



SILANG WATER DISTRICT

QUALITY MANUAL

Document No.:
SWD-OGM-M002
Rev. No.:
00

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SILANG WATER DISTRICT (SWD) PROFILE

Water system in Silang was first under the administration of National Water Works and Sewerage Authority or more popularly known as NAWASA sometime in 1957.

It was transferred to the Municipality of Silang under the Silang Water System in 1972 under the administration of Hon. Mayor Edgardo P. Mercado. Due to existing water shortages at that time and the need for immediate rehabilitation of water pipelines and other facilities, the Sangguniang Bayan of Silang thought of establishing an independent water system to cater to the growing need of water of the residents of Silang. A Public Hearing was conducted and the consensus of the people was in favour for the formation of a Water District, they named as “**SILANG WATER DISTRICT**”.

In order to immediately effect the necessary improvement and expansion on the existing water facilities, the **Sangguniang Bayan** Members of Silang, on their first regular session on January 3, 1980 held at the Municipal Session Hall officially formed the Silang Water District by virtue of **Resolution No. 060-79** to cover the entire Municipality of Silang. Present during the session were SB Members Constancio Aguilar, Angel Cervantes, Dominador Medina, Fernando Paredes, Filipino Asuncion, Pedro Lejos, Ponciano Saputil, Candido Vicedo and Fresco Belen with Hon. Mayor Edgardo P. Mercado as Presiding Officer. Resolution No. 060-79, together with other required documents were filed with the Local Water Utilities Administration on February 12, 1980. Subsequently, a **Conditional Conformance Certificate (CCC115)**, a certificate which entitles the Water District to all LWUA technical and financial assistance, was issued to SWD on March 17, 1980.

With its creation, all the facilities of the Silang Water System were transferred and turned over to the District. The Silang Water District formally took over the ownership and management of the waterworks system from the Municipal Government in accordance with **Presidential Decree No. 198**, otherwise known as Provincial Water Utilities Act of 1973, as amended on **March 3, 1980**.

The Silang Water District was formed for the purpose of acquiring, installing, improving, maintaining and operating the water supply system, as well as any future wastewater collection, treatment and disposal facilities. To realize its objective, the Silang Water District can avail itself of financial and technical assistance from Local Water Utilities Administration (LWUA). However, as contained in the provisions of PD 198 and Resolution No. 060-79, the **Silang Water District will operate as an autonomous, quasi-public, non-profit, non-stock water utility, which is free from political influences and independent from any local government. It operates on a self-liquidating, revenue-producing and in a financially self-sufficient basis.**

As included in the provision of Resolution No. 060-79 and pursuant to PD 198, is the right of the Municipal Mayor to appoint a five-member Board of Directors. The initial members of the SWD Board of Directors as appointed by former Hon. Mayor Eduardo P. Mercado are:

1. Ms. Leticia M. Bayla representing the Women's Sector
2. Dr. Gregorio L. Balalta representing the Professional Sector
3. Mr. Arthur K. Belamide representing the Education Sector
4. Mr. Florante B. Oliveros representing the Business Sector
5. Mr. Gilberto S. Toledo representing the Civic Group Sector

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The WD can promulgate its own operational laws through its five-member Board of Directors. As constituted however, it is subject to the provision of PD 198, and the regulatory control of the Local Water Utilities Administration.

On February 4, 1980, former Municipal Mayor Eduardo P. Mercado likewise appointed Mr. Fernando A. Paredes as the Officer-In-Charge of Silang Water System on concurrent capacity and was then issued a new appointment as the first General Manager of the Silang Water District effective March 1, 1980.

In 1980, when the Water District took over the system, the source of water supply was only the Lucsuhin Pumping Station which pumped water directly into the system as there was no reservoir.

The water service area that time was divided by service zones which include Barangays 1-5, Barangays Tubuan, Sabutan, San Vicente and Lucsuhin. Water supply only lasted for about 3-5 hours every-other-day. Pressured was considered low in most part of the service area especially the extremities. Turned-over service connections totaled only to 840, with only 525 metered connections and 446 of which were noted to be defective. Percentage of unaccounted for water was high at 65%.

The Silang Water District is a local corporate entity established on local option to operate a water supply system in one or more provincial, cities and municipalities. It is still governed by a Board of Directors through a General Manager. WD operates as a government-owned and controlled corporation as defined by Supreme Court in the case of Davao City Water District et. Al. vs. Civil Service Commission et.al. on September 13, 1991.

SILANG WATER DISTRICT (SWD) OVERVIEW

1. Scope

This Quality Management System Manual (QMS) specifies the quality management system and related legal requirements used in the design, distribution and supply of water. The requirements of these systems are aimed at achieving client satisfaction by providing consistent quality and safe, conforming products and services, and meeting or exceeding client requirements through its application of the system and continuous improvement and the correction of nonconformity. The QMS describes the responsibilities and system elements that provide the working mechanism for our Quality Management System (QMS), to manage risk and ensure conformance with all relevant applicable policies, required standards, applicable legal and other requirements.

The scope of the quality management system cover aspects of our operations from defining the requirements of our clients up to the servicing of their needs to the fullest possible means. This includes the search and provision of the most qualified subcontractors as well as proper billing and other services.

The quality management system in this manual has been categorized into seven (7) major divisions namely, 1) Quality Management System 2) Leadership 3) Planning 4) Support 5) Operation 6) Performance Evaluation and 7) Improvement. Each division starts with a general policy statement expressing the commitment to implement the basic principles of the quality management system element that is the subject of the division.



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The general policy statement is followed by more specific procedural policies outlining how the general policy shall be carried out, and referencing the corresponding operational procedures.

The purpose of this quality management system manual is to define and describe the quality management system, define the authorities and responsibilities of the management personnel affected by the system and to provide general procedures for all products and services activities. It is also the intent of this manual to present our quality system to our clients to provide them with information on what specific controls are implemented to assure the quality of our products and services.

SWD adopts the ISO 9001:2015 Quality Management System. Requirement as the principle for developing this Quality Management System (QMS). The extent of this QMS established is based on the nature of our organization, complexity and interaction of the processes and competency of our personnel. The Top Management of SWD shall demonstrate its full commitment in establishing, documenting, implementing, maintaining and continual improvement of this QMS in accordance with the ISO 9001:2015 requirements.

To implement this quality management system, SWD has :

1. Identified the processes needed for the quality management system;
2. Determined the sequence and interaction of these processes;
3. Determined criteria and methods required to ensure the effective operation and control of these processes
4. Ensured the availability of information necessary to support the operation and monitoring of these processes;
5. Measured, monitored and analyzed these processes, and implemented action necessary to achieve planned results and continual improvement.

SWD shall be committed to control external provider process to ensure such processes are carried out based on the contractual requirements. The extent of control shall be as followed:

1. Potential impact that the products and services are provided
2. Degree to which the control of the process is shared
3. Capability of achieving the control through clause 7.4 Communication of this Quality Manual

1.2 Objective of this Quality Manual

This Quality Manual specifies requirements for a quality management system (QMS) to be applied to SWD when an organization:

- needs to demonstrate its ability to consistently provide products and services that meet client and applicable statutory and regulatory requirements, and
- aims to enhance client satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to client and applicable statutory and regulatory requirements.

All the requirements of this Quality Manual are intended to be applicable to SWD. This manual is also provides the guideline to implement the process in systematic way and where necessary, the generation of procedures could be important as an explanatory statement for each

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unit of operation to run the process.

If documented information is required to be outlined, it should be addressed in this manual remarked as reference.

2. Normative References

The following external reference document contains a provision which, through reference in this manual constitutes provisions of our Quality Management System.

- ISO 9000:2005 Quality Management Systems – Fundamentals and Vocabulary
- ISO 9001:2015 Quality Management Systems – Requirements
- ISO 9004:2009 Guidelines for Quality Management Systems
- ISO 19011:2011 Guidelines for Auditing Management System – Requirements
- Applicable Philippines Legislation

3. Terms and Definitions

1. Quality management system uses the same internationally recognized terms, vocabulary and definitions given in ISO 9000:2005 apply.

Technical terminology used by the SWD shall be defined in relevant procedures.

2. This manual was established by General Manager (GM) in consultation with all departments who are responsible for the maintenance, review and update. As general rule, the manual will be reviewed as the need arises to reflect current technology, changing circumstances, expectations and improvements to management systems and a revision is issued as necessary.
3. This manual is controlled and issued by the SWD's General Manager. The Original copy shall be kept at the document control center while controlled copies will be distributed only to those determined in DISTRIBUTION LIST.
4. Issuance of uncontrolled copies of this manual to external parties such as client, manpower service provider, organization provides certification etc., is the responsibility of Document Control Custodian (herein referred to as DCC) with prior approval from General Manager.

4. Context of the Organization

4.1 Understanding the organization and its context

Silang Water District (SWD) shall develop a quality management system and continually improve its effectiveness in accordance with the requirements of ISO 9001:2015 Quality Management System and applicable legal requirements.

The management of SWD shall determine external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its quality management system.

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Information of the issued has been demonstrated by the Risk Analysis document. Realization of the Risk Analysis will follow according to division 6.1 Risk Management of this Quality Manual

SWD shall monitor and review the Risk Analysis document every six months or as needed to ensure prevention of the negative impact to SWD business and consequences of the issues will not jeopardize the opportunity of SWD in this industry.

Notes:

- Issues can include positive and negative factors or conditions for consideration
- Understanding the external context can be facilitated by considering issues arising from legal, technological, competitive, market, cultural, social and economic environments, whether international, national, regional or local.
- Understanding the internal context can be facilitated by considering issues related to values, culture, knowledge and performance of the organization.

Any changes in external and internal issues that are relevant to the quality management system, the input shall be reviewed by top management of SWD as it required by clause 9.3 Management Review of this Quality Manual

Reference Document : SWD Organizational Structure

4.2. Understanding the needs and expectations of the interested parties

The Quality System describes the entire process of the organization encircling from the start of the client's requirement up to client feedback, determines every element affecting the process and service realization. It reflects functional and organizational capabilities required by the clients.

Interested Parties that are considered relevant to this SWD include the following:

1. Concessionaires
2. Competitors or other water providers (Private Water Utilities)
3. Government Agencies (LWUA, LGU, NWRB, COA, DPWH, NHA, DBM, GSIS, HDMF, PHILHEALTH)
4. Contractors / Other External Service Providers with PHILGEPS/PCAB License and accreditation
5. Utility Company ie. Manila Electric Company, PLDT, GLOBE, etc.
6. Employee / Process Owners

Client contracts

Industry Codes and Standards (e.g., LWUA, Philgeps), International Standards (e.g., ISO 9001)

Legal, regulatory and other requirements are identified and assessed as part of the proposal review process and form part of SWD's contractual obligation with the client.

Such requirements are accessed electronically where possible from their originating sources, and verified periodically as appropriate t the project.



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Functional Department and individual responsibilities are established to indicate and coordinate total quality management activities throughout the organization. The roles of each different functional departments as well as individual employees are clearly defined to ensure that SWD's objectives are met.

Reference Documents: **Addressing Risk and Opportunities (SWD-OGM-P002)**
 Internal and External Communication (SWD-OGM-P001)
 Business Process Map

4.3 Scope of the Quality Management System

Therefore the scope of certification to be justified for SWD is;
Design, Distribution and Supply of Water.

To run their activities at below site address:

Website - www.silangwaterdistrict.com
Email Addresses - ogm@silangwaterdistrict.com / silangwd80@yahoo.com

Main Office - **M.H. Del Pilar corner E. Montoya Streets,
Barangay San Vicente 1, Silang, Cavite
Telephone Nos. (046) 4140240; 5110359, 8652456
Telefax No. (046) 4140240 local 102**

Annex Building - **E. Gonzales Street, Barangay San Vicente 2, Silang, Cavite
Telephone Nos. (046) 4142171 / 4142175
Telefax No. (046) 4140886**

Warehouse Office - **Daang Tibig, Barangay Kaong, Silang, Cavite
Telephone No. (046) 6866617**

Unit Offices - **1. Bulihan Unit Office
Block 26, Lot 12 Anahaw 2, Silang, Cavite
Telefax No. (046) 4240046**

**2. Lumil Unit Office
Tagaytay-Sta. Rosa Road, Purok 1,
Barangay Lumil, Silang, Cavite
Telefax No. (046) 4439153**

All Quality Management System requirements are applicable to SWD processes.



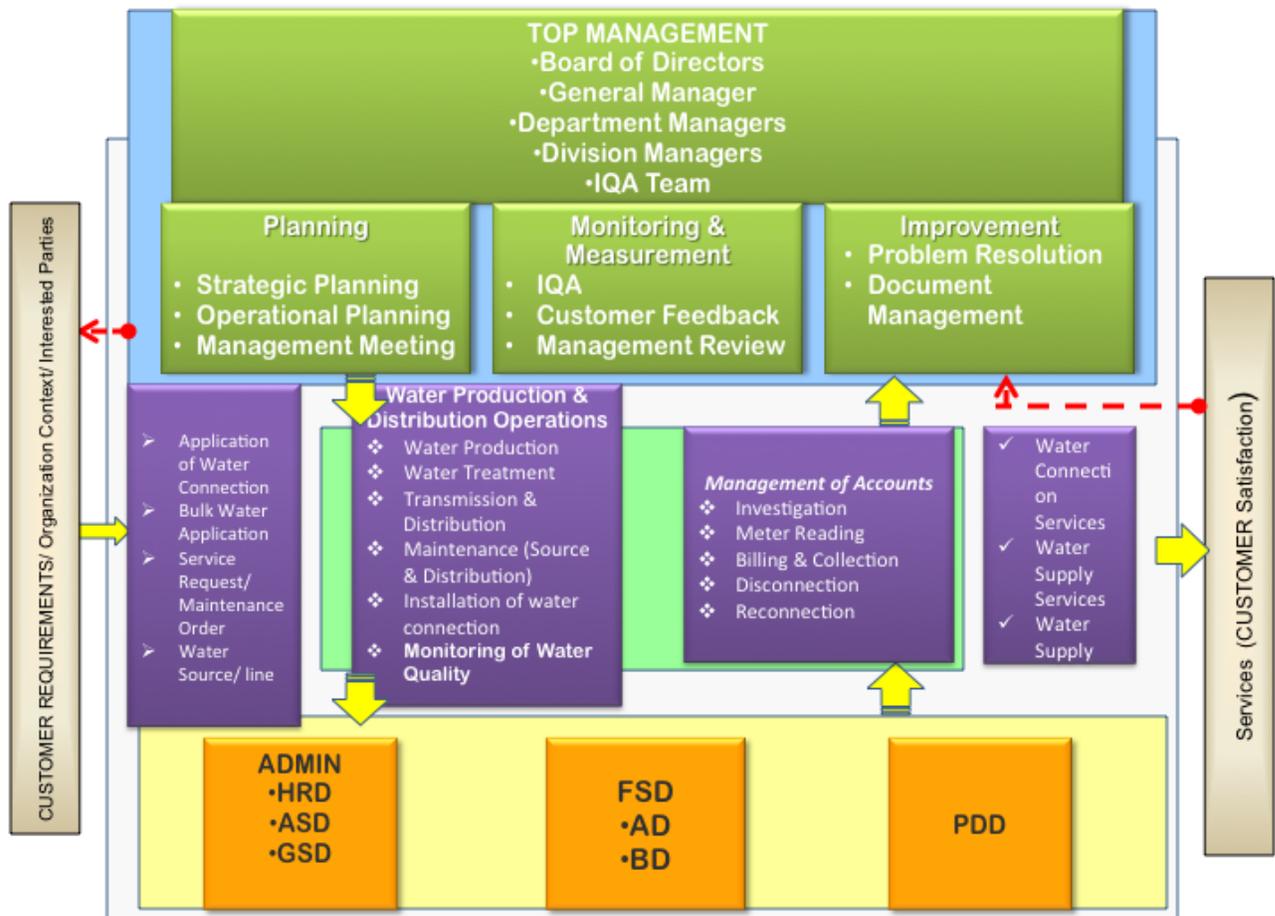
4.4 Quality Management System and its processes

4.4.1. Quality management system

Top Management, the General Manager (GM) is accountable for the administrator, control, review and evaluate of system manual and procedure. Quality management system Manual must be examined and reviewed once a year to better cope with necessary modification, enhancement, preservation, amendment and efficiency in the implementation of this Manual. Format and revision of the QMSM shall be stamped “Master Copy” in RED ink in every page. For Controlled copies that are subject for future revisions shall be stamped with RED ink on each page.

The Document Control Custodian (DCC) shall maintain a list of Controlled copy holders which will receive future revisions.

Uncontrolled copies of the QMSM may be issued for information references only when categorized by the General Manager (GM). Uncontrolled copies are not subject to revisions and must be stamped in BLACK ink in every page.



ISO 9001:2015 Requirements and Documentation for Silang Water District (SWD)



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4.4.2 SWD shall institute documented quality management system in accordance with ISO 9001:2015 Quality Management System Standards and standard requirements. SWD shall guarantee implementation and maintenance of the quality management system and subject to constant improvement. The Quality documentation and hierarchy of the SWD is structured below:

- **Level 1 – Quality Manual**

Quality Manual explains the policies assumed and presented by the SWD in compliance with the ISO 9001:2015 and requirements. It formulates situation to the system procedures, plans, guidelines and other management system documents. It is widened and preserved by General Manager to ensure compliance with the legal requirements.

- **Level 2 - Standard Operating Procedure (SOP)**

SOP describes the process and how the activities are carried out and implemented. The interrelation of concerned functional organization is recorded and explained in every particular procedure of activities. Enlarged and preserved by respective department and are distributed to each concern employee.

- **Level 3 - Work Instruction (WI)**

Operating instruction defines the detail jobs to be done in a particular scope of work. It also describes the itemize activities to carry out specific conditions in meeting requirements.

- **Specifications**

Specification describes the conditions set by the organization based from existing standard and client requirements to achieve conformance of the service to the standard.

- **Level 4 - Forms, reference specifications, drawings and other external supporting documented information**

It will serve as evidence in meeting requirements of the standards. It shall be controlled, if applicable and set aside as valuable references for activities of affected department. All documents covered by the documentation structure are guaranteed to effectively support the efficient planning, operation and control of its procedures.

Reference Documents:

**Control of Documented Information (QMS-DCC-P002)
Record Retention Matrix (SWD-OGM-F001)**

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5. Leadership

5.1 Leadership and Commitment

5.1.1 General

The General Manager or Department/Division Head leadership is also responsible for implementing the QMS which includes the development and the deployment of the quality policy, the quality objectives, and products and services specific plans that are customer focused.

Top Management provides the leadership and governance to all activities related to the lifecycle processes including defining the strategic direction, responsibility, authority, and communication to assure safe and effective performance.

SWD governance structure provides necessary support for creating and establishing appropriate processes that are important for maintaining and achieving the quality objectives and policies.

Top Management shall provide proof of its obligation to the development and performance of the Management System and continually improving its effectiveness by:

- a. Communicate all level of organization the relevance and importance of meeting the requirements of the defined standards above, any statutory and regulatory requirements as well as client requirements relating to quality and environment,
- b. Create and share for better understanding the Quality policy, mission and vision statement to all level of the organization,
- c. Guarantee that quality and environmental objectives are established at all relevant functions that are consistent with the Quality policy,
- d. Examine the performance in relation to the quality management system and identifying areas of continual improvement of the system through the conduct of management review,
- e. Ensure the availability of resources in order to attain the SWD's goals and objectives.

Reference Document: **Vision, Mission and Corporate Goal (SWD-OGM-M001)**



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VISION

A leading world class institution in the Philippines; major provider of adequate, safe, potable and affordable water in 100% of the Municipality of Silang; advocator of watershed management; leader in extending high level of customer service and in maintaining corporate viability; partner in promoting sustainable development of Silang.

(Nangungunang sangay ng patubig sa Pilipinas; pangunahing tagapaghatid ng sapat, ligtas, malinis at abot-kayang tubig sa buong bayan ng Silang; tagapagtaguyod ng pangangalaga sa kanlungan ng tubig; nangunguna sa paghahatid ng mataas na antas ng serbisyo publiko at pagpapanatili ng mga mithiin ng ahensiya; isang sangay ng patubig na may pananagutan sa lipunan; katuwang sa pagpapaunlad ng Silang.)

MISSION

We commit:

(Kami ay nangangako:)

To provide safe, potable, adequate and affordable water to our present concessionaires and would be concessionaires.

(Na maghatid ng ligtas, malinis, sapat at abot-kayang patubig sa lahat ng nasasakupan at iba pang masasakop sa darating na panahon.)

To protect and conserve our environment and natural resources.

(Na pangalagaan at pagyamanin ang ating kapaligiran at likas na yaman.)

To ensure financial competitiveness of the organization through innovative strategies, reforms and continuous research.

(Na siguruhin ang panansiyal na kakayahan ng organisasyon sa pamamagitan ng mga makabagong teknolohiya, reporma at patuloy na pagsasaliksik.)

To provide quality, prompt, courteous service to the customers.

(Na maghatid ng dekalidad, mabilis at magalang na serbisyo publiko.)

To develop opportunities for the personal and professional growth of the employees.

(Na magsulong ng oportunidad para sa personal at propesyonal na pag-unlad ng mga kawani.)

To be a socially responsible corporation.

(Na isang kumpanya na may pananagutang panlipunan.)

General Manager



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CORPORATE GOALS

To improve and maintain existing water facilities and sources.
(*Pagyamanin at panatilihin ang mga pasilidad ng patubig at pinagkukunan nito.*)

To expand service coverage.
(*Palawakin ang nasasakupan ng serbisyo ng patubig.*)

To sustain financial stability.
(*Maipagpatuloy ang pinansiyal na katatagan.*)

To achieve maximum operating efficiency.
(*Makamit ang buong kakayahan ng operasyon.*)

To preserve and protect water resources and watershed areas.
(*Mapanatili at pangalagaan ang mga yamang tubig at mga kanlungan ng tubig.*)

General Manager

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5.1.2 Customer Focus

The General Manager and Head of each Department shall guarantee that the client requirements are established and are met with the intention of enhancing client satisfaction through:

- a. Immediate action on their queries and concerns with the assistance of our very responsive and accommodating personnel.
- b. Provide precise and adequate information of our services so that clients can make an informed decision.
- c. Continual development of our processes and quality of our services to support our client's cost efficiency agenda.

Reference Document: **Customer Feedback (COM-CSD-P004)**
KPI

5.2 Policy

5.2.1 Establishing the quality policy

Your organization's governance structure provides necessary support for creating and establishing appropriate processes that are important for maintaining and achieving our quality objectives and policies.

In addition, governance activities include systematic verification of the effectiveness of our QMS by undertaking internal audits and analysing performance data. Top management is committed to implementing and developing the quality management system and this commitment is defined by our corporate policies and objectives. Your organization ensures that our policies are understood, implemented and maintained throughout at all levels of the organization through printed distribution of our policy statements and through periodic management review of the policy statements and corporate level improvement objectives. Your organization communicates our mission, vision, strategy, policies and processes to all employees in order to:

1. Create and sustain shared values of fairness and ethical behaviour;
2. Establish a culture of trust and integrity;
3. Encourage commitment to quality;
4. Provide people with the required resources, training and authority to act with accountability;
5. Inspire, encourage and recognize people's contribution.

5.2.2 Communicating the quality policy

5.3 Organizational roles , responsibilities and authorities

The General Manager shall ensure that responsibilities and authorities are defined, cleared and communicated within the organization. The responsibility, authority and inter-relationship of every employee who manages, performs and verifies the work affecting the quality and environment are defined in the Job Descriptions. Job Descriptions are issued to all employees and maintained in personnel files.



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Management System Committee

Comprised of the General Manager, Department Head, all working together to increase the awareness and maintain the implementation in achieving and demonstrating the requirements of the Quality Management System. The committee develops policies and objectives which take into account the safety, identity, strength, purity, quality of products; as well as legal requirements and information about significant environmental, health and safety aspects and hazards and commitment for continual improvement. Identity of the top management appointee shall be made available to all persons working under the control of the organization. They shall demonstrate their commitment to continual improvement of QMS performance.

General Manager

The top management appoints the General Manager and has the following job functions:

- Develops a functional organization appropriate to the business needs and commitments, and to keep this under review.
- Operates within the terms of ISO 9001 and other such approvals as SWD plant may need and secure from time to time.
- Ensures that resources are adequate to carry out the quality and environmental, health & safety tasks within the area of responsibility.
- Reports on the performance of the quality system and environmental, health & safety system during management review.
- Provide recommendations for continual improvement.2,3 FUNCTIONAL JOB DESCRIPTION OF QMS
- Establishes and maintains the quality, environmental, health & safety management system organization and program.
- Establishes and maintains a system of timely corrective action to ensure the effective elimination of deficiencies within the quality system and environmental and health & safety system.
- Promotes awareness on client and regulatory affairs.

The appointment papers identify the duties and responsibilities of the following:

- Internal Audit Leader
- Internal Quality Auditors

6. Planning

6.1 Actions to address risks and opportunities

6.1.1 Management Planning must be carried out to meet the requirements of the defined standards as well as the Quality Objectives.

The GM and Department Managers shall initiate and lead the planning and evaluating of any improvement in the services, process or system introduced in a meeting called for a purpose. All relevant departments such as Operation, Finance & Administrative and General Services shall attend the meeting at least once a year, every project or as need arises.



In Project planning and Staff Review meeting, it must ensure the identification and acquisition manpower needs, the compatibility of services process and document information.

Planning must also ensure the accessibility of necessary documents such as Standards and Specifications to ensure compliance of the services. Responsibilities must be comprehensive and assign timetable must be established to assigned task to synchronize the group performance.

Minutes of meeting must be taken in the Management and must be kept and recorded for whatever decision to be made.

Reference Document: **Addressing Risks and Opportunities (SWD-OGM-P002) Management Review**

6.1.2 The organization shall plan :

Actions taken to address risks and opportunities shall be proportionate to the potential impact on the conformity of products and services.

In the context of SWD, risk management shall taking into account on the following aspects

1. Applicable legal compliance
2. Working environment (see 7.1.4 Environment for the operation of processes of this manual)

In conformance with clause 4.4, Quality Management System and determined processes of this Quality Manual, documented information of risk management shall be established, implemented and maintained. The requirement of Documented Information is followed

The effectiveness of actions taken to address risks and opportunities shall be reviewed by top management of SWD as it required by clause 9.3 Management Review of this Quality Manual.

Reference Document: **KPI**

6.2 Quality Objectives and planning to achieve them

6.2.1 In conformance with clause 4.4, Quality Management System and determined processes of this Quality Manual, documented information of Quality Objectives shall be established, implemented and maintained.

The requirement of Documented Information Control Procedure is regulated.

6.2.2 When planning how to achieve the quality objective, the organization shall determine what will be done, what resources will be required , who will be responsible, when it will be completed , how the results will be evaluated.

6.3 Planning of Changes

Where the SWD determines need for changes the quality management system the change shall be carried out in a planned and systematic manner. The organization shall consider

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the purpose of the change and any of its potential consequences, integrity of the quality management system, availability of resources, allocations or relocation of the responsibilities and authorities.

7. Support

7.1 Resources

7.1.1 General

The organization shall grant the necessary resources to ensure the proper implementation and maintenance of the Quality management system, continually improved its effectiveness and development of clients and all interested parties satisfaction by meeting their requirements.

The provision of resources must include but not limited to manpower, technology, information and financial resources. These resources must be effectively planned, reviewed and utilized.

Reference Documents: **Hiring Procedure (ADM-HRD-P001)**
Training Procedure (ADM-HRD-P002)

7.1.2 People

It is the SWD policy to provide support to business processes to enable them to produce results on time with least cost. This is accomplished by providing people-oriented interventions and cost-effective systems and procedures that will assist them in their manpower requirements. Related department / division shall ensure that the personnel performing work affecting product quality and safety are knowledgeable on the basis of proper education, training, skills and experience.

Reference Documents: **Hiring Procedure (ADM-HRD-P001)**
Training Procedure (ADM-HRD-P002)

7.1.3 Infrastructure

The relevant department / division shall determine, provide and maintain infrastructure which includes:

- Equipment
- Manpower
- Supporting Services (transport or communication)

The Facilities Division Head shall maintain Master list of Infrastructure and each Department Concerned is responsible to identify new or modification of existing facilities and infrastructure in their respective area suitable to their needs subject to approval of Top Management.

Reference Documents: **Hiring Procedure (ADM-HRD-P001)**
Training Procedure (ADM-HRD-P002)
Planning, Design and Administration of Projects (EOD-PDD-P001)
Transport Operations (ADM-GSD-P008)



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7.1.4 Environment for the operations of the process

The organization shall continually ensure that its work environment has a positive influence on motivation, satisfaction and performance of its staff, which eventually enhances its overall performance. The management continues to monitor and study human and physical factors of the work environment to ensure that the organization's performance and commitment in achieving conformity to service requirements will never be compromised. Safety equipment is made available whenever required. Workplace condition is monitored to ensure safe and conducive environment.

Reference Documents: **Building Operations (ADM-GSD-P005)**
 Property Management (ADM-GSD-P003)

7.1.5 Monitoring and measuring resources

Calibration shall be done by an Outsourced or external qualified group or SWD. The measuring equipment is calibrated or verified or both at specified intervals or prior to use against the measurements standards traceable to national and international measurement standards.

This activity starts with the preparation of master list of equipment that requires regular calibration and end with the performance of the scheduled calibration at prescribed interval.

Reference Document: **Calibration of Measuring Equipment (ADM-GSD-P012)**
 Calibration Schedule

7.1.5.1 General

7.1.5.2 Measurement Traceability

7.1.6 Organizational knowledge

7.2 Competence

Training programs are being done through the identification of strategic training programs that help an employee acquire an updated detailed knowledge and skills that can be applied in the workplace. For new hires and contractual employees, a general orientation covering HR Policies and Services, and SWD Work Rules is given. Orientation on the job description of new employees (probationary, newly transferred or newly promoted) in a particular job is conducted by their immediate supervisors. The training needs of the employees, contractors and visitors in relation to their job functions and their role in effective implementation and maintenance of the quality management system are identified continually once a year or as needed such as:

- Determines training and development courses needed by employees. Keeps abreast of local training seminars and prepares programs that may be suitable or relevant for employees.
- Develops and implements training evaluation feedback mechanism.



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- Ensure that all personnel are aware of the significance and importance of their activities and how they contribute to the achievement of the Quality Objectives using the Key Performance
- Indicator (KPI).
- Maintains all training records and keeps all employees 201 files in an organized, neat and secure manner. Ensures access to these files is granted only to authorize SWD personnel.

Reference Document: Training Procedure (ADM-HRD-P002)

7.3 Awareness

SWD HR or training division shall ensure that every employees doing work under the organization's control must be aware of the quality policy, relevant quality objectives, their contribution to the effectiveness of the QMS , including benefits of improved quality performance ; and the implications of not conforming with system requirements. HR Division conducts a regular employees performance evaluation twice a year using the CSC Approved Strategical Performance Management System. It includes determining competency criteria, skills evaluation , identification of training needs , types of training , provision of training , measurement of training effectiveness, methods to communicate awareness of the importance of quality objectives, to all employees thru Management review, General Assembly or staff communication once a year or as needed.

Criteria for competency shall developed based on appropriate education , skills, training and experience for activities, tasks, functions and processes. A comprehensive training plan and program once a year is being conducted to ensure that the persons performing the work understand the processes and are competent to perform them.

Reference Documents: **Hiring Procedure (ADM-HRD-P001)**
 Training Procedure (ADM-HRD-P002)
 Personal Description Form
 Training Plan

7.4 Communication

Internal Communication

The General Manager shall guarantee that communication processes are recognized within the organization regarding the effectiveness of the management system. Issuance of memorandum, posting of information in bulletin board and/or short meetings to be called must take place whenever necessary to give information/updates and gather feedback and suggestion from personnel regarding the effectiveness of the SWD's management system.

External Communication

The General Manager provides sufficient information on issues throughout, the organization shall establish, implement and maintain effective arrangement with:



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- a. Suppliers and contractor
- b. Client and consumer
- c. Statutory and regulatory authorities

Reference Documents: Internal and External Communication Procedure (SWD-OGM-P001)
Management Review

7.5 Documented Information

7.5.1 General

7.5.2 Creating and updating

To identify current revision to prevent the use of invalid and/or obsolete documents, a master list of controlled documents is prepared. The Document Control Custodian (DCC) is accountable for the control and maintenance of the documents.

Any request for changes or modifications of documents are reviewed by the General Manager (GM) through the use of Document Control Notice form and approved by the General Manager.

7.5.3 Control of documented information

7.5.3.1 All documents related to quality management system must be controlled. The SWD shall create procedures identifying the control requirements and activities of internal and external documents.

All management system documents that were prepared by the designated departments shall be reviewed and approved for satisfactoriness prior to subject or issue.

The control procedure guarantees that important issues of proper documents are available at all points of use or location where operation essential to the effective functioning of the quality management system are executed.

7.5.3.2 All obsolete documents must be promptly removed from all points of issue and use. Retained obsolete documents for references or any proposed shall be stamped with BLUE ink or marked with "Obsolete" for identification.

The Head of the Management System (MS) shall set up and preserved documented procedures for classification, retrieval, storage, safeguard, retention time and disposition of quality records.

To show conformance to specified requirements and evidence for the implementation of quality system and its effectiveness, quality records must be maintained. All quality management system records must be understandable and hoarded in manner that they are easily and readily retrievable. These must be hoarded in facilities that have an appropriate environment to prevent damage or deterioration and to prevent loss.



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All quality management system records must be maintained by each department concern provided by a list defining the title, reference code, location and responsible staff for the maintenance within the retention period. All identified quality management system records are documented in a master list being maintained by the Document Control Custodian.

Reference Documents: Control Documented Information (QMS-DCC-P002)

8. Operation

8.1 Operational Planning and control

The relevant department / division shall prepare and develop the processes needed for the service realization and must be consistent with the requirements of the other processes of the Management System and had come up with the following:

- Quality objectives and requirements for the service.
- Processes, documents and resources needed.
- Monitoring and inspection specific to the service and the criteria for service acceptance.
- Records are generated as objective evidence that processes and resulting product meet the requirements.

The SWD implements, operates and ensures the effectiveness of the planned activities and any changes to those activities.

Reference Document: Planning, Design and Administration of Projects (EOD-PDD-P001)

8.2 Requirements for Products and Services

8.2.1 Customer communication

The organization must determine and implement effective arrangements for communicating to clients relative to design, distribution and supply of water supply.

The GM and other top management positions are responsible in meeting with client for possible negotiation of possible projects. Concerned departments must communicate to client concerning quality requirements and standards.

SWD shall exercise care with client/client property while it is under SWD name control or being used by the SWD. The organization must identify, verify, protect and safeguard client/client property for use or incorporation into the service. If any client/client property is lost, damaged or otherwise found to be unsuitable for use, the SWD must report this to the client/client and maintain records.

All client property such as documented information and client communications are treated with utmost confidentiality. Client information are controlled and maintained based on the SWD's document management system.

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Reference Documents: **Internal and External Communication Procedure (SWD-OGM-P001)**
Feedback (COM-CSD-P004)

8.2.2 Determining the requirements for products and services

The relevant department / division determine the following:

- The completeness of client's service requirements
- Requirements not specified by the client but necessary for intended use
- Statutory and Regulatory requirements related to the service.
- Any additional requirements determined by the Organization

Reference Documents: **Budget Utilization Report (FIN-BUD-P001)**

8.2.3.1 Review of the requirements for products and services

The review of the client's requirements must be reviewed before any commitment to provide service to the client to ensure that:

- Product requirements must be clearly defined for service
- Contract requirements differing from those previously expressed are resolved
- The organization has the ability to meet the client requirements for the service

Where the client provides no documented statement of requirement, the client requirements must be confirmed by the organization before acceptance.

8.2.3.2 The organization shall retain documented information , as applicable:

Where the products and services requirements are changed, the organization must ensure that relevant documents are amended and that relevant personnel are made aware of the changed requirements. Records of the results of the review and actions arising from the review must be maintained.

Reference Document: **Forecasting, Ordering, Inspection and Acceptance of Inventory of Supplies and Materials (ADM-GSD-P001)**

8.2.3 Changes to requirements for products and services

The relevant divisions has defined, planned and implemented measurement, monitoring, analysis and improvement processes to ensure that the management system, processes and services conform to requirements. The type, location, timing and frequency of measurements and the requirements for records are identified. The effectiveness of measures implemented is periodically evaluated. Related division identifies and uses appropriate statistical tools. The result of the data analysis and improvement activities is input into the management review process.

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Reference Documents: **Storage, Issuance and Inventory Taking of Inventory Supplies and Materials (ADM-GSD-P002)**

8.3 Design and development of products and services

8.3.1 General

The organization shall establish, implement and maintain a design and development process that is appropriate to ensure the subsequent provision of products and services.

8.3.2 Design and development planning

In determining the stages and controls for design and development, the organization shall consider:

- a) the nature, duration and complexity of the design and development activities;
- b) the required process stages, including applicable design and development activities;
- c) the required design and development verification and validation activities;
- d) the responsibilities and authorities involved in the design and development process;
- e) the internal and external resource needs for the design and development of products and services;
- f) the need to control interfaces between persons involved in the design and development process;
- g) the need for involvement of customers and users in the design and development process;
- h) the requirement for subsequent provision of products and services;
- i) the level of control expected for the design and development process by customers and other relevant interested parties;
- j) the documented information needed to demonstrate that design and development requirements have been met.

8.3.3 Design and development inputs

SWD shall determine the requirements essential for the specific types of products and services to be designed and developed. SWD shall consider:

- a) functional and performance requirements;
- b) information received from previous similar design and development activities;
- c) statutory and regulatory requirements;
- d) standards or codes of practice that SWD has committed to implement;
- e) potential consequences of failure due to the nature of the products and services.

Inputs shall be adequate for design and development purposes, complete and unambiguous. Conflicting design and development inputs shall be resolved.

Reference Document: **Planning, Design and Administration of Projects (EOD-PDD-P001)**



8.3.4 Design and development controls

SWD shall apply controls to the design and development process to ensure that;

- a) the results to be achieved are defined;
- b) reviews are conducted to evaluate the ability of the results of design and development to meet requirements;
- c) verification activities are conducted to ensure that the design and development outputs meet the input requirements;
- d) validation activities are conducted to ensure that the resulting products and services meet the requirements for the specified application or intended use;
- e) any necessary actions are taken on problems determined during the reviews, or verification and validation activities;
- f) documented information of these activities are retained.

Reference Document: Planning, Design and Administration of Projects (EOD-PDD-P001)

8.3.5 Design and development outputs

SWD shall ensure that the design and development outputs:

- a) meet the input requirements;
- b) are adequate for the subsequent processes for the provision of products and services;
- c) include or reference monitoring and measuring requirements, as appropriate, and acceptance criteria's;
- d) specify the characteristics of the products and services that are essential for their intended purpose and their safe and proper provision.

SWD shall retain documented information on design and development outputs.

Reference Document: Planning, Design and Administration of Projects (EOD-PDD-P001)

8.3.6 Design and development changes

SWD shall identify, review and control changes made during, or subsequent to the design and development of products and services, to the extent necessary to ensure that there is no adverse impact on conformity to requirements.

SWD shall retain documented information on:

- a) design and development changes;
- b) the result of reviews;
- c) the authorization of the changes;
- d) the actions taken to prevent adverse impacts.

Reference Document: Planning, Design and Administration of Projects (EOD-PDD-P001)



8.4 Control of externally provided processes, products and services

Head of each related Department shall select and evaluate all external provider activities that may affect to the process of our SWD. The selection of all external provider shall be guided by the procedure of Procurement department. All activities of outsource shall be controlled thru the process of sharing them the policy of SWD as well as the procedure that may affect them. All external provider shall be aware of all the systems that may affect them and strict monitoring of the compliance to SWD . Effectiveness of outsource compliance shall be evaluated thru performance evaluation. External provider activities as follows:

- Calibration of monitoring and measuring equipment.
- Facilities construction and maintenance
- Waste Collector/ Hauler
- Manpower Services
- Vehicle maintenance

Reference Document: Procurement Procedure (ADM-ASD-P001)

8.4.1 General

The relevant organization determines any servicing processes where the resulting output cannot be readily or economically verified by subsequent monitoring, inspection or testing. This includes any type of service where processing deficiencies may become apparent only after service is utilized. These processes are validated to establish their effectiveness and acceptability. The arrangements for validation are defined and addresses, as a minimum:

- Processes to be qualified prior to use
- Qualification of equipment and/or personnel
- Use of specific methods or procedures
- Requirements for records and
- Revalidation

Reference Document: Procurement Procedure (ADM-ASD-P001)

8.4.2 Types and extent of control

Purchasing activities are carried out in a consistent manner with the highest professional, ethical, moral, and legal standards. To ensure this, policies are established to avoid conflict or potential conflict of interests. Guidelines are also set to limit the procurement functions to the Purchasing Division.

The SWD ensures proper storage of materials through established procedures on receiving, warehousing, and dispensing / issuance. Vendors go through an accreditation procedure and the SWD purchases only from accredited vendors.

Reference Document: Procurement Procedure (ADM-ASD-P001)

The relevant department / division shall ensure the procedures are created for the specific and clear technical information of materials and services required during requisition. Purchasing activities are carried out in a controlled manner and non-conforming goods or materials are prevented from unintended use.



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Suppliers shall be selected based upon their ability to supply product. Evaluation, re-evaluation and selection criteria for suppliers are established. The results of evaluations and consequent follow up actions are recorded.

8.4.3 Information for external providers

The relevant department / division describe and specify necessary information to be purchased. Purchasing Supervisor or staff reviews and ensures the adequacy and necessity of specified requirements prior to their communication to the supplier. Specifications/requirements for items and contract services are communicated to the suppliers through contract and quality agreement to ensure that they are mutually understood and will be adhered to. These include:

- Requirements for approval of product, procedures, processes and equipment
- Requirements for the qualification of personnel
- Quality management system requirements
 - Material Specifications
 - Process Requirements
 - Testing Requirements
 - Method of Analysis
 - Storage Requirements

Documented information for proper receiving and identification of goods are established and maintained. The Warehouse Division ensures that items received conform to specifications specified in the Purchase Order (PO).

All materials are clearly identified by lot number and labels are placed to identify their status. Records are maintained to enable traceability of each lot or batch of raw material purchased up to the different product lots where the material is used.

For services, equipment and other products and services, the receipt and checking of conformance to specification is a responsibility of the requestor.

As a policy, deliveries must be covered by an approved PO and all deliveries received be documented by a duly approved. All materials are clearly identified by lot number and labels are placed to identify their status. Records are maintained to enable traceability of each lot material purchased up to the different product traceability where the material is used.

The relevant department / division ensures that prior to acceptance of purchased product, inspection is conducted to guarantee that the product conforms the specifications thereby protecting the quality and safety. Warehouse is bound to verify the quality and safety of all purchased products.

In case of discrepancy found in the delivered products the Warehouse in-charge informed the Purchasing Division about the problem and likewise immediately coordinate with the concerned supplier and made any agreement with regards to the disposition of the materials and issue Corrective Action report if applicable.



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Reference Document: Procurement Procedure (ADM-ASD-P001)
Handling of Non-Conformity of Products and Services and
Procedures for Corrective Action Procedure (ADM-GSD-
P011)

8.5 Production and service provision

8.5.1 Control of production and service production

The relevant division must plans and controls its services through:

- The availability of information that describes the characteristics of the service
- The availability of clear and understandable work specifications and/or instructions
- The use and maintain of appropriate equipment
- The availability and the use of monitoring and measuring devices and their corresponding calibration record/certification
- The implementation of release and delivery

Reference Document: Forecasting, Ordering, Inspection and Acceptance of
Inventory Supplies and Materials (ADM-GSD-P001)

8.5.2 Identification and traceability

SWD establishes, documents, implements, and maintains a system to consistently provide products that meet client and applicable regulatory requirements. SWD has a procedure which is designed to promptly and effectively recall from the market any product known or suspected to be defective. It ensures that execution of recall is immediately effected by providing methods for proper identification and traceability of the product in question. It also ensures the determination of the extent of traceability that enables the identification of product lots in their relation to batches of raw materials, processing and delivery records.

Traceability records is maintained for a defined period for system assessment to enable the handling of potentially unsafe products and in the event of product withdrawal. Records is maintained in accordance with Philippine legal and client requirements.

The relevant divisions must make provision for identifying status of its services with respect to required monitoring and evaluation activities and, where applicable identifies service provision by suitable means throughout all processes. For traceability requirements, all handover materials, equipment, manuals and drawings must be stored.

Reference Documents: Handling of Non-conforming Products and Services
Procedures for Corrective Action (ADM-GSD-P011)

8.5.3 Property belonging to customers or external providers

SWD shall exercise care with the property belonging to clients or external providers while under the organization's control or being used by organization. The organization shall identify, verify, protect and safeguard the client's or external provider's provided for use or incorporation into products and services. It shall be reported to the client or external provider when their property is incorrectly used, lost, damaged or otherwise found to be



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unsuitable for use. Client property can include material, tools and equipment, client premises, intellectual property and personal data or record.

Reference Document: New Water Service Connection (COM-CSD-P001)

8.5.4 Preservation

The relevant divisions must preserve the product/service during the internal processing and delivery to the intended destination in order to maintain conformity to the requirements. As applicable, preservation shall include identification, handling, storage and protection.

Proper issuance method of materials is established and maintained from its storage up to issuance for use. Materials are identified and labelled according to date, delivered, consuming first the earliest received and thereafter the subsequent inventory.

Reference Document: Storage, Issuance and Inventory Taking of Inventory Supplies and Materials (ADM-GSD-P002)

8.5.5 Post-delivery activities

SWD shall meet the requirement as applicable, for post-delivery activities associated with products and services. In determining the extent of post-delivery activities that are required the SWD shall consider risks associated with products and services, clients feedback, legal requirements, nature use, and intended lifetime of products and services; Post-delivery activities includes actions under warranty provisions, contractual obligations such as maintenance services and supplementary services.

Post-delivery activities means based on client agreement or other agreement, the organization shall be responsible for providing support for their products and services after delivery. This could include technical support, routine maintenance or total recall.

Reference Documents: Handling of Non-conforming Products and Services Procedures for Corrective Action (ADM-GSD-P011) Feedback (COM-CSD-P004)

8.5.6 Control of changes

SWD shall review and control changes for production or service provision to extent necessary to ensure continuing conformity with requirement. The organization shall retain documented information describing results of review of changes, personnel authorizing changes and any necessary actions arising from review.

The organization is required to review and control changes for all of the previously discussed "production and service provision" topics including Control of production and service provision. Changes, in general, create instability and a robust change management process is critical to ensure changes are fully reviewed, approved, communicated, understood and validated when they are implemented.

Records describing results of review of changes, personnel authorizing change and any Necessary actions arising from review has to be maintained.

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Reference Documents: **Management Review
Planning, Design and Administration of Projects (EOD-PDD-
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8.6 Release of products and services

SWD shall implement planned arrangements at appropriate stages to verify products and services requirements have been met. Retain evidence of conformity with acceptance criteria by conducting the regular Testing and Monitoring of water quality. The release products and services by the client shall not proceed until the planned arrangements for verification and validation of conformity have been satisfactorily completed unless otherwise approved by a relevant authority and, as applicable by client. The organization shall retain documented information for traceability to the person(s) authorizing release of products and services for delivery or installation to client. The organization shall also retain documents information for evidence of conformity with the acceptance criteria.

Reference Document: **Forecasting, Ordering, Inspection and Acceptance of
Inventory Supplies and Materials (ADM-GSD-P001)
Feedback (COM-CSD-P004)**

8.7 Control of nonconforming outputs

8.7.1 The SWD shall ensure process outputs products, and services that do not conform to requirements are identified and controlled to prevent unintended use. The organization shall take appropriate action based on the result of the investigation based on nature of nonconformity and its impact on conformity of products and services. This is applicable also to nonconforming products and services detected after the delivery of product and service.

Reference Documents: **Handling of Non-conforming Products and Services
Procedures for Corrective Action (ADM-GSD-P011)
Feedback (COM-CSD-P004)**

8.7.2 The SWD established and maintains documented procedures for the identification, handling, and disposition of non-conforming or potentially unsafe products. The procedures for handling non-conforming products include:

- Identification of all critical procedures, product specifications, and testing instructions, as well as all SWD and regulatory guidelines which must be followed.
- Inspections and monitoring, testing of products, and identification of non-conformances.
- Process and documenting activation of an investigation,
- Application of appropriate controls to ensure effectiveness of the corrective measures.
- Management review of the actions and disposition of products and processes taken.

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Reference Documents: **Handling of Non-conforming Products and Services Procedures for Corrective Action (ADM-GSD-P011) Feedback (COM-CSD-P004)**

9. Performance evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

It is SWD policy to ensure conformance to all material and product specifications. A system has been established to ensure proper traceability of all testing and inspections done through complete recording, markings, and physical identification. All tests are performed in accordance with approved and documented procedures and results are properly recorded. Disposition of each material lot and product lot is done by Engineering Division based on established specifications. A warehouse locator system may be used in lieu of status tags.

Determine the processes for measurement of quality management performance. Client satisfaction is used as one measure of system output and internal audit is used as a tool for evaluating on-going system compliance.

Reference Document: **KPI**

9.1.2 Customer Satisfaction

The Customer Service Division monitors information and data on client feedback. The methods and measures for obtaining client satisfaction information and data and the frequency of reviews are defined. Monthly review or as needed of the customer feedback and complaint is being conducted.

Reference Document: **Feedback (COM-CSD-P004)**

9.1.3 Analysis and evaluation

SWD has a policy to periodically review the different processes and determine their effectiveness using the key performance indicators. If targets are not met, action plans for continual improvement are established, implemented, and verified to be effective. The relevant divisions must determine, collect and analyze appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the effectiveness of the quality management system can be made. This must include data generated as a result of monitoring and measurement and from other relevant sources.

The analysis of data must provide information relating to:

- Client satisfaction
- Conformity to service requirements
- Characteristics and trends of products and services including opportunities for corrective
- Action



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- External providers

Reference Documents: KPI

9.2 Internal Audit

9.2.1 A documented procedure for the development of audit plans and implementation of internal audits is managed by the Management System Division. Related divisions has established a process for performing objective audits in order to determine if the quality management system has been effectively implemented, maintained and conforms to ISO 9001:2015 and other applicable regulatory agencies such as LWUA PhilGeps, etc. In addition, the organization may carry out audits to identify potential opportunities for improvement.

9.2.2 Audit process, including the schedule, is based on the status and importance of the activities, area or items to be audited and the results of previous audits. An internal audit matrix is developed to determine the scope of every audit being conducted in every area/process.

The system level procedure for internal audit covers the audit scope, frequency and methodologies, as well as the responsibilities, requirements for conducting audits, recording and reporting results to management. Audits are performed by personnel other than those who performed the work being audited twice a year.

The management of the audited department or area ensures that actions are taken to eliminate the detected non-conformities and their causes without undue delay. Follow up of the corrective action includes the verification of the actions taken and reporting of verification results. The entire audit process is documented.

The relevant divisions applies suitable methods for measurement and monitoring of processes necessary to meet client requirements and to demonstrate the processes' continuing ability to satisfy its intended purpose. Measurement results are used to maintain and improve those processes.

The relevant divisions must monitor and measure the characteristics of the service to verify that client requirements have been met. This must be carried out at appropriate stages of the product realization process in accordance with the planned arrangements. Evidence of conformity with the acceptance criteria must be maintained.

Records must indicate the persons authorizing delivery of service to the client.

Reference Document: Internal Quality Audit (QMS-IQA-P001)

9.3 Management Review

9.3.1 General

Management review meeting shall be undertaken by the General Manager or Department Heads Annually or as need arises to ensure continuing suitability, adequacy and effectiveness of the management system including the stated Quality policy and quality objectives.



9.3.2 Management review inputs

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

- a. Status of actions from previous management review
- b. Changes in the internal and external issues that are relevant to the quality management system
- c. Information on the performance and effectiveness of the quality management system, including Trends in:
 1. Customer satisfaction and feedback from relevant interested parties
 2. The extent to which quality objectives have been met
 3. Process performance and conformity of products and services
 4. Nonconformities and corrective actions
 5. Monitoring and measurement results
 6. Audit results
 7. The performance of external providers
- a. The adequacy of resources
- b. The effectiveness of actions taken to address risks and opportunities
- c. Opportunities for improvement

9.3.3 Management review output

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

- a. opportunities for improvement
- b. any need for changes to the quality management system
- c. resources needed

The organization shall retain Minutes of the meeting as documented information as evidence of the results of management reviews.

10. Improvement

10.1 General

10.2 Non-conformity and corrective action

10.2.1 SWD has a policy to provide disposition on all clients complaint, not meeting the test results according to the materials and product specifications. Production division shall be responsible for the review and disposition of each product lot.

SWD established and maintains a documented procedure for guiding its staff in addressing actual and potential non-conformance ISO, and other regulatory requirements. The relevant divisions ensures that services to be provided which do not conform to requirements are controlled to prevent unintended release. The relevant division that uncovered a non-conformities provides identifying, recording and reviewing the nature and extent of nonconformity encountered.

Relevant divisions must make arrangements made for ensuring that nonconformity product is controlled through the following:



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- By making action to eliminate the detected nonconformity.
- By authorizing its size, release or acceptance under concession by a relevant authority and, where applicable by the client
- By taking action to preclude its original intended use or application
- By taking action appropriate to the effects or potential effects, of the non-conformity when non-conforming services are detected after use has started

When nonconforming are corrected, they must be subject to re-verification to demonstrate conformity to the requirements. Records of the nature of nonconformities and any subsequent action taken, including concessions obtained, must be maintained.

10.2.2 The organization shall established and maintains a documented procedure for guiding its staff in addressing actual and potential non-conformance ISO standards and other regulatory requirements. The related division will take action to eliminate the causes of nonconformities in order to prevent repetition. Corrective actions must be appropriate to the effects of the nonconformities encountered. All actions taken are recorded, approved, and monitored.

A documented procedure must be established to define requirements for:

- Reviewing non-conformities (including client complaints)
- Determining the causes of non-conformities
- Evaluating the need for action to ensure that non-conformities do not recur
- Determining and implementing action needed
- Records of the results of action taken
- Reviewing the effectiveness of the corrective action taken
- Escalation procedure will be put in place for open and recurring non-conformities and
- Corrective and Preventive Action.

The process owner evaluates each corrective action with the concerned Heads in ensuring that the proper steps for corrective action are taken for effectiveness.

The Quality verify on the completion and effectiveness of corrective action as given in the procedure. Reports on trends of nonconformities and tracking of the progress an completion of corrective actions are submitted for management review.

Reference Documents: **Handling of Non-conforming Products and Services
Procedures for Corrective Action (ADM-GSD-P011)**

10.3 Continual Improvement

The relevant department or divisions must continually improve the effectiveness of the Quality management system through the use of communication, quality policy, quality objectives, audit results, analysis of data, evaluation of individual verification results, corrective actions updating and management review.

SWD top management updates the management system based on the suitability, adequacy and effectiveness of its implementation.

Reference Documents: **Handling of Non-conforming Products and Services
Procedures for Corrective Action (ADM-GSD-P011)**