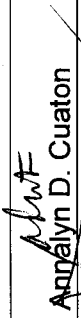





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DAVAO CITY WATER DISTRICT
 Km. 5, Jose P. Laurel Avenue, Bajada, Davao City
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MINUTES OF MEETING

Activity	First Management Review of the ISO 9001:2015 Quality Management System of the New Service Connection and Its Customer Support Processes		
Venue	DCWD Matina Office Meeting Room A		
Date	September 12, 2018		
Minutes Taken By	 Angelyn D. Cuaton	Time Started	1:00PM
Minutes Approved By	 Roberto S. De Los Reyes	Time Ended	4:58PM
Attachment/s	Attendance Sheet Management Review Activities Monitor		

I. Attendance

The Management Review was participated by the CSD ISO 9001:2015 Core Group, the Internal Quality Audit Team and the Assistant General Manager for Finance. Refer to attached "Attendance Sheet"

II. Agenda

- a. Review of the Quality Policy and the July to December 2018 Quality Objectives (QO) and Targets
- b. Customer Care Division Performance Review
- c. Billing Division Performance Review
- d. Customer Feedback Results
- e. Results of 2018 First Internal Quality Audit
- f. Measuring Equipment Conformance Review
- g. Issues on Suppliers / External Providers / Interested Parties and Risks
- h. Resource Needs / Adequacy of Resources, QMS Effectiveness and Improvement, Service Quality and Improvement, Other Issues Affecting the NSC and its Customer Support Services
- i. Other Issues and Closing



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III. Meeting Proper

Agenda	Highlights / Concern	Issue/s	Action Plan	Responsibility	Time Frame
<p>I. Preliminaries</p>	<p>The Management Review was started with an opening prayer led by Engr. Rogel O. Deduyo followed by the recitation of the Quality Policy facilitated by Emily Derecho.</p> <p>Opening remarks was given by DM Roberto De Los Reyes commending the ISO Core Group for reaching this stage. Further, he reiterated not to be resistant and do not allow negative thoughts to come first in whatever undertaking emphasizing the battle cry "WALAY LISOD". Being the first management review, there is no reading of the previous minutes. After which, he declared the meeting open.</p>				
	<p>Followed by the opening remarks was the message from the AGMF Mildred G. Aviles wherein she also congratulated the group. However, she posed the question on what will happen to the First Management Review submitted to the higher agency as requirement to the Performance Based Bonus (PBB).</p>				



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Agenda	Highlights / Concern	Issue/s	Action Plan	Responsibility	Time Frame
II. Review of the Quality Policy and the July to December 2018 Quality Objectives (QO) and Targets by Engr. Ruth Agnes G. Chavez	<ul style="list-style-type: none"> • Quality Policy carried • The QO and targets were derived from the Department Performance Commitment and Review (DPCR) 				
III. Customer Care Division Performance Review by Engr. Ruth Agnes G. Chavez	<ul style="list-style-type: none"> • All Key Performance Indicators (KPI) were above targets except for number of NSC installed and number of NSC installed within standard time 				
IV. Billing Division Performance Review by Adelaida M. Noriega	<ul style="list-style-type: none"> • AMGF Aviles commented to present the highlights in terms of percentages. • Engr. Maningo suggested that the target for change name be in terms of processing time and not on the number of transactions since it is based on customer requests. • DM De Los Reyes instructed to review the KPI reports • DivM Maravilla commented on why change name processed with Masterfile Change Request (MCR) be not charged same with CN by customer's request. DivM Noriega said they will review the process. 				

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Agenda	Highlights / Concern	Issue/s	Action Plan	Responsibility	Time Frame
<p>V. Customer Feedback Results by Engr. Ruth Agnes G. Chavez</p>	<ul style="list-style-type: none"> DivM Maningo asked if negative comments are prepared with Corrective Action Report (CAR). Engr. Chavez said yes. DivM Maningo suggested not to include the "no response" in the total number of feedback. AGMF Aviles suggested presenting the Customer Feedback Survey (CFS) results highlighting the services in terms of percentages (e.g. 95% said that the services are fast). She also commented to check on the negative feedback on the NSC orientation. For those with no response, DivM Maravilla suggested to reduce the number of questions. DivM Maningo said that the QMR has already plans of re-echoing the training attended by CSD personnel on Customer Feedback to review the feedback mechanism. 	<p>Issue No. 1: Report on the CFS is not comprehensive enough and many respondents do not give complete feedbacks to the questionnaires.</p>	<p>Re-echoing of Customer Feedback Training to enhance customer feedback mechanism</p>	<p>Aleda Mamhot and company</p>	<p>September 19, 2018, 8am to 5pm</p>
<p>VI. Results of 2018 First Internal Quality Audit by the Lead Auditor, Bernadette A. Dacanay</p>	<ul style="list-style-type: none"> DivM Dacanay said there are 30 conformances, 14 nonconformities and 20 observations AGMF Aviles commented to harmonize nonconformities with corrective actions. DM Maningo commented regarding the NC of E. Derecho on the signing of Promissory Note. He said that a memorandum should be given to her as evidence of the corrective action. DM Maningo said that correction are immediate action to eliminate the NC, 				



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	<p>corrective action are actions to prevent its recurrence and preventive action is to prevent an issue to happen or occur.</p> <ul style="list-style-type: none"> Isagani Quintos presented the results of the audit of the Internal Quality Auditors (IQA) whereby the Auditors of the IQA found no non-conformities but issues for improvement only. 				
<p>VII. Measuring Equipment Conformance Review by Engr. Rogel O. Deduyo</p>	<ul style="list-style-type: none"> All calibrating buckets are verified within schedule Engr. Deduyo explained that the target number of NSC was not met only this month and may be accounted to the following: <ol style="list-style-type: none"> Non-installation if there is no customer on-site Unavailability/sub-standard casing in subdivisions Additional time incurred in conducting the on-site meter verification Flushing of water meter. Engr. Deduyo said that despite the constraints, he will do his best to hit the target next time. 			<p>Engr. Ruth Agnes Chavez</p>	<p>Immediately</p>
<p>VIII. Issues on Suppliers / External Providers / Interested Parties / Risk Management by</p>	<ul style="list-style-type: none"> Engr. Chavez said that performances of suppliers are evaluated at least once a year. AGMF asked on who will assess the suppliers. DivM Maningo said that it is the supervisor / end user. 	<p>Issue No. 2: Tedious manual filling-out of Supplier Performance Evaluation which may affect compliance of the procedure</p>	<p>Coordinate with ICTD regarding the online assessment of suppliers to enhance systematic evaluation of suppliers</p>	<p>Engr. Ruth Agnes Chavez</p>	<p>Immediately</p>

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<p>Engr. Ruth Agnes G. Chavez</p>	<ul style="list-style-type: none"> DM De Los Reyes said that this process should be institutionalized as suggested by Mr. Muyco. Engr. Chavez presented the Context of the Organization (COTO) log list reflecting interested parties with the corresponding risks and opportunities for review of the body. Remove the On-time and appropriate releases of salary and other benefits, specifically pertaining to the attendance confirmation by the Job orders, as risk since it is manageable but should be properly acted upon by the supervisors. B. Verano share her best practice in the monitoring of daily attendance of the Bill handlers DM Maningo suggested to change the "creation of annual training program" to "Creation and constant monitoring of implementation of Annual Training Plan" DM Maningo said that on-time procurement of materials and supplies should be the look-out of the supervisor, that is, the preparation of the Purchase Requisition (PR). DM Maningo suggested including responsible persons in the mitigating measures which should be the supervisor. AGMF Aviles suggested to improve the statements in the COTO Log list DM De Los Reyes instructed to improve the Risks and Opportunities and Internal and External Issues 	<p>Issue No. 3: Delay in the submission of attendance confirmation resulting from too many incomplete entries.</p>	<p>Draft memorandum on the meeting by supervisors to discuss guidelines on prompt compliance / submission of attendance confirmation to eliminate delayed submission of attendance confirmation.</p>	<p>Brenda Verano</p>	<p>September 13, 2018</p>
	<p>Issue No. 4: Context of the Organization (internal and External Issues) and Risks and opportunities were not clearly defined.</p>		<p>Conduct meeting and/or trainings relevant to risks, opportunities and internal and external issues</p>	<p>Dennis Maningo to coordinate with HRD</p>	<p>Within September to October</p>



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Agenda	Highlights / Concern	Issues	Action Plan	Responsibility	Time Frame
IX. Resource Needs / Adequacy of Resources, QMS Effectiveness and Improvement, Service Quality and Improvement, Other Issues Affecting the NSC and its Customer Support Services by Engr. Ruth Agnes G. Chavez	<ul style="list-style-type: none"> • Engr. Deduyo raised the issue on the new scheme adopted in service line installation wherein he suggests reverting to the old scheme. The new scheme may be one of the reasons of the reduced number of installed NSC because the assigned team for service line installation may take longer time to look for the applicant's location since he is not familiar with the area. • DM De Los Reyes said that there is a reason for the new scheme. • DM Maningo said that in the new scheme, the service line installation becomes a preliminary activity only which caused the new scheme. • DM De Los Reyes said that this matter should be discussed in another meeting 	Issue No. 5: Non-meeting of the target installed NSC and the standard time to install it	Meeting on the review of NSC installation scheme and the review of overtime expenses to meet the targets.	DM De Los Reyes, DivM Chavez, Engr. Deduyo, Engr. Tan, Engr. Galleto and Engr. Cuaton	September 17, 2018
X. Other Issues and Closing by DM De Los Reyes	<ul style="list-style-type: none"> • DM De Los Reyes reminded the group to follow what was agreed and the observations by the IQA Team. 				



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MANAGEMENT REVIEW ACTIVITIES MONITOR

	ISSUES	ACTION ITEMS/PLAN	RESPONSIBLE	TARGET DATE/ TIME FRAME	STATUS (as of October 16, 2018)
1	Report on the CFS is not comprehensive enough and many respondents do not give complete feedbacks to the questionnaires.	Re-echoing of Customer Feedback Training	Aleda Mamhot and company	September 19, 2018 (whole day)	Done on September 19, 2018
2	Tedious manual filling-out of Supplier Performance Evaluation which may affect compliance of the procedure	Conduct coordination meeting with ICTD regarding the online assessment of suppliers	Engr. Ruth Agnes Chavez	Immediately	Done on September 26, 2018
3	Delay in the submission of attendance confirmation resulting from too many incomplete entries.	Draft memorandum on the meeting by supervisors to discuss guidelines on prompt compliance/submission of attendance confirmation	Brenda Verano	September 13, 2018	Meeting done on September 21, 2018
4	Context of the Organization (internal and External Issues) and Risks and opportunities were not clearly defined.	Conduct meeting and/or trainings relevant to risks, opportunities and internal and external issues	Dennis Maningo to coordinate with HRD	Within September to October	Done on September 20 and 27, 2018 and on October 3, 2018
5	Non-meeting of the target installed NSC and the standard time to install it	Meeting on the review of the NSC installation scheme and review of overtime expenses	DM De Los Reyes, DivM Chavez, Engr. Deduyo, Engr. Tan, Engr. Galleto and Engr. Cuaton	September 17, 2018 at 2pm	Done on September 17, 2018

Prepared by:

ANNALYN D. CUATON
ANNALYN D. CUATON
Document Controller

Approved by:

ROBERTO S. DE LOS REYES
ROBERTO S. DE LOS REYES
Quality Management Representative



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ATTENDANCE SHEET

4th MGT. REVIEW OF THE ESD ISO 9001:2015 QMS - NSG & ITS CUST. SUPPORT SERVICES

(Purpose)

SEPT. 12, 2018; 1PM

(Date and Time)

DWWD MEETING ROOM A

(Venue)

NO.	NAME	SIGNATURE
1	Ma Donna Mae C. Minoz	
2	MARIA CONSUELO J. MARAVILLA	
3	Heide G. Acero	
4	Rommel A. Reyes	
5	Emily A. Nerecho	
6	Nanta R. Adark	
7	Bruna P. Viano	
8	Dennis A. Mawingo	
9	RUTH AGNES G. CHAVEZ	
10	MATT DONALD B. TAN	
11	ROSEL O. DEONAR	
12	MILONDO G. AVILOS	
13	Roberto S. De los Angeles	
14	IGABANI C. QUINTOS	
15	AUGDA B. MAMHOT	
16	AUDREY S. LACABA	
17	Marilyn D. Castro	
18	ADELAIDA M. NORIEGA	
19	Bernadette A. Dacanay	