: none"> Compliance with regulatory requirements
	Commission On audit	<ul style="list-style-type: none"> Compliance with COA directives & on-time submission of reports & requirements 	<ul style="list-style-type: none"> Compliance with COA applicable rules & regulations
	Civil Service Commission	<ul style="list-style-type: none"> On-time submission of month end reports such as RAI, DIBAR,etc 	<ul style="list-style-type: none"> Compliance with CSC rules & regulations
	Department of Budget & Management	<ul style="list-style-type: none"> Completeness of documentary requirements for compensation adjustments, POP approval 	<ul style="list-style-type: none"> Compliance with applicable rules and regulations
	National Water Resources Board	<ul style="list-style-type: none"> Payment of water extraction fees and permit 	<ul style="list-style-type: none"> Compliance with regulatory requirements



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	Department of Public Works and Highways	<ul style="list-style-type: none"> • Coordination on pipe laying projects along public roads & permit issuances 	<ul style="list-style-type: none"> ▪ Compliance with applicable rules & regulations
OTHER STAKEHOLDERS OTHER STAKEHOLDERS	Philippine National Police	<ul style="list-style-type: none"> • Immediate coordination of safety concerns • 	<ul style="list-style-type: none"> ▪ Recognition of its role for peace-keeping
	Bureau of Fire	<ul style="list-style-type: none"> • Reliable water supply during fire incidence 	<ul style="list-style-type: none"> ▪ Coordination on the locations of functional fire hydrants
	Local Government	<ul style="list-style-type: none"> • Coordination efforts 	<ul style="list-style-type: none"> ▪ Recognition of its role for the support and assistance to the water utility
	Other Water Districts & Water Sector Providers	<ul style="list-style-type: none"> • Sharing of best practices 	<ul style="list-style-type: none"> ▪ Technical assistance/logistics



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Attachment 5.

INTERNAL & EXTERNAL ISSUES

BUSINESS ASPECTS	EXTERNAL ISSUES		EXTERNAL ISSUES	
	STRENGTHS	WEAKNESSES	OPPORTUNITIES	THREATS
I - Customer Satisfaction & Public Relations	<ul style="list-style-type: none"> 100% of service area coverage Monopoly of service Low water rates Compliance with Senior Citizens Act Citizen's Charter dissemination/ ARTA compliance Strong partnership with the Local Government Unit Conduct of orientation for new service applicants Government compliant website Accessible and presentable office location 	<ul style="list-style-type: none"> Lack of manpower/ IT expert District's website needs further development & promotion Large number of inactive service connections High account receivables No database for concessionaires contact numbers Lack of water sources No internal system for assessing customer satisfaction Social media not fully utilized for information dissemination 	<ul style="list-style-type: none"> Population growth Use of social media for information dissemination ISO 9001:2015 Distribution line expansion Use of website for online billing inquiry, payment system, and customer satisfaction survey. Use of membrane filtration for water quality improvement 	<ul style="list-style-type: none"> Competition with other service providers Unstable network connections Water contamination Potential loss of public awareness and support Illegal connections



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BUSINESS ASPECTS	EXTERNAL ISSUES		EXTERNAL ISSUES	
	STRENGTHS	WEAKNESSES	OPPORTUNITIES	THREATS
II- Workforce Development and Organizational Management	<ul style="list-style-type: none"> CSC accredited agency (Level II) High staff productivity index Good working relationship Supportive management Competent and skilled personnel Continuous implementation of manpower development and improvement programs Competitive EEs compensation and welfare benefits 	<ul style="list-style-type: none"> Lack of manpower/ IT expert EEs multi-tasking/ work overload Insufficient employees training Outdated organizational structure Insufficient EEs fitness program No human resource information system (HRIS) Lack of records management system 	<ul style="list-style-type: none"> Hiring of additional/ outsourcing manpower Revision of organizational structure in consistency with existing work requirements Expansion of existing office Strengthening fitness programs and provision of fitness facilities Standardization of processes in accordance with ISO 9001:2015 	<ul style="list-style-type: none"> Change in government rules and regulations Political interference Privatization of water districts



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BUSINESS ASPECTS	EXTERNAL ISSUES		EXTERNAL ISSUES	
	STRENGTHS	WEAKNESSES	OPPORTUNITIES	THREATS
III- Financial Management	<ul style="list-style-type: none">Financial stabilityHigh efficiency on water bill collectionOn-time payment of loansEstablished PFRSLow percentage on NRW	<ul style="list-style-type: none">Lack of strategy to collect accounts receivablesDelayed implementation of approved projects	<ul style="list-style-type: none">Increased revenues from project implementationAvailability of software for financial management processes	<ul style="list-style-type: none">No immediate funds for emergency infrastructure projects



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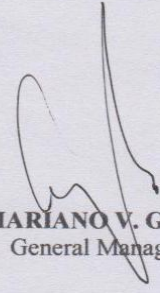
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November 15, 2017

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



BINMALEY WATER DISTRICT

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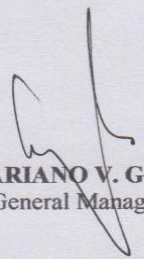
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December 20, 2017

CERTIFICATION

This is to certify that the **BINMALEY WATER DISTRICT** conducted QMS-Management Review on December 19, 2017 at the Binmaley Water District's Office to monitor corrective & preventive actions on internal audit findings non-conformities and to ensure the continuing suitability, adequacy and effectiveness of the quality management system of the district.


ENGR. MARIANO V. GONZALO
General Manager

Document Issuance and Revision History

[illegible]