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Document Title:	<b>OPERATIONS POLICY</b>	Revision No.: 00
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## REVISION HISTORY

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Reviewed By:   Aurea O. Adrados	Page 2 of 35	Approved Rv:   Engr. Charlito G. Rodriguez

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## 1.0 INTRODUCTION

The BLWD Policy Manual is a document identifying the major processes, key elements of the quality system and the organizational responsibilities assigned to ensure the integrity of the system. For the purpose of this manual, and references found elsewhere, BLWD refers to the Balanga Water District and its associated pump sites. The Balanga Water District is covered within the scope of the ISO 9001:2015.

This Policy Manual is not intended to be the complete collection of the organization's quality system documentation. By design, it serves two basic purposes. It largely acts as a pointer to the policies, procedures, plans and process descriptions, and other related references, which collectively comprise the records and documents used to develop and provide BLWD's Services. It also identifies how the quality system satisfies the requirements of the ISO 9001:2015 standard.

### 1.1 COMPANY PROFILE

The Balanga Water District (BLWD) was formed last May 28, 1980 and was issued a Conditional Certificate of Conformance (CCC) No. 124 by LWUA last July 22, 1980. Classified as a Category B water district effective July 2016, BLWD was created for the purpose of acquiring, installing, improving, maintaining and operating a water supply system intended to cover 100% of the constituents within its jurisdiction.

The operation and management of the Balanga Water District was put under the partial take-over of the Local Water Utilities Administration (LWUA) from April 2010 to December 31, 2014 installing Engr. Charlito G. Rodriguez as the Interim General Manager. The said partial take-over emanates from the brewing differences between the previous management and the Board of Directors as well as from the request of the Local Government officials headed by Mayor Jose Enrique S. Garcia III due to the failure of the water district to institute development programs that can cope up with the rapid development pace being set by the Mayor. In January 2, 2015, Engr. Rodriguez was appointed as the permanent General Manager of the Water District.

### 1.2 PURPOSE OF THE MANUAL

The BLWD Quality System is the established and maintained documented system that will ensure the quality of its services. This commitment to quality shall permeate through the whole organization to the highest levels of management to where the responsibility for total quality management shall belong. This Quality Management System shall be made up of policies, procedures and other related documentation which shall be in conformance with the requirements of ISO 9001:2015.

The documentation of the quality management system may be in any medium suitable to the needs of the organization. Access to documentation is defined according to the internal communication policy of the organization.

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The intent of this manual is not to replicate information that exists elsewhere within other documents. Therefore, key documents such as those for the realization processes will have minimal information provided about them within this Manual.

The Quality System is described in the following documents:

Policy Manual. The main document in the family of documents that defines the Quality System of BLWD contains the quality policy and objectives, organizational structure, business processes and top-level policies observed. A compilation of all Quality Objectives and Plans of the different departments/units and processes of BLWD are likewise included in this manual. These documents detail the functional and operational objectives of specific units pertaining to their key result areas.

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Procedures Manual. This document serves as the compilation of all relevant procedures/operational guides necessary for the operation of BLWD.

Supporting Documents. Detailed instructions that describe further the detailed series of steps for certain activities. These are the following:

1. Job Descriptions
2. Document Masterlists
3. General References (Internal and External)
4. Guidelines
5. Work Instructions

Quality Records. Records of objective evidences of the achieved requirements, processes, assessments, audits and other examinations done to determine the capability to achieve a given quality requirement.

The Quality System also includes assessment schemes, such as internal quality audits, and quality training for all employees involved in the implementation and maintenance of the system.

### **1.3 OBJECTIVES OF THE QMS MANUAL**

The main objective of this Quality Manual is to define the internal quality system of BLWD and assure maintenance of quality by utilizing clearly stated policies. It confirms compliance of the organization's quality system with the standards set by ISO 9001:2015.

Associated purposes of this manual are:

1. To communicate the quality policy and objectives to all employees and relevant stakeholders;
2. To serve as the authorized standard of reference for implementing the quality system;
3. To ensure orderliness and streamlining of operations;
4. To enable all employees to understand the system and be aware of the impact of their work on the overall quality system and ensure consistent service quality within;
5. To define the organizational structure and responsibility of various functional groups as well as to establish vertical and horizontal channels of communication on all matters relating to quality;
6. To serve as basis for continual improvement through Internal Quality Audits and Management Review

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#### **1.4 CONFIDENTIALITY AND DISTRIBUTION**

The Quality Manual shall be treated with utmost confidentiality and should not be removed from the premises of BLWD unless authorized by the BLWD Management or their designated officer. The original is kept by the Document Control Officer. Controlled copies of this manual are issued to specified members of management and all Process Owners who are responsible for their safekeeping and for promptly and correctly initiating all amendments and additions. This also ensures that documents related to the quality system and changes made to them are reviewed and authorized before being used. Controlled copies are provided with serial numbers and allocated to a specific process owner.

It shall be the responsibility of all registered manual holders to update the manual assigned to them and to destroy obsolete copies of all amended pages.

The Document Control Officer shall be responsible for the distribution of this manual, which he may issue either as controlled or uncontrolled copy. Uncontrolled copies shall be issued only for information purposes. All uncontrolled copies shall be unmarked and will not form part of the controlled circulation and will not be updated. Likewise, request for access of the electronic format of this manual shall be coursed through the Document Control Officer.

#### **1.5 AMMENDMENT, REISSUE AND REVISION**

The management reviews this manual periodically with other departments to reaffirm its adequacy and conformance to current requirements of BLWD. The maximum period between reviews of the manual is ANNUALLY.

Amendments or revisions to the manual are made as required to reflect the current quality system. The amendments are made by replacement of the applicable page(s). Each amended page is identified by amendment number and date of amendment.

Amendments are numbered consecutively until such time as a new edition incorporates all such changes. Revisions are identified in numerical order. Each Revision supersedes and replaces all previous issues and revisions. Major revisions occur when:

- There is a change in the scope of quality management system
- There is a change in the management structure
- Improvement in the Business Process
- Upon the instructions of the General Manager

The revision history list is provided to indicate all the amendments to the latest edition of the manual.

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## 1.6 SCOPE

This manual is made up of policies and processes written and implemented to achieve a desired quality level in the delivery of quality services, particularly those described in the SCOPE for which registration is being sought.

The BLWD Quality Management System shall be limited to the organization's address in:

St. Joseph St. Poblacion Balanga City Bataan

## 1.7 DEFINITION OF TERMS

Terms in the Quality Management – Fundamentals and Vocabulary (ISO 9000:2015) apply to this Manual.

To ensure clearer understanding of the terms used in this Manual, the following are defined:

Term	Definition
Audit	A test to measure degree of conformance standards
Calibration	Process of setting testing instruments into standards
Competency	A specialized knowledge, skill and attitude required for successful performance of a trainee, or in a specific function. Elements of competency are established through experience and either passing approved courses.
Controlled Document	A document issued to a particular department or individual which has been uniquely identified as "Controlled Document" and it is traceable for recall
Corrective Action	An action which must be taken to correct an existing non-conformity
Non-conformity	An observed situation where factual evidence indicates the non-fulfilment of a specified requirements
Preventive Action	The use of appropriate sources of information to detect, analyze and eliminate potential causes of non-conformities
Product	The result of activities of processes
Quality	The totality of features and characteristics of an item or an activity conforms to the requirements which truly represent the given need
Quality Management	This is the aspect of the overall management functions that determine and implement the quality policy
Quality Policy	The quality intentions of the Academy formally expressed by the top management
Records	Proof of conformance
Stakeholders	All people who have stake with the Academy: employees, management, investors, community, concessionaires, national and local government

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## 2.0 QUALITY STATEMENTS

### 2.1 VISION

By 2020, the BLWD shall provide potable water and waste water collection, treatment and disposal available to 100% of Balanga.

### 2.2 MISSION

We provide safe and potable water that is affordable and cost effective through efficient operations and excellent service.

### 2.3 QUALITY POLICY

The Balanga Water District (BLWD) is committed to its mandate of ensuring customer satisfaction through the efficient and reliable supply of potable and affordable water to the citizens of Balanga City.

We hold true to our core values by complying to all relevant statutory and regulatory requirements.

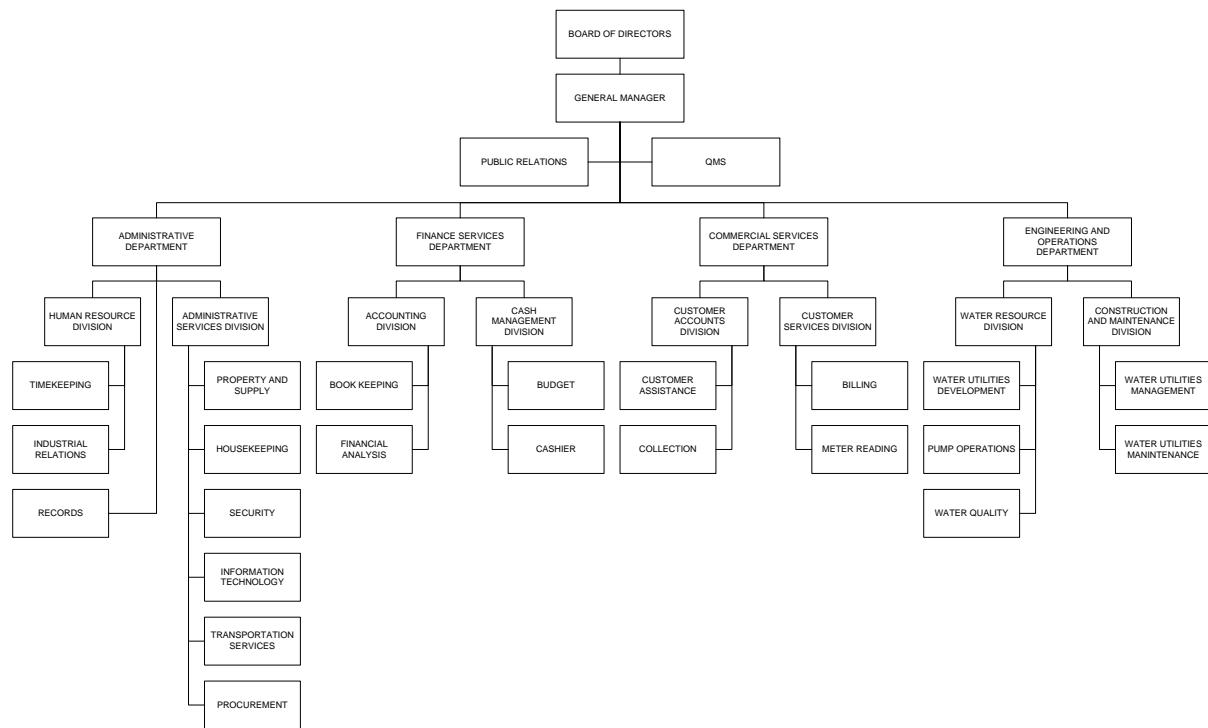
We commit to sustained growth through the continual improvement of our processes in order to ensure customer satisfaction through excellent service.

It is therefore our commitment to ensure that quality is never compromised in all that we do.

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### 3.0 ORGANIZATION

#### 3.1 ORGANIZATIONAL CHART



#### 3.2 DUTIES AND RESPONSIBILITIES AND AUTHORITIES

All levels of the Balanga Water District (BLWD) management shall be responsible for the quality performance of its processes and support services. They shall be expected to demonstrate leadership and full support of the BLWD Quality System. They shall provide the necessary training, work environment and resources for their associates to successfully fulfil their respective responsibilities.

Within the organizational report structure of BLWD, employees concerned in the maintenance and effective operation of the Quality System and of product/service quality have authorities and responsibilities defined within their Position Descriptions to empower them to:

- Establish key performance metrics and targets, specification or quality planning documents for specific contract or necessary regulatory requirements.
- Maintain effective implementation of procedural requirements;
- Delegate specific Quality System-related activities to nominated personnel;
- Identify and formally document quality-related challenges within the company's operations;
- Identify, document, recommend, initiate or undertake remedial action/s to prevent or resolve non-conformity and verify completion of specified corrective action/s.

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Responsibility and authority of key personnel is reflected in the Organizational Chart. It is documented in the procedures that apply to the operation they perform. Details of the responsibilities, authority and accountability for those holding key positions are specified in the job descriptions. Delegation of responsibilities and authorities in case of manpower movements is further defined in the procedures manual as well as the Succession Plan.

The Quality System of BLWD is established, implemented, monitored and maintained by the following officers :

#### GENERAL MANAGER

The General Manager through his leadership and actions has the responsibility to create an environment where people are fully involved and in which a quality management system can operate effectively. He provides the leadership and responsibility to:

1. Establish and maintain the quality policy and quality objectives of the organization;
2. Ensure the promotion of the quality policy and quality objectives throughout the organization to increase awareness, motivation and involvement;
3. Review, approve and ensure the dissemination of the Quality Policy;
4. Ensure focus on customer requirement throughout the organization;
5. Ensure that appropriate processes are implemented to enable requirements of customers and other interested parties to be fulfilled and quality objectives to be achieved;
6. Ensure that an effective and efficient quality management system is established, implemented, maintained and continually improved to achieve these quality objectives;
7. Ensure the availability of necessary resources;
8. Review the quality management system periodically and preside over management review;
9. Decide on actions regarding the quality policy and quality objectives;
10. Maintain external relations and be responsible for public affairs including the formulation of integrated and comprehensive plans on operational, marketing, human resource, physical development and fiscal matters for the entire system;

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## BLWD BOARD OF DIRECTORS (BOD)

The BLWD BOD has the responsibility to:

1. Develop and formulate policies relating to Company-wide development programs, research activities, operational standards and matters affecting the rights, privileges, responsibilities and welfare of BLWD employees.
2. Evaluate the Quality System through Management Reviews and spearheading implementation of improvement activities to address deficiencies and non-conformances with the ISO 9000:2015 Quality Standard.
3. Assure that the controls necessary for compliance to BLWD quality policies are clearly defined and embedded in the operating processes of each organizational unit.
4. Reward and value the quality efforts demonstrated by all associates in the organization.

Members of the BLWD BOD:

1. Engr. Oscar B. Banzon – Chairman- Professional Association
2. Mr. Eduardo P. Tuazon – Vice-Chairman – Civic-Oriented Club
3. Mrs. Lourdes L. Valdecañas – Member – Educational Institution
4. Dra. Jocelyn A. Ilaya – Member – Women’s Organization
5. Mr. Geronimo A. Rueda – Member – Business Organization

## MANAGEMENT SUPPORT GROUP

### 1. DEPARTMENT HEADS

Management in the operating units has the common responsibilities to:

- a. Ensure that the QMS is communicated, understood and implemented within their respective business units;
- b. Demonstrate leadership of the QMS in their own departments.
- c. Define, implement and document quality system requirements necessary to ensure that the delivered products and services meet the needs of internal and external customers, the requirements of ISO 9001:2015 as well as BLWD quality policies.
- d. Ensure the quality of work carried out by personnel within their respective departments;
- e. Ensure that actual performance of all products and services are monitored, deficiencies identified and appropriate corrective actions are recommended, initiated, and effectively implemented.
- f. Ensure that all personnel are appropriately qualified and trained to meet the quality objectives established for their position. Initiates the implementation of programs, policies and procedures developed with the end goal of improving the understanding of quality performance among employees.

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The Department Head has the authority to:

- a. Hire and dismiss personnel under their charge with approval of the General Manager.
- b. Delegate management authority to managers and employees within their respective departments.
- c. Develop and revise departmental strategies with the end goal of achieving quality management
- d. Initiate training requests for their respective department.
- e. Approve the issuance and use of pertinent ISO9001 elements of the department's quality system.

## 2. DIVISION HEADS

The Division Head has the responsibility to:

- a. Participate in the Management Review;
- b. Disseminate the Quality Policy;
- c. Review and approve the quality system processes and procedures relevant to operations and any improvement and /or streaming thereto;
- d. Ensure implementation and maintenance of quality system policies, programs, standards and procedures.

## 3. QUALITY HEAD

The Head of Quality has the following responsibilities:

- a. Verify, by audit that the quality system requirements are being followed throughout the organization;
- b. Verify that all departments and/or disciplines are implementing effective procedures and job instructions.
- c. Verify that those responsible for the controlling and checking of an activity have done so in a systematic manner and that there is objective evidence available to confirm such.
- d. Ensure that Management Reviews, Internal Quality Audits, and related quality programs/activities are planned for and carried out as planned.
- e. Ensure that all procedural non-conformances are resolved.
- f. Ensure that fundamental working methods are established and that fully approved procedures are developed to cover them.
- g. Ensure that all departments and personnel are aware of these fundamental methods and approved procedures and have access to current versions of the same.
- h. Determine and report the principal causes of quality losses and non-conformances.
- i. Determine with senior management, where improvements are required and where necessary, recommends the corrective action.

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- j. Ensure that a Quality System is established, implemented and maintained, aligned with the ISO 9001:2015 standards. The QMR is responsible for facilitating and recommending improvements in the quality system through process management. He approves/signs all audit reports and in accordance with ISO and company-set quality standards.
- k. Summarize IQA results for management review.
- l. Escalate to management's attention quality issues found through regular surveillance or other means for proper disposition.
- m. Establish self-assessment criteria/expectations incorporating company-accepted principles as well as prescribed or management-directed procedures and methods in the pursuit of BLWD-wide Quality Management.
- n. Assure the issuance, amendment, administration, distribution and control of all Quality and Procedure Manuals. Approves procedures for IQA, Management Review, Preventive and Corrective Actions.
- o. Report on the performance of the Quality System as well as issues essential for the improvement of the same to the management for review.

The Quality Head has the authority to:

- a. Approve the implementation of Quality Management System audits as well as sign non-conformance reports.
- b. Act as a liaison between BLWD and external parties on matters related to the organization's quality system.
- c. Act as the focal point within the organization for all quality-related issues.
- d. Acknowledge all non-conformances and deficiencies found in the Quality Management System by external assessors.
- e. Recommend and approve training courses for personnel related to Quality and Quality Management.
- f. Issue, amend, administer, distribute and control all Quality and Procedure Manuals.
- g. Approve procedures for IQA, Management Review, Preventive and Corrective Actions.

#### 4. DOCUMENT CONTROL OFFICER

The Document Control Officer has the following responsibilities:

- a. Maintain master copies of the Policy Manual, Procedures Manual, Support Documents Manual and other support documents related to the implementation of the Quality System.
- b. Ensure that complete sets of the appropriate issues of documents pertinent to the performance of operations essential to the effective planning of the Quality Systems are available at all locations.

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- c. Ensure that invalid or obsolete documents retained for legal and/or knowledge preservation purposes are suitably identified.
- d. Ensure that a master list of controlled documents and records are updated.

The Document Control Officer has the authority to:

- a. Issue and control distribution of the Quality Manual, Procedures Manual, Support Documents Manual as well as other documents relevant to the implementation of the Quality System to all departments as listed in the Distribution List.
- b. Define retention for legal and/or knowledge preservation purposes invalid or obsolete documents.
- c. Update and revise the master list of controlled documents and records.

## 5. OTHER FUNCTIONS

- a. All other employees of Balanga Water District - whose duties and responsibilities are not covered in this manual shall refer to the appropriate documents held either by the Department Head or by the Human Resources Department to describe the corresponding job responsibilities and authorities.
- b. Processes which cross organizational boundaries (horizontal processes) shall be required to meet student needs and/or commitments. In such cases, process owners are to be designated by management to assume the responsibility to define and implement the processes, controls, and measurements necessary to meet the requirements. Such designated process owners are expected to receive the active support of the operating units involved. Inspection authority is based on self-inspection except at control and inspection points shown in respective process or procedure documentation elsewhere defined in this manual.

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## 4.0 BUSINESS PROCESS

### 4.1 BUSINESS PROCESS OVERVIEW

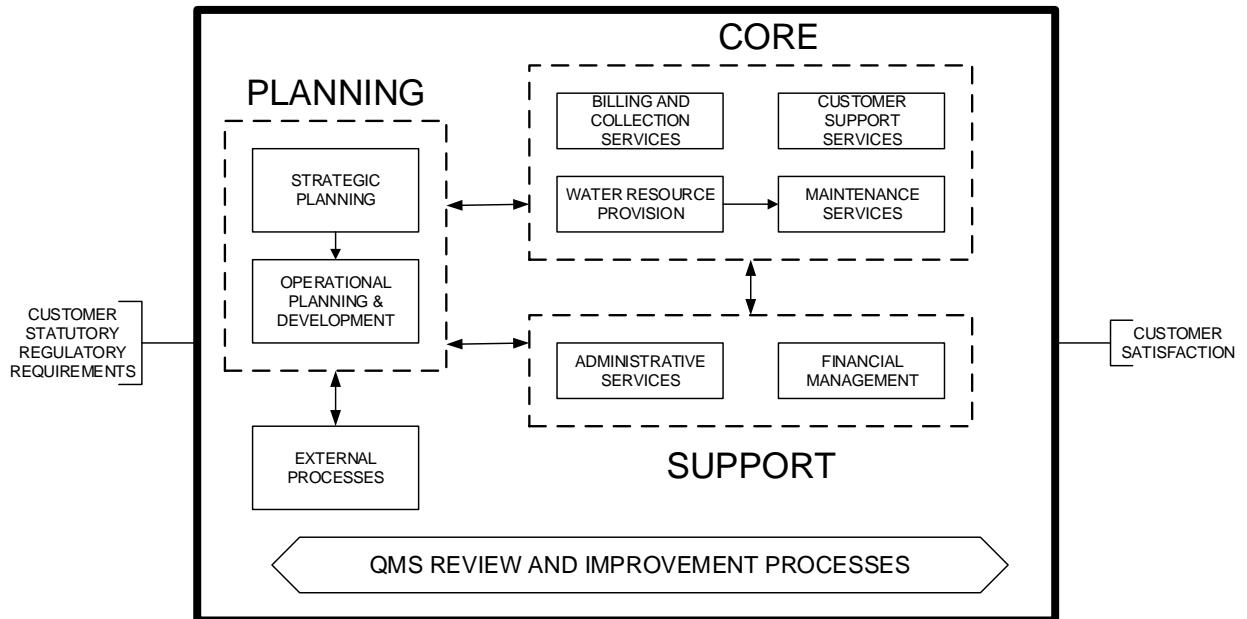
The BLWD's QMS process map provides comprehensive information to the BLWD staff and stakeholders on the organizational processes that are implemented, maintained and continually improved. They are in alignment with the business growth using feedback from the staff and other BLWD stakeholders.

It describes the inter-relation and interaction of processes and how they perform within the BLWD organization.

There were four core processes that develop new business, determine accurate client requirement/s, implement and control plans in order to come up with services that will satisfy customer requirements.

### 4.2 BUSINESS PROCESS MAP

The map below describes the processes of BLWD:



### 4.3 Materials Management

This process has two general functions namely purchasing and logistics. The purchasing source out material, equipment and special services required. Logistics maintains and store properly the materials, equipment and light tools for future use.

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This process establishes, implement and monitor program for a safe working environment on all BLWD's area of responsibility.

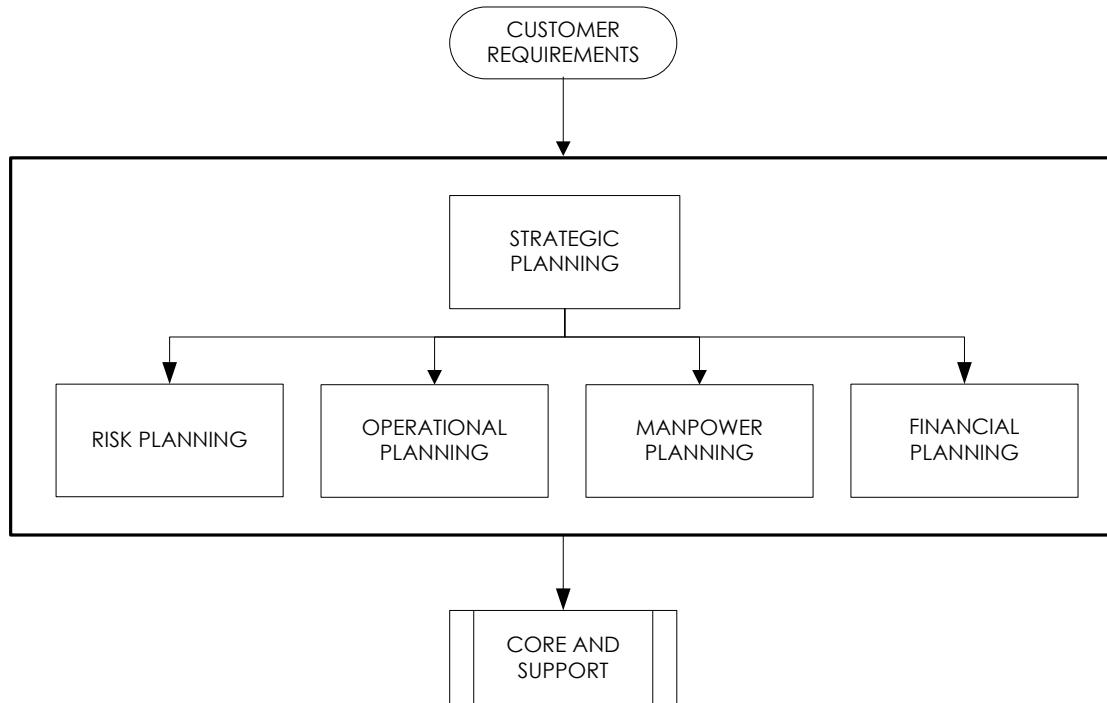
#### **4.5 Management Review and Improvement**

The management reviews the adequacy and the effectiveness of the system at least once a month.

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## 5.0 STRATEGIC PLANNING

### 5.1 Context Diagram



### 5.2 Process Description

This process is the starting point of all the processes of the BLWD. Customer Requirements as well as requirements from other stakeholders are determined through an annual strategic planning workshop. The output of this process are plans to ensure compliance to these requirements.

### 5.3 Related References

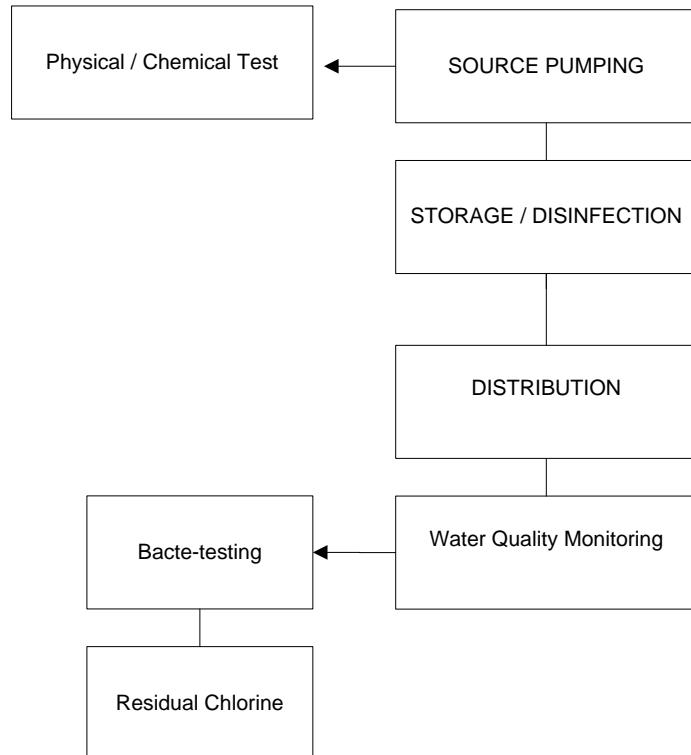
Minutes of the Strategic Planning.

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## 6.0 WATER RESOURCE MANAGEMENT

### 6.1 Water Quality Monitoring

#### Context Diagram



### 6.2 Process Description

There is a need to ensure the potability and quality of the supplied water to our concessionaires. Hence, the process starts from determining the physical / chemical characteristics of the source of supply in accordance with the PNSDW ( Philippine National Standard for Drinking Water) standards and ends up in monitoring its safeness in the distribution system through the monthly bacteriological testing and daily monitoring of the residual chlorine likewise required by the DOH, LWUA, and PNSDW.

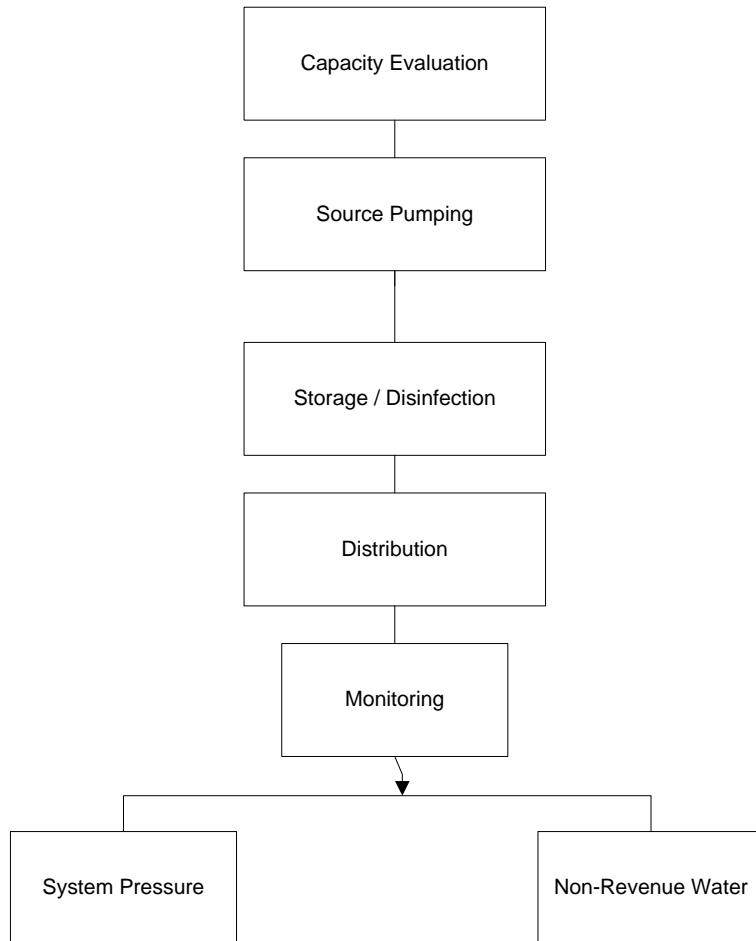
### 6.3 Related References

Latest monthly bacte-test by DOH, acknowledgement from LWUA, daily residual chlorine report and sample of physical/chemical test (annual).

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## 7.0 PRODUCTION

### 7.1 Context Diagram



### 7.2 Process Description

The process concerns the determination of the sufficiency of the production, vis-à-vis, the water demand for peak hour consumption. The produced capacity has to be accurately measured during the actual operation of the pumping equipment before subjected to treatment for distribution.

Consequently, actual water system pressure has to be monitored especially during peak hour at a minimum pressure of 10 PSI in the outskirts and the non-revenue water be controlled to a maximum of 20% of total production.

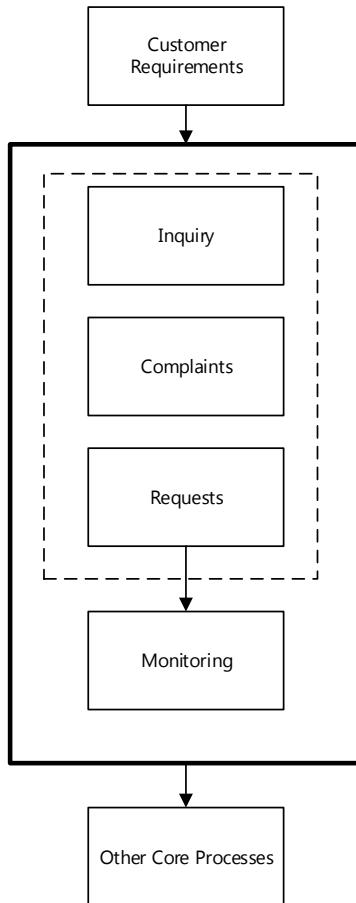
### 7.3 Related References

Production Report

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## 8.0 CUSTOMER SUPPORT SERVICES

### 8.1 Context Diagram



### 8.2 Process Description

The Customer Support Services satisfies the consumer's inquiries complaints & requests. Hence, such requests will first be classified whether it concerns production, maintenance, billing/commercial, new connections, payments, etc. and accordingly record it in the assigned log book. Maintenance order will be accordingly issued to the concerned or responsible unit for proper action. Output has to be strictly monitored indicating the timeliness of the accomplished job.

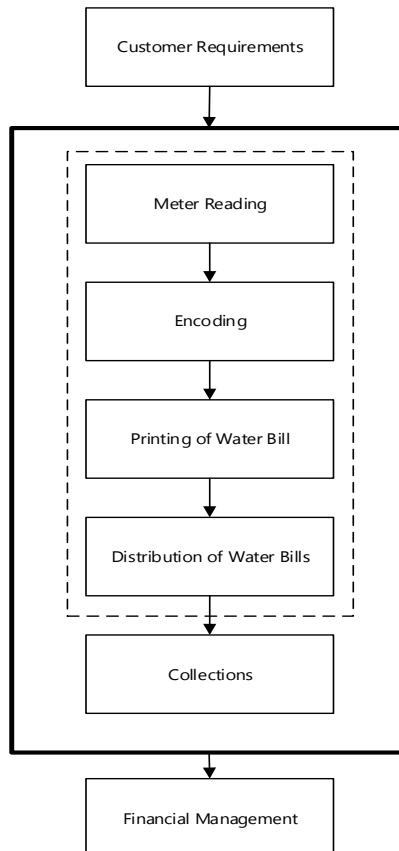
### 8.3 Related References

Log Book, Maintenance Orders

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## 9.0 BILLING AND COLLECTION SERVICES

### 9.1 Context Diagram



### 9.2 Process Description

The Billing & Collection Services starts with the meter reading of consumer monthly water consumption. After encoding & printing of water bill. The said bills will first be scanned to determine possible human computer error and review water bills with unusual and questionable consumption before its distribution to the consumer. Collection of payment can be done of both in the field and the office where collectors are provided with official receipts for issuance to the payee. All cash collected will be remitted to the cashier at the end of the day. Daily bank deposit is done by the cashier.

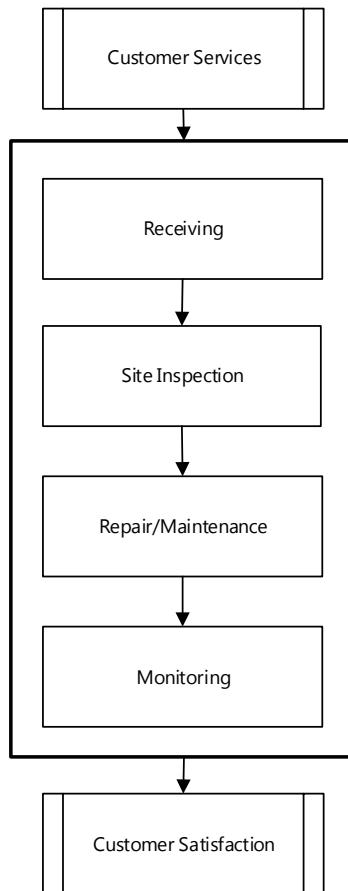
### 9.3 Related References

Official Receipt and Water Bill Notice

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## 10.0 MAINTENANCE SERVICES

### 10.1 Context Diagram



### 10.2 Process Description

Maintenance of the system encodes from the complaints & reports filed in the office, hence after receiving the maintenance order prepared by the commercial division, the said maintenance order will be issued to the assigned maintenance personnel after recording in the log book for proper monitoring. The same M.O. (maintenance order) will be presented to the store keeper for issuance of needed materials, if necessary. Output or accomplishment has been monitored in the log book after issued M.O. is returned to the maintenance head.

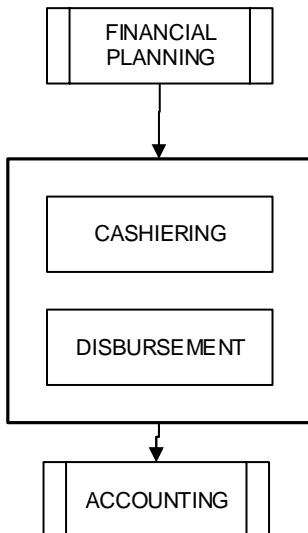
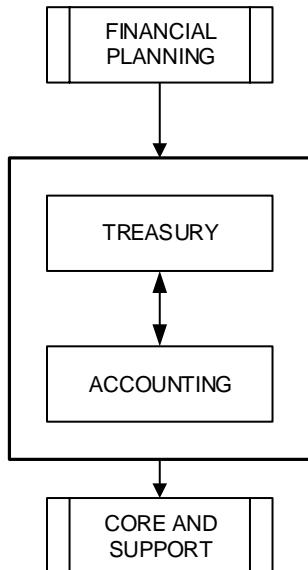
### 10.3 Related References

Photocopy of log book for maintenance order.

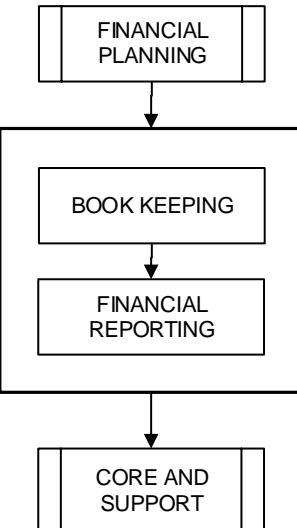
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## 11.0 FINANCE MANAGEMENT

### 11.1 Context Diagram



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## 11.2 Process Description

The Finance Management interfaces with all the process of the organization to provide financial support on their operational needs. It controls and measures the cost performance of a project against the Project data prepared during the Design stage.

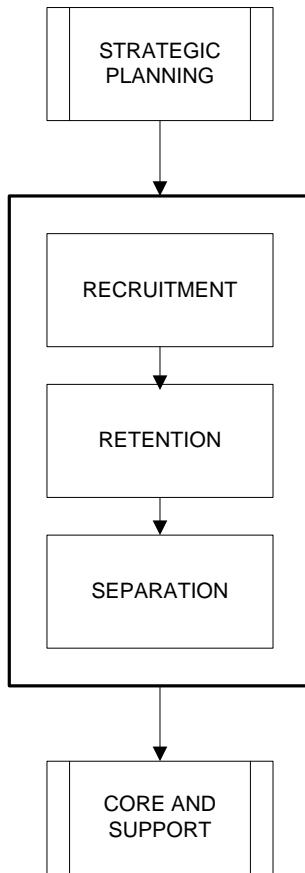
## 11.3 Related References

Disbursement Voucher, Journal Entry Voucher, Reports of Check Issued and Report of Collections and Deposits

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## **12.0 HUMAN RESOURCE MANAGEMENT**

## 12.1 Context Diagram



## 12.2 Process Description

This process interfaces with all the organizational processes to provide manpower requirements including recruitment, selection, training, retention/separation administration.

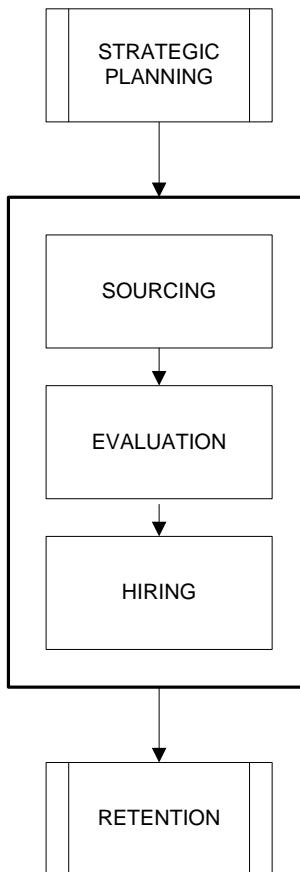
### 12.3 Related References

## Civil Service Commission Law & Rules CSC Forms

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## 13.0 RECRUITMENT

### 13.1 Context Diagram



### 13.2 Process Description

This process is done to assess and recruit qualified and competent applicants through sourcing evaluation and hiring.

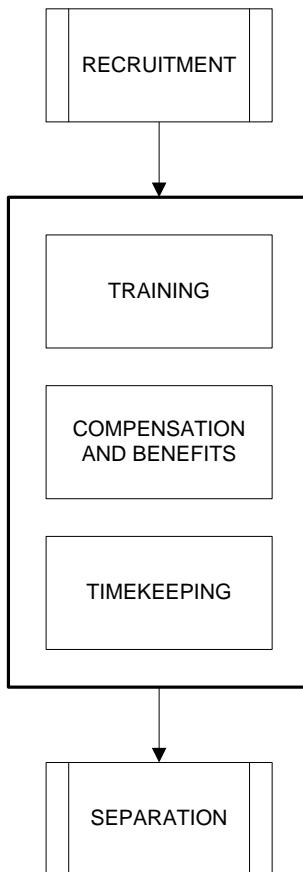
### 13.3 Related References

Minutes of the meeting of Personnel Selection Board (PSB).

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## 14.0 RETENTION

### 14.1 Context Diagram



### 14.2 Process Description

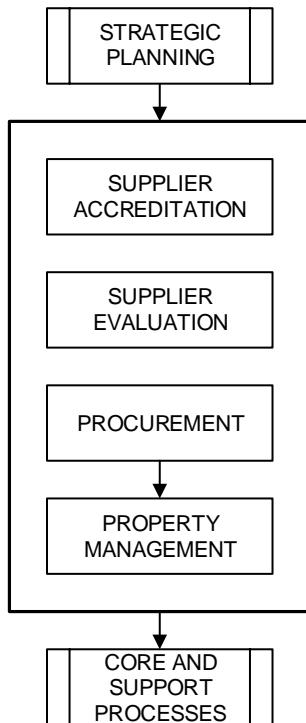
This process provides better compensation, benefits and training to deserving employees for career growth and advancement.

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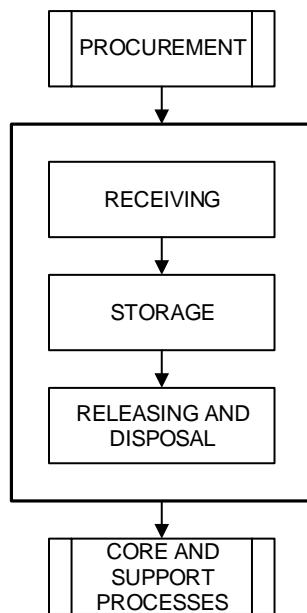
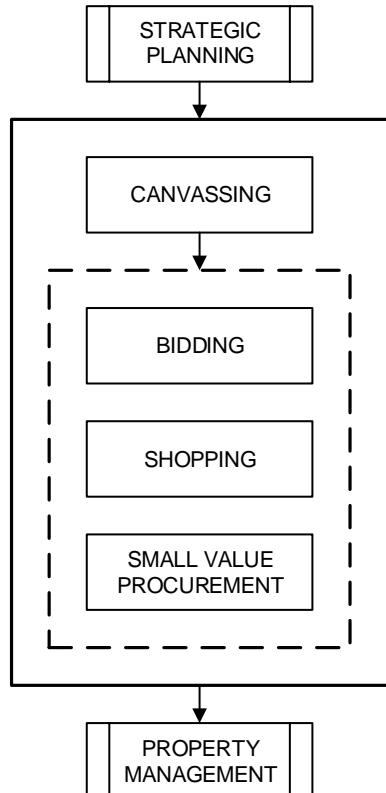
## 15.0 MATERIALS MANAGEMENT

### RECEIPT OF DELIVERIES OF INVENTORY:

#### 15.1 Context Diagram



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## 15.2 Process Description

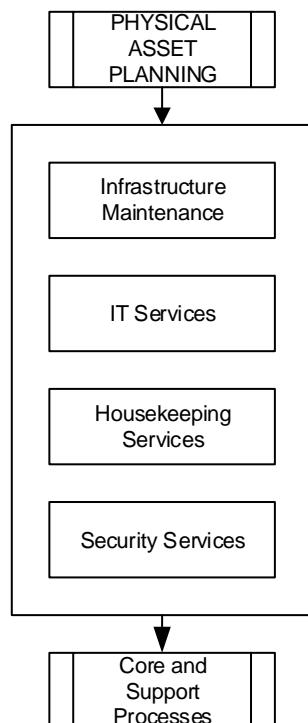
The process starts with the receipt of sales invoice or delivery receipts by the property & supply officer who will prepare the inspection and acceptance report after verifying the accuracy of the delivered materials in terms of quantity and quality specification. After which, it will be reflected in the updated inventory of materials.

## 15.3 Related References

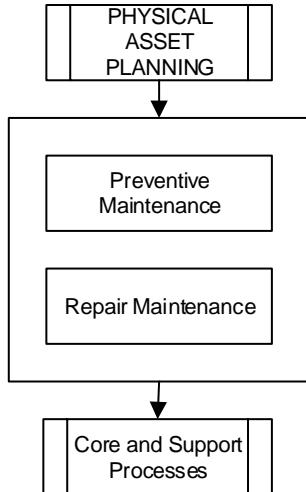
Sales invoice, delivery receipt, inspection and acceptance report.

# 16.0 INFRASTRUCTURE MANAGEMENT

## 16.1 Context Diagram



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## 16.2 Process Description

Before any expansion project is recommended for implementation, a feasibility study has to be conducted to determine the viability of the project i.e., investment cost vs the Return on Investment (ROI), after which the prepared design and cost estimates (Program of Work) shall be presented to the Board of Director for approved, provided that funds are certified available by the finance department. Bidding of the project in accordance with RA 9184 has to be first conducted before awarding to the contractor for the actual construction of the project. A certificate of acceptance/project completion has to be issued before first payment is made to the contractor.

## 16.3 Related References

Sample POW & Board Resolution – approving the project together with the Certificate of Availability of Funds.

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## 17.0 EXTERNAL PROCESSES

### 17.1 Process Description

Before any expansion project is recommended for implementation, a feasibility study has to be conducted to determine the viability of the project i.e., investment cost vs the Return on Investment (ROI), after which the prepared design and cost estimates (Program of Work) shall be presented to the Board of Director for approved, provided that funds are certified available by the finance department. Bidding of the project in accordance with RA 9184 has to be first conducted before awarding to the contractor for the actual construction of the project. A certificate of acceptance/project completion has to be issued before first payment is made to the contractor.

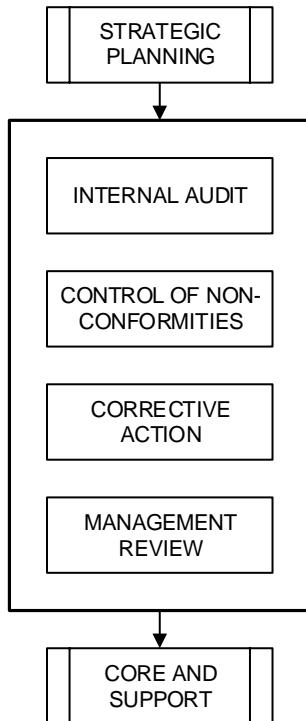
### 17.2 Related References

Sample POW & Board Resolution – approving the project together with the Certificate of Availability of Funds.

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## 18.0 REVIEW AND IMPROVEMENT PROCESSES

### 18.1 Context Diagram



### 18.2 Process Description

The General Manager of Balanga Water District initiates the reviews of the organization's quality management system **once a year**, to ensure its continuing suitability, adequacy and effectiveness.

This review shall include assessing opportunities for improvement and the need for changes to the quality management system, including the quality and policy objectives.

The minutes of the meeting shall be documented and a copy shall be provided to the General Manager. Management review schedule is a one-year plan at planned intervals. It shall be kept and maintained by the QMR for ten (10) years.