

Polomolok Water District  
**MANAGEMENT REVIEW MEETING MINUTES NO. 01**

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Date of Review: December 18, 2017

Recorded by: Janice M. Balajadia

In attendance:

<u>NAME</u>	<u>TITLE</u>
ENGR. SOLITO T. TORCUATOR	General Manager B
ANA SORITA S. ALOVERA	Department Manager B
MARLENE C. CAGATA	Division Manager, Finance
ENGR. CECIL D. MIRASOL	Division Manager, Commercial
ENGR. NICASIO B. ESPESOR	Division Manager, EOD

Absent:

<u>NAME</u>	<u>TITLE</u>
None	

**ITEM 1. Review of the Quality Policy for current adequacy, and the need for changes to it.** *Review the Quality Policy to ensure it still represents the company's goals.*

**Quality Policy reviewed and accepted as is.**

**ITEM 2. Review of internal and external issues of concern.**

- Additional external concern – secure ECC from EMB as requirement for the issuance of Permit to Operate (PTO)
- Additional internal concern – loan availment of P45M for installation of steel transmission pipes along national highway to improve pressure

**ITEM 3. Review of Risks.**

- Imposition of Penalties by DENR due to non-compliance of PTO
- Non-availment of loan resulted to non-implementation of project and inadequate water supply in elevated areas during peak hour

**ITEM 4. Review of opportunities.** *Review the Opportunity Register within the COTO Log with a focus on managing the positive opportunities indicated therein, and assessing the effectiveness of actions taken to date.*

- Cash collection secured thru LBP services re: pick-up of deposit
- Collection of payment for water bills with LBP Electronic Payment Portal (ePP) extended convenience to paying customers
- Increased additional service connections with the turn-over of Brgy. Palkan Water System
- Substantially implemented and completed the expansion and rehabilitation projects resulting to improved water services
- Completion of PS #8 resulted to adequate water supply from Brgy. Poblacion up to Brgy. Glamang

**ITEM 5. Internal and external audit results.**

Internal Quality Audit Team

- Internal Quality Audit Team was created thru Office Order no. 17-05-02 dated May 17, 2017
- Internal Quality Audit Program was approved on August 31, 2017 Management Meeting
- Conduct of Internal Quality Audit was approved thru Office Memo no. 17-09-02 dated September 5, 2017



Status of Internal Quality Audit

- Internal Quality Audit conducted on October 25 to November 2017 and Internal Quality Audit report submitted to the Management on December 13, 2017

Internal Quality Audit Results

- Internal Quality Audit Results – on file.

**ITEM 6. Status of corrective and preventive actions via the [CAR Form Abbreviation] System.**

- Compliance to CAR on process

**ITEM 7. Review of resources needed to maintain and improve the effectiveness of the company and its quality management system.**

**EQUIPMENT RESOURCES REQUIREMENTS:**

- Procurement of Data Loggers and PRVs and air compressor for Scouring Method for reduction of NRW
- Procurement and installation of CCTV cameras for PS monitoring
- Procurement of EOD 4-wheel vehicle for watershed programs
- Procurement of PPEs for field personnel
- Motorcycle and additional plumbing tools

**WORK ENVIRONMENT & INFRASTRUCTURE REQUIREMENTS:**

- Working area, conference/seminar room, parking space, storage area for materials and supplies
- Additional pumping stations at Brgy. Pagalungan and Brgy. Klinan 6
- Installation of concrete-lined steel pipe along national highway
- Lot for additional pumping stations, parking space, storage area
- Septage facility and construction of water laboratory

**QUALITY SYSTEM & OTHER RESOURCE REQUIREMENTS:**

- Laboratory equipment
- Enhancement of knowledge and skills of Internal Auditors, Technical Experts and Documentation Team

**HUMAN RESOURCES & TRAINING NEEDS:**

- Qualified personnel to a certain position
- Health issues of personnel
- Specialized training needs – such as Chlorine Handling and Safety, Water Quality Seminar, etc.
- Licensed Medical Technologist/Chemical Engineer and Laboratory Aide
- Review of Functional Chart and Organizational Structure
- Conduct of ISO 9001:2015 Awareness Course to all employees and other contractual personnel

**ITEM 8. Review of the effectiveness of training and training programs in place.**

- Training effectiveness and evaluation for implementation by 1<sup>st</sup> quarter of 2018

**ITEM 9. Review of suppliers.**

- Evaluation of suppliers with the use of Suppliers' Evaluation Form and Suppliers Corrective Action Report (SCAR) implemented on the 4<sup>th</sup> quarter of CY 2017. Please see attached evaluation report.



**ITEM 10. Review of quality objectives, data and goals.**

Top-Level Process	Quality Objective (s)	Metric (s) / KPIs	Current Standing	Goal	Goal Met? (Y/N) (If no, a CAR must be filed)
EOD	Reduce NRW to 23% by year-end  <i>Note:</i> NRW amended from 23% to 28% per BR No. 17-41A dated September 28, 2017	% of NRW Annual average	Actual average NRW ending Nov. 30, 2017 is 27.28%	28% Average NRW	Yes
CD	Increase number of active connections to 17,550 by year-end	No. of active SCs	17,656 active service connections ending November 30, 2017	17,550 active service connections	Yes
	Achieve collection efficiency of 98% by year-end	% of collection efficiency	97% collection efficiency as of Nov. 30, 2017	98% collection efficiency	No; ongoing collection; target achievable by year-end
ADMIN	Train employees with 2 relevant trainings per year	No. of relevant trainings	2 relevant trainings attended per employee/year	2 relevant trainings per employee/year	Yes
OGM	Customer Satisfaction of 98%	% of customer satisfaction	Average of 94.22% customer satisfaction	98% customer satisfaction	No

To be included in 2018 Quality Objectives;

- 24/7 water supply
- Water Safety Plan
- Septage Management
- Reduce customer satisfaction target to 95% due to revision in survey parameters

**ITEM 11. Review customer feedback.**

- Decreased over-all customer satisfaction from 96.11% in 2016 to 94.22% in 2017
- Customer complaints on water quality and intermittent water supply

**ITEM 12. Update the Strategic Direction of the company.**

- Approved 5-Year Business Plan per BOD Resolution No. 17-38 dated August 30, 2017 – on file.

**ITEM 13. Discuss the overall performance of the quality system, any changes to the company that may affect the quality system.**

- Procedures/processes for the QMS are established.
- Risks are mitigated and opportunities are identified and pursued.
- Gaps are identified and continuously addressed.
- Work for ISO 9001:2015 Certification







**ITEM 14. Note other recommendations for improvement to the company's products, services, and/or QMS.**

- Submit documentary requirements for Septage Management to LGU for passage of Sangguniang Bayan (SB) Resolution
- Submit documentary requirements to LWUA on the Proposed ₱110M Loan Availment for Expansion and Improvement Projects
- Identification of internal quality auditors in training
- Conduct of ISO 9001:2015 Awareness Course to all employees and other contractual personnel

**ITEM 15. Note follow-up activities from prior Management Review issues.**

- Review of Customer Satisfaction Survey Form

**ITEM 16. Set date for next Management Review:**

- On March 16, 2018

**ITEM 17. CAR Form Abbreviation]s FILED:**

Line Item or [CAR Form Abbreviation] #	Corrective / Preventive OFI?	Nature of Issue
1.	Corrective	Water Quality
2.	Corrective	Water Supply

**ITEM 18. ITEMS FOR FOLLOW-UP AT NEXT MEETING:** *Read through the entire minutes above and copy any items that need to be looked at again, or followed-up on, at the next meeting.*

1. Quality Policy and Objectives
2. Composition and evaluation of performance of ISO Internal Quality Auditors
3. Review of Identified Risks and Opportunities
4. Status of CAR
5. Results of Internal Quality Audit
6. Schedule of ISO 9001:2015 Awareness Course
7. Engagement of External Auditors
8. Person/s responsible for the preparation of the QMS
9. Other QMS concerns

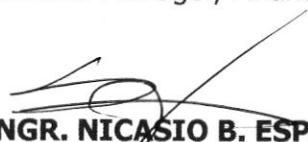
Approved:

  
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