

1.0 OBJECTIVES

1.1 To measure performance of the QMS, its ability to meet concessionaires' satisfaction and be able to determine where continual improvements can be made.

2.0 SCOPE

This procedure defines the sources of data, the method and frequency of collection, analysis and reporting including the responsibilities and authorities.

3.0 REFERENCES

- 3.1 ISO 9001:2015Section 9.1
- 3.2 Procedure for Management Review
- 3.3 Procedure for Complaint and Grievance

4.0 **RESPONSIBILITIES AND AUTHORITIES**

Management Representative, General Manager

5.0 **PROCESS**

- 5.1 Sources of Data
- 5.1.1 Customer satisfaction
 - a) Concessionaires' Evaluation
 - b) Minutes of the Meeting with Employees
 - c) Evaluation by the employees
 - d) Concessionaires' statistics (requested service, number of installation, etc.)

5.1.2 Conformity to concessionaire's requirements

- a) Concessionaire's Evaluation
- b) Concessionaire's representative meeting, if any
- 5.1.3 Industry trends including opportunities for action
 - a) LWUA's publications and new regulations
 - b) Government agencies memorandum, announcements, circulars
 - c) Network of information through affiliations or memberships



MONITORING AND MEASUREMENT PROCEDURE

Date prepared: December 27, 2016Date approved: December 29, 2016Effectivity Date: January 3, 2017Revision No.: 00Revision Date:Control No.: PM05-02

Reviewed by: Ricardo B. Perez -GM

Approved by: Danilo T. Castro-BOD Chairman

- 5.1.4 Risk Assessment
- 5.1.5 Suppliers
 - a) Other useful information from suppliers
- 5.1.6 Data Collection and Analysis
 - a) The Management Representative on annual basis will gather all data generated as a result of monitoring and measurement from other relevant sources referred but not limited to above.
 - b) The Management Representative will analyze collected data; identify problems that affect the overall performance of the company and the QMS using any problem-solving technique (e.g. cause-and-effect analysis such as fish bone or Ishikawa diagram, tree diagram, etc.).
 - c) The Management Representative will report to the General Manager the outcome of data analysis and recommend where continual improvements can be made using any statistical tool (e.g. Pareto's Principle for making priority improvements, etc.)
 - d) The General Manager will review and approve the recommendations for continual improvements which may include changes that could affect the QMS.

Any changes that could affect the QMS will also be discussed during the management review meeting. (Please see Procedure for Management Review)

5.2 Computation of Data

5.3.1 The passing grade for evaluation of suppliers and of all BWD assessment tool shall be carried out. Make a scale from 1-5; this scale shall have an equivalent interpretation

5.3.2 Scale for over-all rating

	e	
4.65-	equivalent to Excellent	
3.74.5-	equivalent to Very good	Passing grade
2.83.6-	equivalent to Good	
1.92.7	equivalent to Fair	
1 1.8	equivalent to Poor	



Procedure 05

MONITORING AND MEASUREMENT PROCEDURE

Date prepared : December 27, 2016 Date approved : December 29, 2016 Effectivity Date : January 3, 2017 : 00 Revision No. Revision Date : Control No. : PM05-03

Reviewed by: Ricardo B. Perez -GM

Approved by: Danilo T. Castro-BOD Chairman

HPS-LPS	Legend:
5-1=4	LPS-Lowest possible score
4/5=8	HPS-Highest possible score

(to get the interval of scale)

Formula: HPS-LPS/5

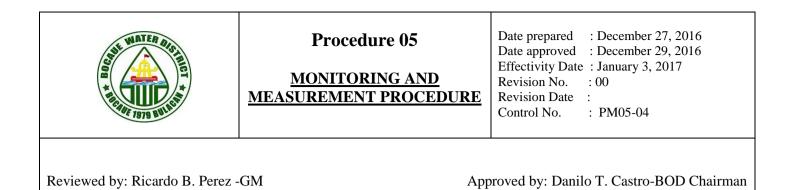
Highest possible score (HPS)-Lowest possible score (LPS) divided by the number of scale (usually 5)

To get the mean add the total score divided by the number of questions and you get the equivalent interpretation.

5.3 Quality Management System Effectiveness

BWD designed system in order to measure the effectiveness of its QMS. As for the exact measurement percentage in given to areas such as:

Criteria	Percentage
Concessionaires Satisfaction	20%
No. of Complaints Attended	20 %
Quality of water (Passing the Physical Chemical Test	15%
and Bacteriological Test)	
Percentage of risk reduced the likelihood	15%
Percentage of risk that occur	15%
Rating of OPCR, DPCR & IPCR	15%



Rating Scale

A. QUANTITY OF WORK

Various rating scales may be used for specific sets of measures. However, in general there shall be five-point rating scale (1 to 5), 5 being the highest and 1, the lowest.

Numerical Rating	Adjectival Rating	Description
5	Outstanding	Performance exceeding targets by 30% and above
		of the planned targets. Performance represents an
		extraordinary level of achievement and
		commitment in terms of quality and time, technical
		skills and knowledge, ingenuity, creativity and
		initiative
4	Very Satisfactory	Performance exceeding targets by 15% to 29% of
		the planned targets. Numerical Rating Adjectival
		Rating Description Performance exceeded
		expectations. All goals, objectives, and targets were
		achieved above the established standards.
	Satisfactory	Performance 100% to 114% of the planned targets.
3		Performance met expectations in terms of quality of
		work, efficiency and timeliness. The most critical
		annual goals were met.
2	Unsatisfactory	Performance of 51% to 99% of the planned targets.
		Performance failed to meet expectations in terms of
		quality work, efficiency and timeliness. The most
		critical goals were not met.
	Poor	Performance failing to meet the planned targets by
1		50% or below. Performance was consistently below
		expectations, and/or reasonable progress toward
		critical goals was not made. Significant
		improvement is needed in one or more important
		areas

The 130% and above range for Outstanding rating and the 50% and below range for Poor rating are based on the ranges prescribed under CSC Memorandum Circular No 13, s. 1999. The 90% to 114% range for Satisfactory rating is based on Executive Order No. 80, s. 2012 (Directing the Adoption of a Performance-Based Incentive System for Government Employees).



Procedure 05

MONITORING AND MEASUREMENT PROCEDURE

Date prepared: December 27, 2016Date approved: December 29, 2016Effectivity Date: January 3, 2017Revision No.: 00Revision Date:Control No.: PM05-05

Approved by: Danilo T. Castro-BOD Chairman

Reviewed by: Ricardo B. Perez -GM

A. TIMELINESS

Numerical Rating **Adjectival Rating** Description Outstanding Task Completed within the first 30% or more of the 5 time before the deadline or scheduled time of completion Task completed ahead of the planned time by 30% for non-routine duty Very Satisfactory Task Completed in 15-29% of the time before the 4 deadline or scheduled time of completion Task completed ahead of the planned time by 15-29% for non-routine duty Task Completed on the deadline or up to 14% of Satisfactory 3 the time before the deadline or scheduled time of completion Task completed on deadline or planned time or earlier but not more than 14% for non-routine duty 3 reminders issued by rated for repetitive/routine duty Task completed 51-99% of the time after the 2 Unsatisfactory deadline or scheduled date of completion Task completed after the deadline or planned time by 51% to 99% 4 or 5 reminders issued by rated for repetitive/routine duty Poor Task not accomplished at all or completed 50 or 1 more of the time after the deadline or scheduled date of completion Task not completed after the deadline or planned time by 50% or more for non-routine duty 6 or more reminders issued by rated for repetitive/routine duty



Procedure 05

MONITORING AND MEASUREMENT PROCEDURE

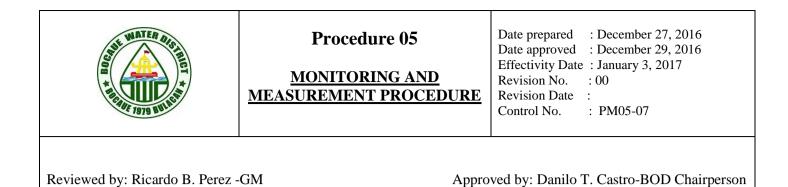
Date prepared
Date approved: December 27, 2016
: December 29, 2016Effectivity Date
Effectivity Date: January 3, 2017Revision No.
Revision Date: 00Control No.: PM05-06

Reviewed by: Ricardo B. Perez -GM

Approved by: Danilo T. Castro-BOD Chairman

A. QUALITY OF WRITTEN WORK

Numerical Rating	Adjectival Rating	Description
5	Outstanding	No mistakes or deficiency; every aspect of work assignment well covered; clearly presented; well organized; No lapse in grammar or errors in content
4	Very Satisfactory	One or two minor errors or deficiencies; work in accordance with instructions; clearly presented; well organized; 1 or 2 errors in grammar or errors in content
3	Satisfactory	One or two minor errors or deficiencies; work in accordance with instructions; clearly presented; well organized; 3 lapses errors in grammar or errors in content
2	Unsatisfactory	One or two major errors or deficiencies; major revision needed 4 or 5 lapses errors in grammar or errors in content
1	Poor	Work nor acceptable; needs total revision;5 or more lapses in grammar or errors in content



A. QUALITY OF NON-WRITTEN WORK

Numerical Rating	Adjectival Rating	Description
5	Outstanding	Excellent results; all aspects of work assignment
		thoroughly covered;
		No mistake in performing the duty
4	Very Satisfactory	One or two minor errors in the execution of work
		assignment results still very good
	~	
2	Satisfactory	More than two minor errors or deficiencies in the
3		execution of work assignment; results are
		acceptable;
		3 mistakes in performing the duty
2	Unsatisfactory	One major errors or deficiencies that can be
	Chistanshactory	overcome with help from supervisor
		4 or 5 mistakes in performing the duty
	Poor	Haphazard or careless execution or work
1		assignment; unacceptable results;
		6 or more mistakes in performing the duty



<u>MONITORING AND</u> <u>MEASUREMENT PROCEDURE</u>

Date prepared: December 27, 2016Date approved: December 29, 2016Effectivity Date: January 3, 2017Revision No.: 00Revision Date:Control No.: PM05-08

Reviewed by: Ricardo B. Perez -GM

Approved by: Danilo T. Castro-BOD Chairperson

Rating Computation

At the end of the rating period, the supervisor and employee accomplish the IPCR form by filling up all the necessary columns.

a. Individual employee (ratee) determines accomplishment based on target for each key performance measure

b. Supervisor and employee rate each accomplishment by comparing the target against the accomplishment.

c. Compute for the percentage of accomplishment for each quantitative target using the following formula:

Percentage of Accomplishment =
$$\underline{Accomplishment} \times 100$$

Target
Example: $\underline{4} \times 100 = 133\%$

d. Determine the point score using the level of performance.

e. Add all the scores under Quality, Efficiency, and Timeliness and divide by numbers of entries to get the Average Point Scores.

f. Add all the Average Point Scores and divide by number of entries to get the Final Average Rating. g. Determine the Final Numerical Performance Rating and Adjectival Rating.

6 DOCUMENTED INFORMATION

- 6.1 Concessionaire's Evaluation
- 6.2 Meeting Minutes
- 6.3 Supplier's Evaluation
- 6.4 Training Evaluation

