



QUALITY MANAGEMENT MANUAL

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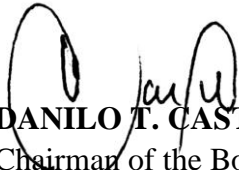
Reviewed by: Ricardo B. Perez-GM

Approved by: Danilo T. Castro-BOD-Chairman

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Signed:



DANILO T. CASTRO
Chairman of the Board


CONRADO G. DE GUZMAN
Vice-Chairman


BOY LEONCIO R. DELA CRUZ
Secretary


ROSA VICTORIA D. JUAN
Member


ATTY. PETER CHRISTOPHER A. GONZALES
Member


ENGR. RICARDO B. PEREZ
General Manager



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1.0 INTRODUCTION

Quality Manual

This Quality Manual demonstrates and documents the quality policy of **Bocaue Water District** with its commitment of conforming to the current version of ISO 9001 standard thus focuses in providing and maintaining a clean, safe and potable water with deliverance of quality service on the concessionaires.

In July 06, 1979, Bocaue Water District was born and took over the operation of the system, assumed all the responsibilities in providing adequate and safe water supply and efficient services to its consumers. Upon the issuance of the Certificate of Conditional Conformance (CCC) No. 086 on August 6, 1979 by the Local Water Utilities Administration (LWUA), technical assistance was extended to the WD starting from a Mini-Loan of P245,000.00 for its initial improvement under the Interim Demonstration Program (IDP), awaiting another IIP Loan (Funded by USAID through LWUA) which was granted after Feasibility Study prepared by LWUA Engineers and their foreign consultants. IIP was started on September 1982 and was completed on June 1983 costing almost P5,000,000.00 The said project covered 15.75 km. extension pipelines 3.5 km. pipe replacement, rehabilitation of two (2) old pumps, maintenance of chlorinating machines, activation of 14 fire hydrants and construction of one (1) major well which was located in a lot in Tambubong, Bocaue, Bulacan.

At this point, BWD was able to service fourteen (14) barangays, Because of some technical problems; the expected production for the said well did not materialize. Eventually, management targets were not realized, especially the expected number of concessionaires it should serve. Still, Water District must find other ways and means to improve the water pressure and continue serving the rest of the town of Bocaue.

Through the years, additional pumping stations were drilled and constructed in order to augment the water supply capacity of the District considering its increasing number of concessionaires. The District is currently serving eighteen (18) out of nineteen (19) Barangays in Bocaue.



Figure 1: BWD Logo



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	Pumping	Lot area	Date of Operation	Project cost	Source of Fund
1.	Azicate P.S	166 sq.m.	01 April 2004	P 2,000,000	* BWD- ICG
2.	Bambang-NIA	150 sq.m.	08 January 2005	2,200,000	BWD-ICG
3.	Bagumbayan P.S	50 sq.m.	08 June 2005	2,500,000	BWD-ICG
4.	Turo-By-Pass	361 sq.m.	16 October 2006	7,000,000	BWD-ICG
5.	Duhat 1 P.S	141 sq.m.	10 October 2007	7,000,000	BWD-ICG
6.	Taal P.S	200 sq.m.	02 September 2008	6,800,000	BWD-ICG
7..	Duhat 2 P.S	250 sq.m.	03 July 2009	5,000,000	P5.0 M-LWUA LOAN
8.	Lolomboy P.S	Rental	12 August 2009	1,700,000	BWD-ICG
9.	Taal 2 P.S	300 sq.m.	03 March 2010	7,000.000	LWUA/NLIF
10.	Igulot P.S	150 sq.m.	09 August 2010	10,000.000	LWUA/NLIF
11.	Bunducan P.S	250 sq.m.	11 September 2011	10,000,000	DBP LOAN
12.	Bunducan 2 P.S	150 sq.m.	07 November 2012	4,000,000	BWD-ICG
13.	Taal 3 P.S	249 sq.m.	13 April 2013	6,000,000	BWD-ICG



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As the **PERFORMANCE PLEDGE** of the officials and employees of Bocaue Water District commit to provide efficient, reliable and adequate supply of potable water, BWD designed a management system documented in this manual for the purpose of defining and describing the **BWD** quality system, defining authorities and responsibilities of the management personnel involved in the operation of the system, and to provide general procedures for all activities comprising the quality system. Another purpose of this manual is to present the quality system to our interested parties, and to inform them what specific controls are implemented at **BWD** to assure the quality of product and services.

All divisions will be provided with the soft copy of manual which will be accessible to all employees under the division. Hard copy of the documents shall be maintained under the custody of General Manager. Whenever revisions have been carried out, the revised copy shall be forwarded to the Document Controller for the revision of all soft copy manuals. It is expected that all employees know and do adhere to the instructions, procedures and guidelines and all other job-governing documents in the management system.

1.1 BWD'S MISSION STATEMENT

To provide an adequate supply of potable water that meets the demand of all the consumers within the municipality.

1.2 BWD'S VISION STATEMENT

To be a reliable, self-reliant and most valued water service provider



QUALITY MANAGEMENT MANUAL

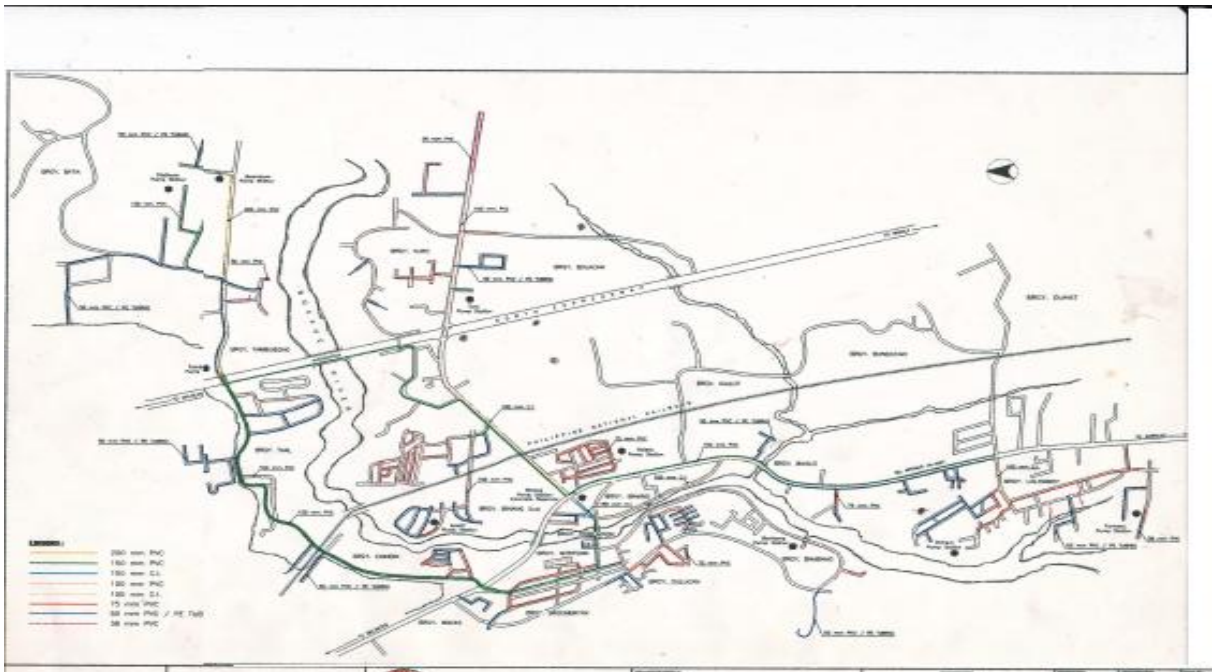
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2.0 SCOPE

Scope of BWD QMS of “**Providing Water Services to Concessionaires in the Municipality of Bocaue**” taking into consideration its external and internal issues such as the Regulatory Requirements of LWD to include the LWUA, NWRB, OGCC, DOH, COA, DBM, CSC; the strategies to achieve the policies and objectives; the relationship with BWD’s personnel and BOD including external providers; the resources and knowledge; assets; standards and guidelines including information system; other government regulations; LWD’s competitors and other technology that may affect the district.



2.1 Application

BWD has applied all the requirements of the new version of **ISO 9001** as generally described in this Quality Manual. These applied requirements are found suitable by the BWD for its rendered services related to water utilities.

2.2 References

- ISO 9001:2015; QMS- Requirement



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3.0 TERMS AND DEFINITIONS

The terms and definitions given in the **new version of ISO 9001** apply. Other acronyms and terminologies used in the QMS manuals are also defined.

TERM	DEFINITION
BWD	Bocaue Water District
BAC	Bids and Awards Committee
Calibration	Setting or correcting of a measuring device or base level, usually by adjusting it to match or conform to a dependably known and unvarying measure
Contract	Binding agreement
COA	Commission on Audit
Commercial	The use of water for the ordinary exercise of any commercial business, such as stores, restaurants, public eating establishments, laundry, cinema houses, hotels, private hospitals dormitories, and the like and the use of water by private operators within the district private consumers
Concessionaires	BWD customers
Corrective Action	Action to eliminate the cause of a detected Nonconformity
CSC	Civil Service Commission
Customer	Herein referred to as the concessionaires
DBM	Department of Budget and Management
	Information required to be controlled and

Documented Information	maintained by BWD and the medium on which it is contained. Herein referred to as the QMS Manuals
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TERM	DEFINITION
Interested Party	Person or BWD that can affect, be affected by, perceived themselves to be affected by, or perceived themselves to be affected by a decision or activity
Involvement	Engagement in, and contribution to shared objectives
Innovation	Process resulting in a new or substantially changed object
Information System	Network of communication channels used within BWD
ISO	International Organization for Standardization
Internal Customer	Herein referred to as the BOD and BWD employees
Nonconformity	Non-fulfillment of a requirement
NWRB	National Water Resources Board
OGCC	Office of the Government Corporate Counsel
BWD	Herein referred to as the company or the Bocaue Water District
Object	Anything perceivable or conceivable. For the purpose of innovation can be: management system, a process, a product, a service or technology
Product	Applies to the product intended for or required by potable water. Also herein referred as the resulting output of a product realization process
Performance Indicator	BWD's SPMS procedure



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TERM	DEFINITION
Records	A special type of document that provides evidence of conformity to requirements and of the effective operation of the QMS
Service	Herein referred to as the activities carried out for
Supplier/Provider	Person or BWD that provides a product or a service
Standard	Herein referred to as the applied International Standard, the new version of ISO 9001
Strategy	Planned activities to achieve an objective
WASH	Water, Sanitation and Hygiene
WSP	Water Safety Plan



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4 Context of the BWD

4.1 Understanding the BWD and its context

Reference

- New Version ISO 9001 Section 4 – 4.1

Scope

BWD 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) which is to provide adequate supply of potable water including the effectiveness of its quality management system.

BWD's internal issues can include the following:

- Regulatory requirements
- Strategies to achieve BWD's policies and objectives
- Relationship with its staff and BOD, including suppliers/external providers
- Resources and knowledge (e.g. capital, people, processes and technologies)
- Water Safety Management System
- Assets
- Product or service
- Standards, guidelines and models adopted by BWD
- Information systems


Responsibility

- Office of the General Manager
- Division Managers

Documentations

- Procedure for Documented Information
- Quality Policy and Objectives
- Regulatory Requirements

- WSP
- Standards
- Guidelines

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4.2 Understanding the needs and expectations of interested parties

Reference

- New Version ISO 9001 Section 4.2

Scope

BWD shall determine:

- a) The interested parties that is relevant to the quality management system to include the following:
 - Concessionaires
 - Employees
 - Board of Directors
 - Government agencies such as but not limited to: LWUA, COA, BIR, CSC, DBM, GSIS, HDMF, PhilHealth, OGCC and PCW
 - Municipality of Bocaue and its barangay
 - Other non-governmental organizations PAWD, CLAWD and BAWD
- b) The requirements of these interested parties that are relevant to the quality management system.

BWD monitors and review information about these interested parties and their relevant requirements.

Responsibility

- Office of the General Manager
- Division Managers

Documentations

- Procedure for Documented Information
- Requirements of Interested parties



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4.3 Determining the scope of the quality management system

Reference

- New Version ISO 9001 Section 4.3

Scope

BWD determines the boundaries and applicability of the quality management system to establish its scope.

When determining this scope, the BWD considers the following:

a) External and internal issues.

a.1 External issues of BWD which include the following:

- Government regulations and changes in the law
- The BWD's competition on the supply of water services
- Events that may affect BWD's image
- Changes in technology

a.2 Internal issues of the district include BWD's approach to governance, its contractual relationships with customers, and its interested parties. Things that need to be considered that are related to the culture, beliefs, values, or principles inside BWD, as well as complexity of processes and BWD's organizational structure.

b) Requirements of relevant interested parties.


c) Products and services of BWD.

Responsibility

- Office of the General Manager
- Division Managers

Documentations

- Procedure for Documented Information
- Regulatory requirements

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4.4 Quality management system and its process

Reference

- New Version ISO 9001 Section 4.4- 4.4.2

Scope

4.4.1 BWD establishes, implements, maintains and continually improves a quality management system, including the processes needed and their interactions, in accordance with the requirements ISO 9001:2015

BWD determines the processes needed for the quality management system and their application throughout the BWD, and shall:

- a) Determines the inputs required and the outputs expected from these processes;
- b) Determines the sequence and interaction of the processes;
- c) Determines and apply the criteria and methods (including monitoring, measurements, and related performance indicators) needed to ensure the effective operation and control of these processes;
- d) Determines the resources needed for these processes and ensure their availability;
- e) Assign the responsibilities and authorities for these processes;
- f) Address the risks and opportunities as determined
- g) Evaluate these processes and implement any changes needed to ensure that these processes achieve their intended results;
- h) Improves the processes and the quality management system

4.4.2 To the extent necessary, the BWD shall:


- a) Maintains documented information to support the operation of its processes;
- b) Retains documented information to have confidence that the processes are being carried out as planned.

Responsibility

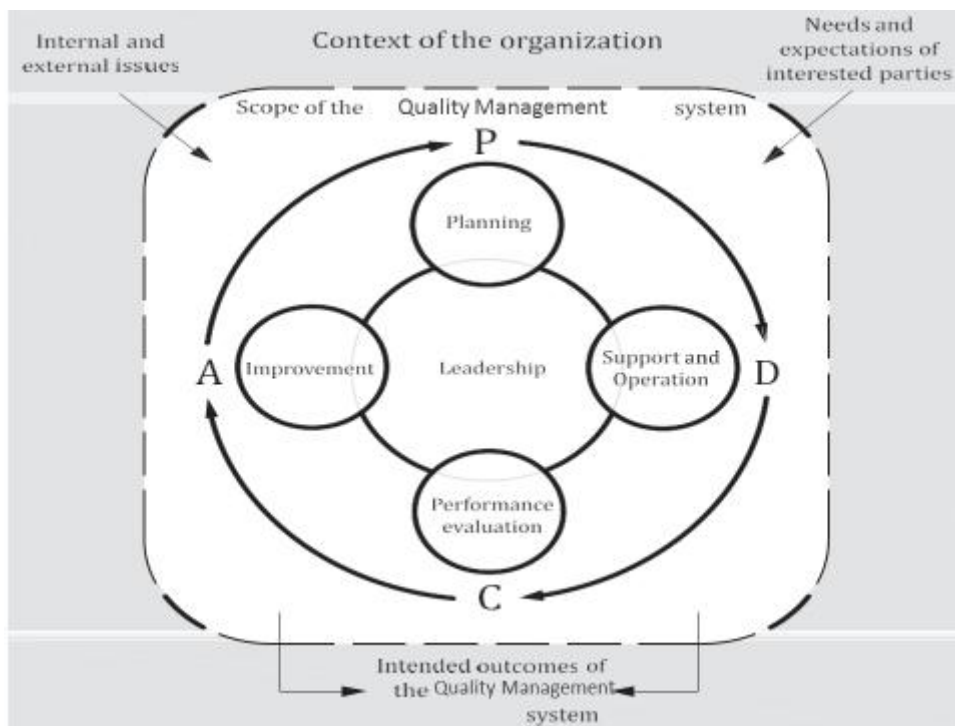
- Office of the General Manager
- Division Managers

Documentations

- Procedure for Documented Information
- QMS

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The organization adopts the framework in establishing the Quality Management System.





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5 Leadership

5.1 Leadership and commitment

Reference

- New Version ISO 9001 Section 5- 5.1

Scope

BWD's Top management which comprises the General Manager and Board of Directors demonstrate leadership and commitment with respect to the quality management system by:

- a) Taking accountability for the effectiveness of the quality management system;
- b) Ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the next context and strategic direction of the BWD;
- c) Ensuring the integration of the quality management system are available;
- d) Communicating the importance of effective quality management and of conforming to the quality management system requirements.
- e) Ensuring that the quality management system achieves its intended results;
- f) Engaging, directing and supporting persons to contribute to the effectiveness of the quality management system;
- g) Promoting improvement;
- h) Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.


As part of BWD's commitment and leadership, BWD's Top Management assigned responsibilities and authorities to address the functions of the BWD's personnel. This is to define the roles of each employee and how these roles shall contribute to the effective implementation of BWD's Quality Management System.

Responsibility

- BOD
- Office of the General Manager
- Division Managers

Documentations

- Procedure for Documented Information
- Job description
- QMS

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5.1.2 Concessionaires focus

Reference

- New Version ISO 9001 Section 5.1.2

Scope

BWD's Top Management shall demonstrate leadership and commitment with respect to concessionaires focus by ensuring that:

- a) Concessionaires and applicable statutory and regulatory requirements are determined, understood and consistently met;

All requirements set forth by the statutory and regulatory body of BWD were adhered. Clean, safe and potable water are required by the concessionaire's thus regular Bacteriology testing, Physical and Chemical Testing including the monitoring of Chlorine residual were regularly performed by BWD.

- b) The risks and opportunities that can affect conformity of products and services and the ability to enhance concessionaires satisfaction are determined and addressed;

BWD maintained the Water Safety Plan as part of the Risk Management of the district. Under the Water Safety Plan, all possible problem areas are address as to prevent the district from non-compliance on the requirement of the concessionaires and the regulatory body.

- c) The focus on enhancing concessionaire's satisfaction is maintained.


BWD performs concessionaire's satisfaction survey as to monitor and check the level of satisfaction of the concessionaires on the performance of the District using the Form Concessionaire's Satisfaction Survey

Responsibility

- BOD
- Office of the General Manager
- Division Managers

Documentations

- Procedure for Documented Information
- Concessionaire's Satisfaction Survey
- Bacteriological Test Result
- Phy-Chem Test Result
- WSP

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5.2 Policy

5.2.1 Establishing the quality policy

Reference

- New Version ISO 9001 Section 5.2-5.2.2

Scope


BWD's Top management shall establish, implement and maintain a quality policy that:

- a) Is appropriate to the purpose and context of the BWD and supports its strategic direction
- b) Provides a framework for setting quality objectives;
- c) Includes commitment to satisfy applicable requirements;
- d) Includes a commitment to continual improvement of the quality management system.

QUALITY POLICY

BOCAUE WATER DISTRICT, a reliable, self-reliant and most valued water service provider is fully committed to provide adequate supply of potable and affordable water that meets concessionaires and other interested parties satisfaction including compliance on all applicable statutory and regulatory requirements and its commitment to the effectiveness and continual improvement of the Quality Management System.

(Detailed quality objectives are written in Form No. QMS 16 to include the IPCR & DPCR)

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This Quality Policy shall be disseminated to all employees. Quality is the responsibility of everyone in the Company and compliance with the quality management system is mandatory and binding upon all the employees. In this regard, all personnel are required to read, understand and implement the Quality Policy and the QMS.

Responsibility

- BOD
- Office of the General Manager
- Division Managers

Documentations

- Procedure for Documented Information
- BWD's Quality Policy
- BWD's Quality objectives



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5.2.2 Communicating the quality policy

Reference

- New Version ISO 9001 Section 5.2.2

Scope

BWD's Top Management ensures that the responsibilities and authorities for relevant roles are assigned, communicated and understood within the BWD.

BWD'S TOP MANAGEMENT

Mr. Danilo T. Castro
Chairman

**Arch. Conrado G. De
Guzman, Jr.**
Vice-Chairman

**Mr. Boy Leoncio R. Dela
Cruz**
Secretary

Ms. Rosa Victoria DC. Juan
Member

**Atty. Peter Christopher A.
Gonzales**
Member

Eng'r. Ricardo B. Perez
General Manager



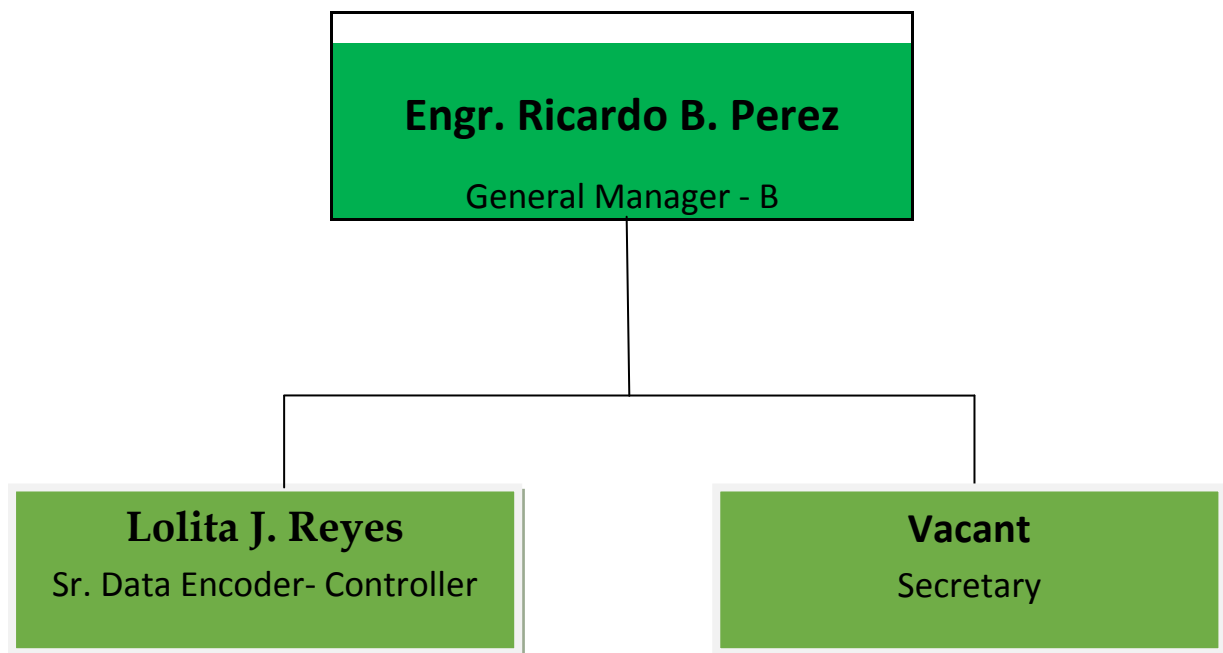
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OFFICE OF THE GENERAL MANAGER





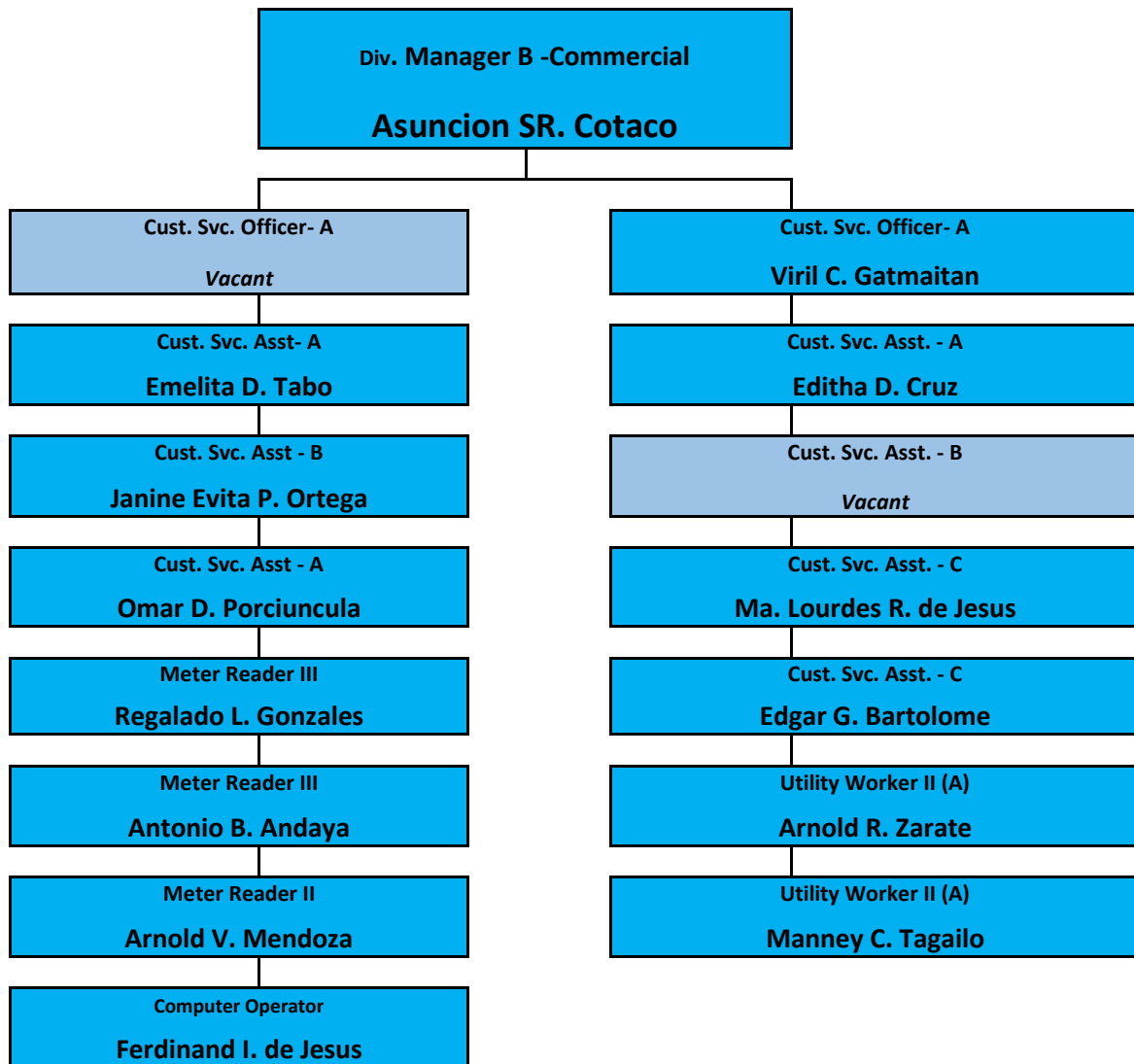
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COMMERCIAL DIVISION





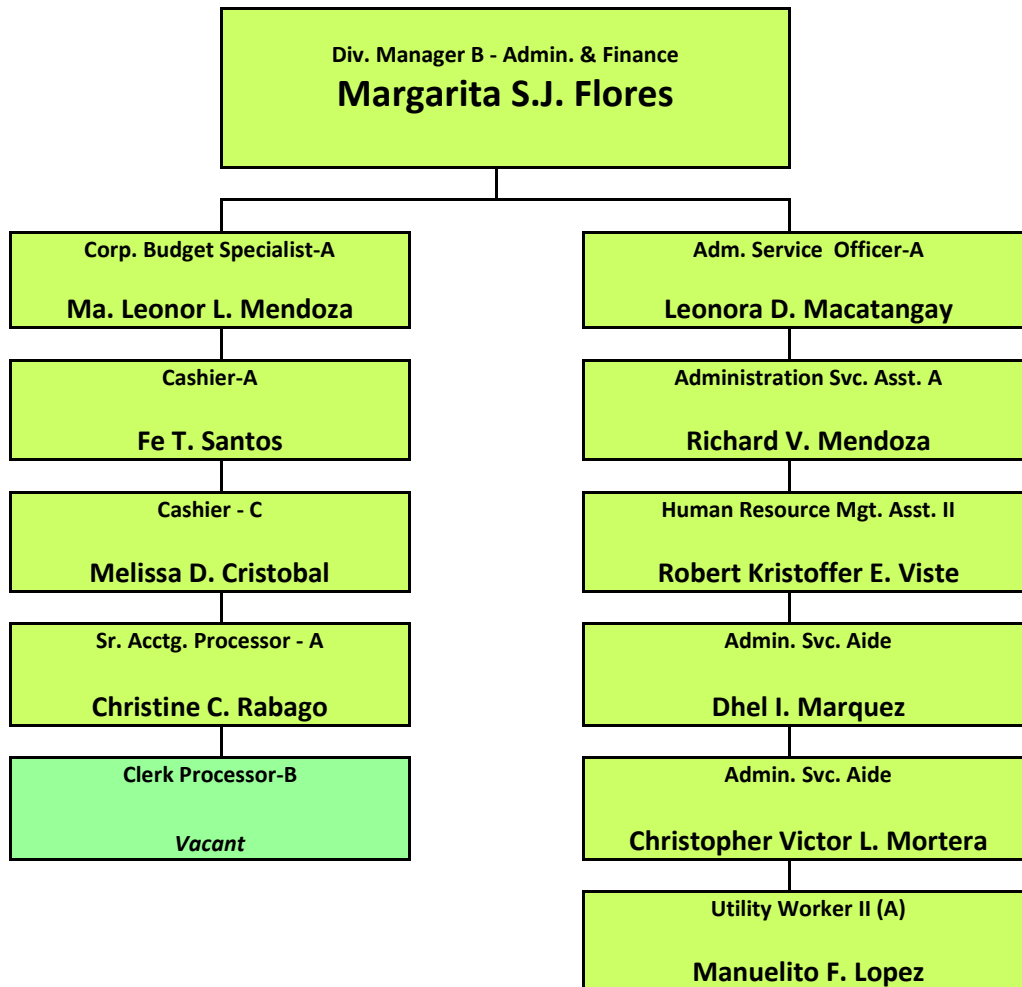
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ADMINISTRATIVE AND FINANCE DIVISION





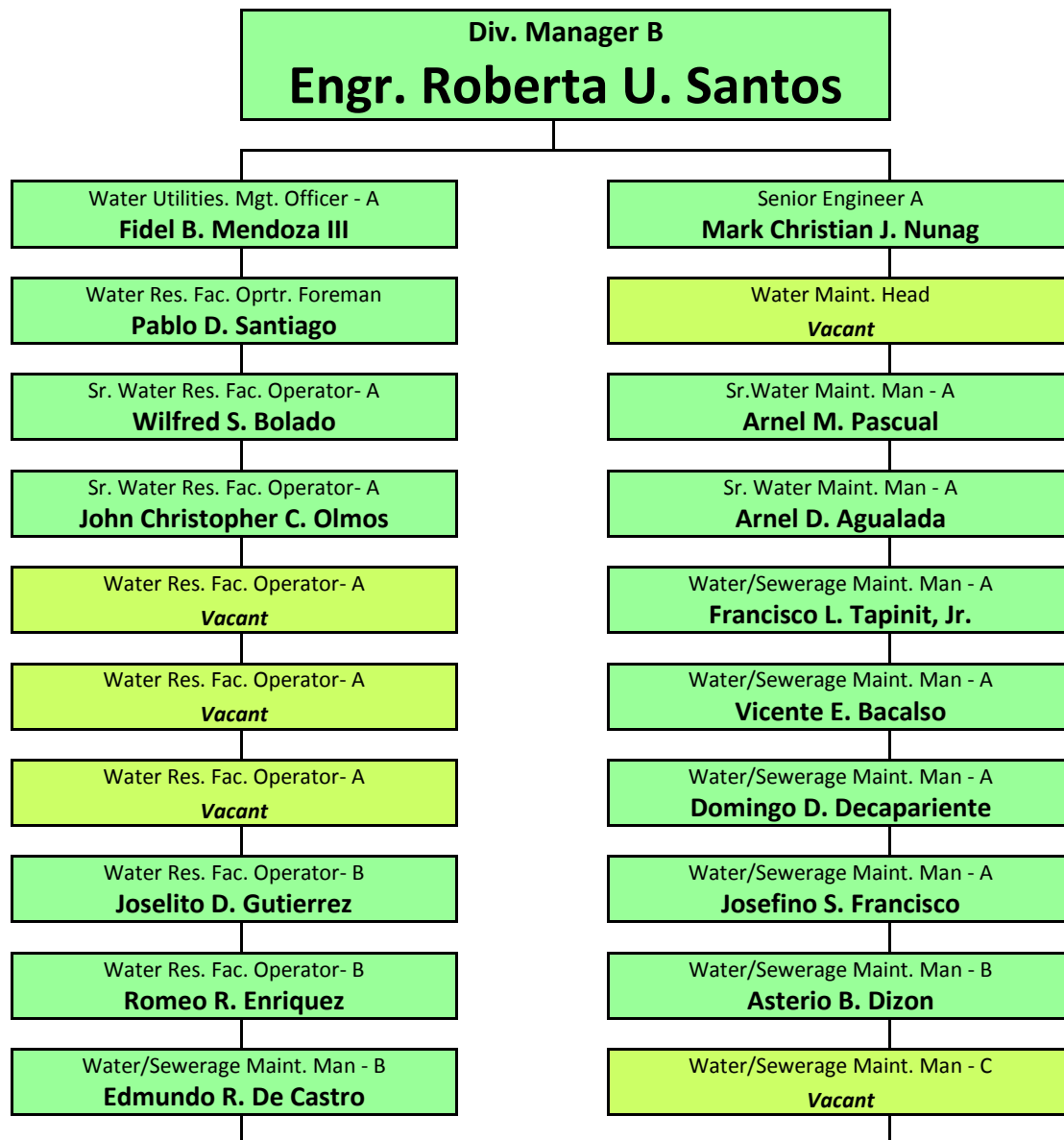
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PRODUCTION AND ENGINEERING DIVISION




Water/Sewerage Maint. Man-C
Vacant

Utility Worker II (A)
Norberto D. Salsona

Utility Worker II (A)
Lloyd A. Castillo

Utility Worker II (A)
Pacifico P. Cabral

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DUTIES AND REPONSIBILITIES

A. Board of Directors is a policy making body. Ensures the availability of adequate financial resources and approves annual budget.

B. General Manager shall exercise over-all operational control over the following duties:

1. Regular conduct of staff and committee meetings;
2. Preparation of agenda for Board Meeting;
3. Implementation of agency's policies, rules and regulations;
4. Participation in district's activities with other WDs.
5. Represent BWD with other private and public entities such Maynilad, Manila Water, Luzon Clear Water, etc.


The General Manager has **the ultimate decision-making authority** in all matters affecting the district.

C. Administrative and Finance Division is responsible for general service and collection & disbursement of funds. It is in-charge of the procurement; assists in the implementation of special projects program. Also responsible for the recruitment and retention of highly qualified employees for the agency. It is also responsible for the recording and summarizing of financial transactions, preparation of Financial Reports and Inventory Management. Also responsible for the Budget Preparation and assist in allocation and distribution of budgets as wells as monitoring the budget performance.

The Division Manager of **Administrative and Finance Division** shall exercise operational control over the following duties:

1. Preparation of Financial statements;
2. Preparation of statement of Bank Reconciliation;

3. Preparation of Creation, Reclassification and upgrade of Positions;
4. Preparation and updating of PPE Depreciation Schedule;
5. Preparation of Annual Budget;
6. Conduct of in-house training;
7. Preparation and release of Payroll;
8. Meet BIR deadlines;
9. Preparation and submission of Alphalist of withholding taxes, annual registration fee & Income Tax Return (ITR);
10. Preparation of Disbursement Voucher;
11. Liquidation of Cash Advance;
12. Report of Monthly remittances and loan payment;


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13. Preparation and payment of BIR, GSIS, HDMF, Philhealth and LWUA;
14. Reports of daily Collection and Deposit;
15. Deposits of cash and check collections;
16. Administration of Petty Cash Fund;
17. Release of checks;
18. Maintenance of 201 files;
19. Submission of SALN;
20. Updating leave records;
21. Preparation and submission of Report on Salaries and Allowances (ROSA) received by principal officers and governing board of Directors to Commission on Audit (COA);
22. Quarterly report submission of: "Mamamayan Muna Program" (MMP), Report on Accession; Report on Separation;
23. Issuance of "Acknowledgement Receipt of Equipment" (ARE) Semi expendable and Non-expendable property;
24. Preparation of Purchase Order/Request;
25. Preparation of procurements
26. Issuance of materials and supplies
27. Physical count of inventory
28. Submission of Inspection and Acceptance Report (IAR);
29. Delivery of Documents to outside public.

D. Commercial Division provides concessionaires services to the concessionaires/client. Responsible for billing and collection of water sales of the district. It is divided into two sections.

The Division Manager of **Commercial Division** shall exercise operational control over the following duties:

1. Processing of Applications for: New water service connections, change name, maintenance & inspection order;
2. Issuance of Official Receipts/ Water Bill
3. Submission of Schedule of Accounts Receivable;
4. Submission of Collection Report;
5. Issuance of order on high water consumption.

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E. Engineering and Technical Service Division is responsible for the management of the water systems maintenance operations; and management of production and water distribution operations.

F. Water System Maintenance Section is responsible for the installation of new service connections. Attending to the repairs and maintenance of water distribution lines; and performing of major and minor plumbing services. In-charge in water system project implementation and constructions. Responsible for the water maintenance and disconnection and reconnection of service lines.


The Senior Engineer A under the **Maintenance Section** shall exercise operational control over the following duty:

1. Water meter relocation;
2. Repair/Calibration of water meter due to blurred, stuck-up or damage;
3. Repair of the main or distribution line;
4. Repair of service line or meter stand pipe leak;
5. Installation of new water service connections.
6. Conduct of network flushing activity;
7. Report on Non-Revenue Water (NRW) or unaccounted water per cubic meter.
8. Disconnection at Service Line and Taping Point.

G. Production Section is responsible for the pumping operations and water distributions. Monitors the water quality. In-charge for the pumping facilities maintenance management, gathering and keeping of data analysis.

The Water Utilities Management Officer A under **Production Section** shall exercise operational control over the following duties;

1. Collection of water samples for Bacti-Testing & Heterological Plate Count (HPC) on monthly basis.
2. Collection of water Supply for chemical and physical testing of water samples from all pumping stations;

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3. Operation of Chlorination equipment;
4. Maintenance of Installation of electrical wiring;
5. Operation and maintenance of Generators.

BWD's Top Management assigns the office of the General Manager whose has the responsibility and authority for:


- a) Ensuring that the quality management system conforms to the requirements of this International Standard;
- b) Ensuring that the processes are delivering their intended outputs;
- c) Reporting on the performance of the quality management system and on opportunities for improvement, in particular to top management;
- d) Ensuring the promotion of concessionaires focus throughout the BWD;
- e) Ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

Responsibility

- Office of the General Manager
- Division Managers
- PSB

Documentations

- Procedure for Documented Information
- QMS
- Job Description
- Concessionaires

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6 Planning

6.1 Actions to address risks and opportunities

Reference

- ISO 9001:2015 Section 6 -6.1.2

Scope

6.1.1 BWD consider the external and internal issues and the requirements of the interested parties and determine the risks and opportunities that need to be addressed to:

- a) Give assurance that the quality management system can achieve its intended result(s);
- b) Enhance desirable affects;
- c) Prevents, or reduce, undesired effects;
- d) Achieve improvement.

BWD has adopted the Water Safety Plan as to address and risk and opportunities.


6.1.2 BWD ensures the planning for:

- a) Actions to address these risks and opportunities;
- b) How to:
 - 1) Integrate and implement the actions into its quality management system processes
 - 2) Evaluate effectiveness of these actions.

Actions taken to address risks and opportunities shall be proportionate to the potential impact on the conformity of adequate supply of potable water.

BWD'S Options to address risks can include avoiding risk, taking risk in order to pursue an opportunity, eliminating the risk source, changing the likelihood or consequences, sharing the risk, or retaining risk by informed decision.

BWD'S opportunities can lead to the adoption of new practices, additional well development, addressing new concessionaires, consideration of privatization, using new technology and other desirable and viable possibilities to address the BWDs or its concessionaire's needs.

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Responsibility

- Office of the General Manager
- Division Managers
- WSP COMMITTEE

Documentations

- Procedure for Documented Information
- WIM- WSP



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6.2 Quality objectives and planning to achieve them

Reference

- ISO 9001:2015 Section 6.2-6.2.2

Scope

6.2.1 BWD establishes quality objectives at relevant functions, levels and processes needed for the quality management system.

BWD's quality objectives shall:

- a) Be consistent with the quality policy;
- b) Be measurable;

- c) Take into account applicable requirements;
- d) Be relevant to conformity of adequate supply of potable water and to enhancement of concessionaire's satisfaction;
- e) Be monitored;
- f) Be communicated;
- g) Be updated as appropriate.


BWD shall ensure that quality objectives including those needed to meet concessionaires/internal customers' requirements are established at relevant levels within the BWD.

Documented information on quality objectives shall be established by BWD.

6.2.2 When planning how to achieve its quality objectives, the BWD shall determine:

- a) What will be done?
- b) What resources will be required?
- c) Who will be responsible?
- d) When will be completed;
- e) How the results will be evaluated.

Quality objectives of BWD shall be reflected on the OPCR, DPCR, and IPCR.

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Responsibility

- Office of the General Manager
- Division Managers

Documentations

- Procedure for Documented Information
- IPCR
- DPCR
- OPCR



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6.3 Planning of changes

Reference

- ISO 9001:2015 Section 6.3

Scope

BWD determines the need for changes to the Quality Management System, the changes shall be carried out in a planned manner.

BWD shall consider:


- a) The purpose of the changes and their potential consequences;
- b) The integrity of the quality management system;
- c) The availability of resources;
- d) The allocation of reallocation of responsibilities and authorities.

Responsibility

- BOD
- Office of the General Manager
- Division Managers

Documentations

- Procedure for Documented Information
- QMM

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7 Support

7.1 Resources

7.1.1 General

Reference

- ISO 9001:2015 Section 7-7.1.3

Scope

BWD determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system.

- a) The capabilities of, and constraint on, existing external resources;
- b) What needs to be obtained from external providers?


7.1.2 People

BWD determines and provides the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes. In accordance with Civil Service Commission Guidelines, BWD maintains Procedure that would guide BWD in handling its employees (Procedure for Resource Management)

7.1.3 Infrastructure

BWD determines, provides and maintains the infrastructure necessary for the operation of its processes and to achieve conformity of adequate supply of potable water. BWD's infrastructure includes:

- a) Building and associated utilities;
- b) Equipment, including hardware and software;
- c) Transportation resources;
- d) Information and communication technology.

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7.1.4 Environment for the operation of processes

BWD determines, provides and maintains the environment necessary for the operation of its processes and to achieve conformity of adequate supply of potable water. BWD provides a suitable environment that can be a combination of human and physical factors, such as:


- a) Social (e.g. non-discriminatory, calm, non-confrontational);
- b) Psychological (e.g. stress-reducing, burnout prevention, emotionally protective);
- c) Physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise).

Responsibility

- Office of the General Manager
- Division Managers

Documentations

- Procedure for Documented Information
- Procedure for Resource Management

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7.1.5 Monitoring and measuring resources

7.1.5.1 General

Reference

- ISO 9001:2015 Section 7.1.5 -7.1.5.1

Scope

BWD determines and provides the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of the supply of water to requirements.

BWD ensure that the resources provided:

- Are suitable for the specific type of monitoring and measurement activities being undertaken;
- Are maintained to ensure their continuing fitness for their purpose.


BWD retain appropriate documented information as evidence of fitness for a purpose of the monitoring and measurement resources.

Responsibility

- Office of the General Manager
- Engineering Division Manager
- Commercial Division Manager

Documentations

- Procedure for Documented Information
- Procedure for Testing and Inspection
- Procedure for Service Request

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7.1.5.2 Measurement traceability

Reference

- ISO 9001:2015 Section 7.1.5.2

Scope

BWD considers measurement traceability is a requirement as an essential part of providing confidence in the validity of measurement results, measuring equipment shall be:

- a) Calibrated or verified, or both, a specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standard exist, the basis used for calibration or verification shall be retained as documented information;
- b) Identified in order to determine their status;
- c) Safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.

BWD determines if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose, and shall take appropriate action as necessary.

All water meter shall be calibrated prior to issuance. A mother meter shall be the basis of the calibration for all issued meters. Request for Calibration by the concessionaires shall be patterned on the calibrated mother meter.

Responsibility

- Office of the General Manager
- Engineering Division Manager
- Commercial Division Manager

Documentations

- Procedure for Documented Information
- Procedure for Testing and Inspection
- Procedure for Service Request



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7.1.6 Organizational knowledge

Reference

- ISO 9001:2015 Section 7.1.6

Scope

BWD determines the knowledge necessary for the operation of its processes and to achieve conformity of adequate supply of potable water. This knowledge shall be maintained and be made available to the extent necessary.

When addressing changing needs and trends, BWD consider its current knowledge and determines how to acquire or access any necessary additional knowledge and required updates.

BWD's organizational knowledge is generally gained through the experiences of the district and can be on two sources such as:

- a) Internal sources (e.g. intellectual property, knowledge gained from experience; lessons learned from failures and successful projects; capturing and sharing undocumented knowledge and experience; the results of improvements in processes of supplying water services);
- b) External sources (e.g. standards; academia; conferences; gathering knowledge from external providers).

Responsibility

- Office of the General Manager
- Division Managers

Documentations

- Procedure for Documented Information
- Corrective Action report
- References
- External documents



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7.2 Competence

Reference

- ISO 9001:2015 Section 7.2

Scope

BWD shall:

- a) Determines the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management system;
- b) Ensure that these persons are competent on the basis of appropriate education, training, or experience;
- c) Where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken;
- d) Retain appropriate documented information as evidence of competence.

Applicable actions can include, for example, the provision of training to, the mentoring of, or the re-assignment of currently employed persons; or the hiring or contracting of competent persons.

Responsibility

- Office of the General Manager
- Division Managers

Documentations

- Procedure for Documented Information
- Procedure for Resource Management



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7.3 Awareness

Reference

- ISO 9001:2015 Section 7.3

Scope

BWD ensure that persons doing work under the BWDs control are aware of:

- a) The quality policy;
- b) Relevant quality objectives;
- c) Their contribution to the effectiveness of the quality management system, including the benefits of improved performance;
- d) The implications of not conforming to the quality management system requirements.

BWD ensure that the Quality Policy is communicated within the District. Copies of the Quality Policy are posted in every division in order to increase the awareness of the employees. BWD's OPCR is based on the BWD's Quality Policy and shall be the basis of the DPCR and OPCR.

Each division shall be audited in order to check the effective implementation of the Quality Management System. Non-compliance on the requirements shall be given Non-conformity Report which will be reflected on its Corrective Action Taken.

Responsibility

- All

Documentations

- Procedure for Documented Information
- Procedure for Internal Audit
- Procedure for Corrective Action



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7.4 Communication

Reference

- ISO 9001:2015 Section 7.4

Scope

BWD determines the internal and external communications relevant to the quality management system, including:

- a) On what it will communicate;
- b) When to communicate;
- c) With whom to communicate
- d) Who communicates?

BWD implements a Procedure for Communication in order to address all Internal and External Communication. All external and internal communications shall be properly controlled by the Office of the General Manager.

Responsibility

- Office of the General Manager

Documentations

- Procedure for Documented Information
- Procedure for Communication



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7.5 Documented information

7.5.1 General

Reference

- ISO 9001:2015 Section 7.5-7.5.1

Scope

BWD's quality management system shall include:

- a) Documented information required by ISO 9001;
- b) Documented information determined by the BWD as being necessary for the effectiveness of the quality management system.

BWD maintains a **Quality Management Manual** which describe the conformity of the district to the International Standard; Procedures Manual which indicate the Operations of the district including documented information that would make the QMS effective; work Instructions manual which documents the Instructions, Forms and other Governmental compliance such as the Water Safety Plan (WSP) and Strategic Performance and Management System (SPMS) which are necessary to the district.

Responsibility

- Office of the General Manager
- Division Managers

Documentations

- Quality Management Manual
- Procedures Manual
- Work Instructions Manual



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7.5.2 Creating and updating

Reference

- ISO 9001:2015 Section 7.5.2

Scope

When creating and updating documented information, BWD ensure appropriate:

- a) Identification and description (e.g. a title, date, author, or reference number);
- b) Format (e.g. language, software version, graphics) and media (e.g. paper, electronic);
- c) Review and approval for suitability and adequacy.

BWD's documented information includes the following:

- Water district's name and logo – as proof of document's validity and authenticity and that the document is the property of **BWD**.
- Revision number –as a policy, initial issue of QMS documents including forms shall bear revision 0 which shall be numbered in succession for subsequent revisions.
- Date Prepared – the date of preparation of all documents for reference purposes.
- Date Approved – the date of approval of the documents for reference purposes.
- Control Number – the identifiable number for every procedure.
- Effectivity Date –the date of the start of the implementation of the documented information.

BWD's documented information is written in either English or Tagalog depending on the use and recipient of the Documented Information.

All Division shall receive the soft copy of the QMS and shall be accessible to all the employees.


Responsibility

- Office of the General Manager

- Division Managers

Documentations

- Quality Management Manual
- Procedures Manual
- Work Instructions Manual

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7.5.3 Control of documented information

Reference

- ISO 9001:2015 Section 7.5.3-7.5.3.2

Scope

7.5.3.1 Documented information required by the quality management system and by ISO 9001 shall be controlled to ensure:

- It is available and suitable for use, where and when it is needed;
- It is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

Each division shall receive copy of the QMS and shall be placed in all computers of the District. Soft copy of the QMS shall be in PDF form thus printing of the document without mark controlled and without signature of the GM shall be considered uncontrolled and cannot be used even if for reference purposes only. All confidential documented information shall be under the custody of the GM and the Division Managers as to protect the files from loss of confidentiality.


7.5.3.2 For the control of documented information, the BWD shall address the following activities, as applicable:

- Distribution, access, retrieval and use;
- Storage and preservation, including preservation of legibility;
- Control of changes (e.g. version control)
- Retention and disposition.

Documented information of external origin determined by BWD to be necessary for the planning and operation of the quality management system shall be identified as appropriate,

and be controlled. Thus all external documents shall be written in the List of External Documents and distribution be controlled.

Documented information retained as evidence of conformity shall be protected from unintended alterations.

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Responsibility

- Office of the General Manager
- Division Managers

Documentations

- Quality Management Manual
- Procedures Manual
- Work Instructions Manual
- List of External Documents
- List of Records Table



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8 Operation

8.1 Operational planning and control

Reference

- ISO 9001:2015 Section 8-8.1

Scope


BWD plan, implement and control the processes needed to meet the requirements for the provision of supplying water service, and to implement the actions determined in Addressing risk, by:

- a) Determining the requirements for the supply of adequate supply of potable water;
- b) Establishing criteria for:
 - 1) The processes;
 - 2) The acceptance of product and services;
- c) Determining the resources needed to achieve conformity to water safety requirements;
- d) Implementing control of the processes in accordance with the criteria;
- e) Determining, maintaining and retaining documented information to the extent necessary:
 - 1) To have confidence that the processes have been carried out as planned;
 - 2) To demonstrate the conformity of adequate supply of potable water to the requirements.

The output of this planning shall be suitable for the BWD's operations.

BWD shall control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

Outsourced Process such as Bacteriology, Physical and Chemical testing and other outsourced activities of the district are controlled by BWD.

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Responsibility

- Office of the General Manager
- Division Managers

Documentations

- Quality Management Manual
- Bacteriological test Result
- Phy-Chem Test Result
- Evaluation of Outsourced /Individual



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8.2 Requirements for products and services

8.2.1 Concessionaires communication

Reference

- ISO 9001:2015 Section 8.2 -8.2.1

Scope

Communication with the concessionaires shall include:

- a) Providing information relating to the adequate supply of potable water;
- b) Handling inquiries, contracts, including changes;
- c) Obtaining concessionaires feedback relating to products and services, including concessionaires complaints;
- d) Handling or controlling concessionaires property;
- e) Establishing specific requirements for contingency actions, when relevant.


Responsibility

- BOD
- Office of the General Manager
- Division Managers

Documentations

- Application of Service Contract
- Concessionaire's Satisfaction survey

- Concessionaires Records
- BWD Contingency Plan

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8.2.2 Determining the requirements for products and services

Reference

- ISO 9001:2015 Section 8-8.1

Scope

When determining the requirements for the adequate supply of potable water to be offered to concessionaires, BWD ensure that:

- a) The requirements for the adequate supply of potable water are defined, including:
 - 1) Applicable statutory and regulatory requirements such as LWUA, COA, BIR, CSC, DBM AND NWRB;
 - 2) Those considered necessary by BWD;
- b) BWD can meet the claims for adequate supply of potable water that the district offers.

Responsibility

- BOD
- Office of the General Manager
- Division Managers

Documentations

- Requirements for the Statutory and Regulatory Body



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8.2.3 Review of the requirements for products and services

Reference

- ISO 9001:2015 Section 8.2.3-8.2.3.2

Scope

8.2.3.1 BWD ensures that it has the ability to meet the requirements for the adequate supply of potable water to be offered to concessionaires. BWD conduct a review before committing to water supply to concessionaires, to include:


- a) Requirements specified by the customer, including the requirements for delivery and post- delivery activities;
- b) Requirements not stated by the concessionaires, but necessary for the specified or intended use;
- c) Requirements specified by the BWD;
- d) Statutory and regulatory requirements applicable to the adequate supply of potable water;
- e) Contract or order requirements differing from those previously expressed.

BWD shall ensure that contract or order requirements differing from those previously defined are resolved. All new/amended contracts shall pass on BWD's Board of Directors and General Manager prior to use. The concessionaire's requirements shall be confirmed by the BWD before acceptance, when the concessionaires do not provide a documented statement of their requirements.

8.2.3.2 The BWD shall retain documented information, as applicable:

- a) On the results of the review;
- b) On any new requirements for the products and services.

8.2.4 Changes to requirements for the adequate supply of potable water

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Responsibility

- BOD
- Office of the General Manager
- Division Managers

Documentations

- Requirements for the Statutory and Regulatory Body
- Contract
- Board Resolution



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8.3 General

Reference

- ISO 9001:2015 Section 8.3-8.3.1

Scope


The BWD establishes, implement and maintain a design and development process that is appropriate to ensure the subsequent provision of production and services.

8.3.1 Design and development planning

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

- a) The nature, duration and complexity of the design and development activities.
- b) The required process stages, including applicable design and development reviews;
- 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 or involvement of concessionaires and users in the design and development process;
- h) The requirements 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.

BWD's design and development process cover the well development of the district. New source of water supply will be the design and development process of the district. New water requirements to include its process are within the coverage of the design and development process.

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Responsibility

- BOD
- Office of the General Manager
- Division Managers
- WSP Committee

Documentations

- Requirements for the Statutory and Regulatory Body
- Board Resolution



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8.3.2 Design and development inputs

Reference

- ISO 9001:2015 Section 8.3.2

Scope

The BWD determines the requirements essential for the adequate supply of potable water to be designed and developed. The BWD shall consider:

- a) Functional and performance requirements;
- b) Information derived from previous similar well development activities;
- c) Statutory and regulatory requirements;
- d) Standard and codes or practice that the BWD 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.

The BWD shall retain documented information on design and development inputs.


Responsibility

- BOD
- Office of the General Manager

- Division Managers
- WSP Committee

Documentations

- Requirements for the Statutory and Regulatory Body
- Board Resolution

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8.3.3 Design and development controls

Reference

- ISO 9001:2015 Section 8.3.3

Scope

The BWD applies controls to the design and development process to ensure that:

- The results to be achieved are defined;
- Reviews are conducted to evaluate the ability of the results of design and development to meet requirements;
- Verification activities are conducted to ensure that the design and development output meet input requirements;
- Validation activities are conducted to ensure that the resulting products and services meet the requirements for the specified application or intended use;
- Any necessary actions are taken on problems determined during the reviews, or verification and validation activities;
- Documented information of these activities is retained.


Responsibility

- BOD
- Office of the General Manager

- Division Managers
- WSP Committee

Documentations

- Requirements for the Statutory and Regulatory Body
- Board Resolution

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8.3.4 Design and development outputs

Reference

- ISO 9001:2015 Section 8.3.4

Scope

The BWD ensures that 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;
- d) Specify the characteristics of the products and services that are essential for their intended purpose and their safe proper provision.

The BWD shall retain documented information on design and development outputs.


Responsibility

- BOD
- Office of the General Manager
- Division Managers

- WSP Committee

Documentations

- Requirements for the Statutory and Regulatory Body
- Board Resolution

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8.3.5 Design and development changes

Reference

- ISO 9001:2015 Section 8.3.5

Scope

The BWD identifies, reviews and controls 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.

The BWD 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.

Responsibility

- BOD
- Office of the General Manager
- Division Managers
- WSP Committee

Documentations

- Requirements for the Statutory and Regulatory Body
- Board Resolution

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8.4 Control of externally provided processed, products and services

8.4.1 General

Reference

- ISO 9001:2015 Section 8.4 – 8.4.1

Scope

BWD ensures that externally provided processes, products and services conform to requirements.

The BWD determines the controls to be applied to externally provided processes, products and services when:

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

The BWD determines and apply criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide retain documented information of these activities and any necessary actions arising from the


evaluations. BWD conducts re-evaluation of supplier in order to determine the conformance of the external provider to the conditions set forth by the district. Evaluation of external providers is within the compliance of the district with RA 9184.

Responsibility

- BOD
- Office of the General Manager
- Division Managers
- BAC Committee

Documentations

- RA 9184
- Evaluation of External Providers

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8.4.2 Type and extent of control

Reference

- ISO 9001:2015 Section 8.4.2

Scope

The BWD ensures that externally provided processes, products and services do not adversely affect the BWD's ability to consistently deliver adequate supply of potable water to the concessionaires.

The BWD:

- a) Ensure that externally provided processes remain within the control of its quality management system;
- b) Define both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output.
- c) Take into consideration:
 - 1) The potential impact of the externally provided processes, products and services on the BWD's ability to consistently meet concessionaires and applicable statutory and regulatory requirements;
 - 2) The effectiveness of the controls applied by the external provider;


- d) Determine the verification, or other activities necessary to ensure that the externally provided processes, products and services meet requirements.

Responsibility

- BOD
- Office of the General Manager
- Division Managers
- BAC Committee

Documentations

- RA 9184
- Evaluation of External Providers

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8.4.3 Information for external providers

Reference

- ISO 9001:2015 Section 8.4.3

Scope

The BWD ensures the adequacy of requirements prior to their communication to the external provider. BWD communicates to external provider its requirements for:

- a) The processes, products and services to be provided;
- b) The approval of:
 - 1) Products and services;
 - 2) Methods, processes and equipment;
 - 3) The release of products and services;
- c) Competence, including any required qualification of persons;
- d) The external provider's interactions with the BWD;
- e) Control and monitoring of the external providers' performance to be applied by the BWD;
- f) Verification or validation activities that the BWD, or its customer, intends to perform at the external providers premises.


BWD's BAC Committee follows the requirement of this section and in compliance with the Procurement Policy (RA 9184) all documented information are under the custody of BAC secretariat.

Responsibility

- BOD
- Office of the General Manager
- Division Managers
- BAC Committee

Documentations

- RA 9184
- Evaluation of External Providers

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8.5 Production and service provision

8.5.1 Control of production and service provision

Reference

- ISO 9001:2015 Section 8.5-8.5.1

Scope

BWD implements production and service provision under controlled conditions. Controlled conditions shall include, as applicable:

- a) The availability of documented information that defines:
 - 1) The characteristics of the products to be produced, the services to be provided, or the activities to be performed;
 - 2) The results to be achieved;
- b) The availability and use of suitable monitoring and measuring resources;
- c) The implementation of monitoring and measurement activities at appropriate to verify that criteria for control of processes or outputs, and acceptance criteria for products and services have been met;
- d) The use of suitable infrastructure and environment for the operation of processes;
- e) The appointment of competent persons, including any required qualification;


- f) the validation, and periodic revalidation, the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring of measurement;
- g) The implementation of actions to prevent human error;
- h) The implementation of releases, delivery and post-delivery activities.

Responsibility

- BOD
- Office of the General Manager
- Division Managers

Documentations

- RA 9184
- Evaluation of Outsourced Process (Job Orders)
- CSC Guidelines

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8.5.2 Identification and traceability

Reference

- ISO 9001:2015 Section 8.5.2

Scope

The BWD use suitable means to identify outputs when it is necessary to ensure the adequate supply of potable water.

The BWD identifies the status of the outputs with respect to monitoring and measurement requirements throughout production and service provision.


The BWD controls the unique identification of the outputs when traceability is a requirement, and shall retain the documented information necessary to enable traceability.

Responsibility

- BOD
- Office of the General Manager
- Division Managers

Documentations

- Concessionaire's Record
- 201 Files
- External Providers Information

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8.5.3 Property belonging to customers or external providers

Reference

- ISO 9001:2015 Section 8.5.3

Scope

The BWD exercises care with property belonging to concessionaires or external providers while it is under the BWD's control or being used by BWD.

The BWD identifies, verifies protect and safeguard concessionaires' or external providers' property provided for use or incorporation into the products and services.


When the property of a concessionaires or external provider is lost, damaged or otherwise found to be unsuitable for use, the BWD reports this to the concessionaires or external provider and retain documented information on what has occurred.

Responsibility

- BOD
- Office of the General Manager
- Division Managers

Documentations

- Concessionaire's Record
- 201 Files
- External Providers Information

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8.5.4 Preservation

Reference

- ISO 9001:2015 Section 8.5.4

Scope

The BWD preserves the outputs during production and service provision, to the extent necessary to ensure conformity to requirements. BWD's preservation includes identification, handling, contamination control, storage, and protection.

BWD monitors the product delivered to the concessionaires thus constant bacteriological testing is conducted in order to preserve the quality of water distributed to the concessionaires.


Responsibility

- General Manager
- Engineering Division

Documentations

- Records of Bacteriological Testing

- Records of Phy-Chem testing

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8.5.5 Post-delivery activities

Reference

- ISO 9001:2015 Section 8.5.5

Scope

BWD meet requirements for post-delivery activities associated with the supply of clean, safe and potable water.

In determining the extent of post-delivery activities that are required, the BWD considers:

- a) Statutory and regulatory requirements;
- b) The potential undesired consequences associated with the adequate supply of water;
- c) The nature, use and intended lifetime of the supply of water to the Municipality of Bocaue;
- d) Concessionaires requirements;
- e) Concessionaire's feedback.


BWD's responsibility for the post-delivery activities is indicated in the contract. All repair before the meter within the duration of services shall be the responsibility of the district.

Responsibility

- General Manager
- Engineering Division
- Commercial Division

Documentations

- BWD's Application Contract
- Service Repair

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8.5.6 Control of changes

Reference

- ISO 9001:2015 Section 8.5.6

Scope

The reviews and control changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements.


The BWD retain documented information describing the results of the review of the changes, the person(s) authorizing the change, and any necessary actions arising from the review.

Responsibility

- General Manager
- Engineering Division
- Commercial Division
- Admin and Finance Division

Documentations

- Document resulting from the review of changes
- Procedure for documented information

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8.6 Release of products and services

Reference

- ISO 9001:2015 Section 8.6

Scope

The BWD implements planned arrangements, at appropriate stages, to verify that the adequate supply of potable water requirements have been met.

The release of products and services to the concessionaires shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by the BOD and General Manager and, as applicable, by the customer.

The BWD retain documented information on the release of products and services. The documented information shall include:


- a) Evidence of conformity with the acceptance criteria;
- b) Traceability to the person(s) authorizing the release.

Responsibility

- General Manager
- BOD

Documentations

- Procedure for documented information

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8.7 Control of nonconforming outputs

Reference

- ISO 9001:2015 Section 8.7-8.7.2

Scope

8.7.1 BWD ensures that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

The BWD take appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This shall also apply to nonconforming products and services detected after delivery of products, during or after the provision services.

The BWD deals with nonconforming outputs in one or more of the following ways:


- a) Correction;
 - b) Segregation, containment, return or suspension of provision of products and services;
 - c) Informing the customer;
 - d) Obtaining the authorization for acceptance under concession.
- a) Conformity to the requirements shall be verified when nonconforming outputs are corrected.

8.7.2 BWD shall retain documented information that:

- a) Describes the nonconformity;
- b) Describes the action taken;
- c) Describes any concessions obtained;

d) Identifies the authority deciding the action in respect of the nonconformity.

BWD's nonconforming product covers the failure of the adequate supply of water to pass on the bacteriological including Phy-Chem testing. In this situation the Engineering Division upon approval of the General Manager inform the concessionaires on the quality of water thus approving its use through certain conditions.

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Responsibility

- BOD
- General Manager
- Engineering Division

Documentations

- Procedure for documented information
- Non-conformity Report
- Result of Bacti and Phy-Chem testing



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9 Performance evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

Reference

- ISO 9001:2015 Section 9-9.1.1

Scope

BWD determines:

- a) What needs to be monitored and measured?
- b) The methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
- c) When the monitoring and measuring shall be performed;
- d) When the results from monitoring and measurement shall be analyzed and evaluated.

These are stated under Procedure for data Collection and Analysis. BWD evaluate the performance and the effectiveness of the quality management system.


The BWD retains appropriate documented information as evidence of the results.

Responsibility

- BOD
- General Manager
- Division Managers

Documentations

- Procedure for documented information
- Procedure for Data Collection and Analysis

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9.1.2 Concessionaires satisfaction

Reference

- ISO 9001:2015 Section 9.1.2

Scope

BWD monitors customers' perceptions at the degree to which their needs and expectations have been fulfilled. BWD using Concessionaires Satisfaction Survey obtain, monitor and review this information.

Responsibility

- General Manager
- Division Managers

Documentations

- Procedure for documented information
- Concessionaire's Satisfaction Survey



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9.1.3 Analysis and evaluation

Reference

- ISO 9001:2015 Section 9.1.3

Scope

BWD analyses and evaluates appropriate data and information arising from monitoring and measurement.

The results of analysis shall be used to evaluate:

- a) Conformity of products and services;
- b) The degree of concessionaire's satisfaction;
- c) The performance and effectiveness of the quality management system;
- d) If planning has been implemented effectively;
- e) The effectiveness of actions taken to address risks and opportunities;
- f) The performance of external providers;
- g) The need for improvements to the quality management system.

Responsibility

- General Manager
- Division Managers

Documentations

- Procedure for documented information
- Procedure for Data Collection And Analysis



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9.2 Internal audit

Reference

- ISO 9001:2015 Section 9.2-9.2.2

Scope

9.2.1 BWD conducts internal audits as planned intervals to provide information on whether the quality management system;

a) Conforms to:

- 1) The BWD's own requirements for its quality management system;
- 2) The requirements of this International Standard;

b) Is effectively implemented and maintained

9.2.2 BWD:


- a) Plan, establish, implement and maintain an audit programme(s) including the frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the importance of the processes concerned, changes affecting the BWD, and the results of previous audits;
- b) Define the audit criteria and scope for each audit;
- c) Select auditors and conduct audits to ensure objectivity and the impartiality of the audit process;
- d) Ensure that the results of the audits are reported to relevant management;
- e) Take appropriate correction and corrective actions without undue delay;
- f) Retain documented information as evidence of the implementation of the audit programme and the audit results.

Responsibility

- General Manager
- Division Managers

Documentations

- Procedure for Internal Audit
- Audit Report

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9.3 Management Review

9.3.1 General

Reference

- ISO 9001:2015 Section 9.3-9.3.2

Scope

Top management review the BWDs' quality management system, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the BWD.

9.3.2 Management review inputs

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

- a) The status of actions from previous management reviews;
- b) Changes in external and internal issues that are reliable
- c) Information on the performance and effectiveness of the quality management system, including trends in:
 - 1) Concessionaires 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;
- d) The adequacy of resources;
- e) The effectiveness of actions taken to added risks and opportunities;


- f) Opportunities for improvement.

Responsibility

- BOD
- General Manager
- Division Managers

Documentations

- Audit Report
- Management Review Minutes

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9.3.3 Management review outputs

Reference

- ISO 9001:2015 Section 9.3.3

Scope

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

- Opportunities for improvement;
- Any need for changes to the quality management system
- Resource needs.

The BWD shall retain documented information as evidence of the results of management reviews.

Responsibility

- BOD
- General Manager
- Division Managers

Documentations

- Audit Report
- Management Review Minutes



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10 Improvement

10.1 General

Reference

- ISO 9001:2015 Section 10 – 10.1

Scope

BWD determines and select opportunities for improvement and implement any necessary actions to meet-concessionaires requirements and enhance concessionaire's satisfaction.

These include:

- a) Improving products and services to meet requirements as well as to address future needs and expectations;
- b) Correcting, preventing or reducing undesired effects;
- c) Improving the performance and effectiveness of the quality management system.

Responsibility

- BOD
- General Manager
- Division Managers

Documentations

- Corrective Action Report
- Management Review Minutes



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10.2 Nonconformity and corrective action

Reference

- ISO 9001:2015 Section 10.2-10.2.2

Scope

10.2.1 When non-conformity occurs, including any arising from complaints, the BWD:

- React to the nonconformity and, as applicable:
 - Take action to control and correct it;
 - Deal with the consequences;
- Evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
 - Reviewing and analysing the nonconformity;
 - Determining the causes of the nonconformity;
 - Determining if similar nonconformities exist, or could potentially occur;
- Implement any action needed;
- Review the effectiveness of any corrective action taken;
- Update risks and opportunities determined during planning, if necessary;
- Make changes to the quality management system, if necessary.

Corrective actions shall be appropriate to the effects of the nonconformities encountered.


10.2.2 The BWD shall retain documented information as evidence of:

- The nature of the nonconformities and any subsequent actions taken;
- The results of any corrective action

- BOD
- General Manager
- Division Managers

Documentations

- Corrective Action Report

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10.3 Continual improvement

Reference

- ISO 9001:2015 Section 10.3

Scope

BWD shall continually improve the suitability, adequacy and effectiveness of the quality management system.

The BWD shall consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

Responsibility

- BOD
- General Manager
- Division Managers

Documentations

- Corrective Action Report
- Management Review Minutes

