



CONTEXT OF THE ORGANIZATION

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INTERESTED PARTIES	NEEDS/EXPECTATIONS	ISSUES INTERNAL/EXTERNAL	RISK/ OPPORTUNITY
1. Concessionaires	Potable, Reliable and adequate supply of water	-Insufficient supply of water (Internal) - Saline water (Internal) -Additional sources of water (Internal) - Microbiological Test (External) -Physical/Chemical Analysis (External) -DPWH Contractors (External)	Risk Risk Risk Risk Risk Risk
	Immediate Repairs/Actions on complaints (Service Request)	-contaminated water (Internal) - increased on non-revenue water (Internal) - low water pressure/ no water in affected areas (Internal) -fittings needed not available on stock (Internal)	Risk Risk Risk Risk

	Immediate installation of New Service Connection	<ul style="list-style-type: none"> -availability of jackhammer for concrete breaking (Internal) -leak repair is prioritized (Internal) -breakdown of compressor for jackhammer -insufficient supply of water(Internal) -wrong assessment of materials/fittings (Internal) 	<p>Risk</p> <p>Risk</p> <p>Risk</p> <p>Risk</p> <p>Risk</p>
<p>2. Employees</p> <p>Production and Engineering Personnel</p>	<p>-Good working conditions</p> <p>-Higher salaries & Benefits (e.g. night differential & Hazard Pay)</p> <p>Provision of safety gears & gadgets</p> <p>Service Vehicle for Production</p> <p>Service Vehicle for CRM</p>	<ul style="list-style-type: none"> - No harmonious relationships within the employees(Internal) - No harmonious relationship with the concessionaires/ threat (External) -Non-performing Employees (Internal) - Disallowances (External) - No night differential/ Hazard pay (External) - Grass Cutting in all pump Stations(Internal) - Transporting materials from one area to another 	<p>Risk</p> <p>Risk</p> <p>Risk</p> <p>Risk</p> <p>Opportunity</p> <p>Opportunity</p> <p>Opportunity</p>

<p>Commercial Division Personnel</p>	<p>Immediate Actions on complaints/ service requests</p>	<ul style="list-style-type: none"> -Insufficient supply of water (Internal) - Saline water (Internal) -Additional sources of water (Internal) -contaminated water (Internal) - increased on non-revenue water (Internal) - low water pressure/ no water in affected areas (Internal) -fittings needed not available on stock (Internal) 	<p>Risk Risk Risk Risk Risk Risk Risk</p>
<p>Administrative Division Personnel</p>	<p>Accomplished Request for Issuance of materials/fittings</p>	<ul style="list-style-type: none"> -materials/ fittings are out of stock(Internal) - Request for purchase of materials/ fittings when there is only 15% left on stock (Internal) <ul style="list-style-type: none"> - Incomplete issuance of materials/ fittings(Internal) 	<p>Risk Opportunity Risk</p>

3. Local Government/ Barangay Officials	Immediate restoration of Concrete Roads (Municipal & Barangay)	<ul style="list-style-type: none"> -by-stander is prone to accident(External) - sudden breakdown of service vehicle(Internal) -major leak repair is a priority (Internal) 	<p>Risk</p> <p>Risk</p> <p>Risk</p>
4. Meralco	Prompt payment	<ul style="list-style-type: none"> - Voltage fluctuation (External) - Power Singe Phasing(External) - Scheduled Power Interruption (with notice) (External) - Power Interruption without prior notice (External) 	<p>Risk</p> <p>Risk</p> <p>Opportunity</p> <p>Risk</p>

DIVISION/SECTION: PRODUCTION & ENGINEERING

