



Metropolitan Naga Water District MANAGEMENT REVIEW REPORT

Date: December 5, 2017 Period Covered: January-October 2017 Next review Date: March, 2018


AGENDA

1. Background/updates on the agency QMS
2. Internal and External issues
3. Performance Review:
 - a. Customer feedback/satisfaction
 - b. DPCR/Quality Objectives
 - c. Internal Quality Audit Result
 - d. Non-Conformity and Corrective Actions
 - e. External providers and suppliers performance
4. Effectiveness of action taken to address risk and opportunities
5. Adequacy of resources required for maintaining effective QMS
6. Potential opportunities for continual improvement

Prepared by:


VICENTE ANICETO D. RUBIO
 QMS Leader

Approved by:


VIRGINIA I. NERO
 Acting General Manager

EXPECTED OUTPUTS

- | | |
|---------------------------|--------------------|
| 1. Minutes of the Meeting | 3. Action Plans |
| 2. Resource Needs | 4. Recommendations |

PROCESS PERFORMANCE AND SERVICE CONFORMITY VIS-À-VIS QUALITY OBJECTIVES AND PLANS

No.	Objectives and Targets (per Department/Division)	Status of Attainment as of October 31, 2017.	Corrections/Corrective Actions Taken	Top Management Comments/ Recommendations
1.	Office of the General Manager <ul style="list-style-type: none"> • To provide support needed for automation and technological innovation. • To uphold district's image and maintain good relationship with the public through New Article posted to MNWD website and Local Newspaper 	Integrated Commercial System – 98% Integrated Billing and Collection System – 90% 95%		<p>The management is expecting that these programs will soon be completed and eventually put into the system and used by the intended users.</p> <p>Public service announcement through print media, flyers and radio announcement is effective to reach the public, moreover the use of conventional way which is "bandillo" make it more effective that it reach to the target concessionaire of the water district.</p>



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2.	<p>Production Department</p> <ul style="list-style-type: none"> To ensure availability of water supply per cubic meter produced based on average demand with an annual target of 95%. 	98%	<p>Realigned or reprogram the budget due to uncontrolled circumstances during implementation.</p>	<p>The management argued on the basis of demand (actual billed, total no. of connections, historical data or the actual consumption)</p>
3.	<p>Engineering and Environment Department</p> <ul style="list-style-type: none"> To ensure effective implementation of watershed rehabilitation, conservation, maintenance and protection with an annual target of 100% of all the programs and projects for the year. To complete 100% project implementation based on budget or program. 	<p>Kalinisan Nabuntulan – 91.95%</p> <p>Anayan – Rumangrap – 82.66 %</p> <p>Water Source Development – 8.81%</p> <p>Waterline Development – 57.87%</p>		<p>Continue to implement the program to attain the 100% target set for the year.</p> <p>The actual accomplishment is very low compared with the target project to be implemented.</p>
4.	<p>Finance Department</p> <ul style="list-style-type: none"> To ensure proper utilization of organization's resources based on 2017 Budget with a revenue of P 270,242,638.33 and an expenses of P 268,945,349.17. 	<p>Revenue – 94 % or P 253,017,890.30</p> <p>Expenses : 77% P 208,988,638.83</p>		<p>The data from the actual revenue and expenses as compared to the projected based on budget shows a favorable effect to the operation of the district. The management suggested to continue the existing controls and monitoring mechanism to lessen expenses and increase revenue.</p>
5.	<p>Commercial Services Department</p> <ul style="list-style-type: none"> To billed customer based on actual consumption to projected budget for January to October, 2017 to P 243,544,760. 	<p>Billing – 97%</p> <p>Collection – 96%</p>		<p>The collection of payment for water bill is under the Finance Department however the effort to increase revenue depends on the billings and other programs implemented by CSD.</p>







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6.	<p>Pipelines and Appurtenances Maintenance Department</p> <ul style="list-style-type: none"> •To install and restore 100% water service connection based on request or application. •To reduce and control non-revenue water to 20% and balance system's pressure to 10 PSI 	<p style="text-align: center;">89%</p> <p style="text-align: center;">Average NRW – 20.44% Ave. System Pressure – 20.28 PSI</p>	<p>Per BR No. 110 dated August 23, 2017 MNWD includes the additional cost of materials used for meter stand as form part of the "After the Meter" to facilitate immediate installation of New Water Service Connection.</p> <p>Purchase of additional necessary equipment and tools to monitor and manage pressure, detect leak and for immediate response in case of repairs.</p>	<p>The pending installation of water service connection is due to inability of the applicants to install or prepare materials for in-house water connections, the assumption of the district for that materials reduce the number of pending application and facilitate immediate installation.</p> <p>Continue to implement various programs and activities such as intensive street by street leak detection, night leak detection, night flow pressure measurement and replacement of ageing water meters.</p>
7.	<p>Administrative Services Department</p> <ul style="list-style-type: none"> • To provide administrative support and logistics to the district. •To create and maintain competent workforce through attendance of seminars and trainings. 	<p>Vehicles – 611 Building Maintenance – 689 Purchase Order – 327 Calibrated/Tested Meters – 9,180</p> <p>Attendees to trainings – 76 % or 152/201</p>	<p>Each division is required to submit Trainings Needs Assessment to HRD to analyze and have a basis for recommending and sending personnel to a seminar and trainings base on individuals needs and job requirements.</p>	<p>The accomplishment should be compared with the target. The data presented was based only on the count of services provided.</p> <p>For CY 2018 each employees shall be given an opportunity to attend seminars and trainings. Likewise, echo seminar and coaching is encourage to update and upgrade the skills and knowledge of employees as well as to develop personnel to facilitate seminar and share their expertise.</p>



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QMS PERFORMANCE VIA IQA

Internal Quality Audit was conducted last November, 2017 with the entire QMS as the scope however due to time constraint, volume of workload and pre scheduled activities some of the areas were not audited and as of the date of management review the auditor wasn't able to issue a corrective action form for the non-conformities identified during the audit. Therefore the management agreed to conduct another IQA and management review to address the shortcomings for this period. Nonetheless during this year internal quality audit eight (8) non conformities were identified.

No.	IQA Findings (Brief Description)	Top Management Comments/ Recommendations	Next Steps
1.	During the audit of WP&EMD, the auditor found out that no planned arrangements were provided on verifying whether the procedure on chlorination was being conducted regularly and properly.	The Division Manager of WPEMD said that chlorination is regularly conducted however they should ensure that log book or record is maintained and updated to comply with the procedure and retained a documented information.	Ensure that all pumping station shall maintain and updates their record on chlorination procedure.
2.	According to the personnel's responsibility indicated in the procedure, monitoring of procedures should be conducted, however during audit there were no evidence showed to prove that it was conducted.	Same with the above statement	
3.	Based on the safety procedures maintain on every pumping station there should be a hazard outfit/gear however as observed, there was no outfit/gear use during the operation.	As per requirement of DOH and as indicated in the quality procedure outfit/gear should be use. However, it wasn't able to be realize this year due to budget constraint. It was not included in 2017 budget.	Procure the necessary hazard outfit/gear during the first quarter of 2018.
4.	Chlorine should be stored in a storage room separate from pump house, however during the audit improper storage of chlorine or drum is observed.	A plan to separate the chlorine storage room is already included in the 2018 budget. A request to PDCD to design a separate chlorine storage room is already done for the future plans and design of pumping station.	Request for the construction of separate chlorine storage room.



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5.	Based on ISO clause 7.1.3 shall determine, provide and maintain infrastructure necessary for the operation during visit at Jardin Real PS the personnel in charge said that they have preventive maintenance schedule however it was not followed/conducted.	Preventive maintenance is done however same with the other plans sometimes it is not followed. WPEMD especially maintenance section should maintain a record on the maintenance they made in every pumping station. Preventive maintenance schedule should be prepare on the onset of the year and must see to it that it is implemented in the whole year.	Prepare a Preventive Maintenance schedule of all equipment for 2018.
6.	During audit of EED it was noted that there were no proper filing of reports pertaining to progress/monitoring report, it was not properly binded and labeled and found that even older files are still in the current active files.	Though it is just a minor non conformities but maintaining a documented information for all the necessary procedures included Quality Management System is very vital. Proper filing, labeling and even retention and disposal must not be taken for granted.	Implement 5s.
7.	During the audit of HRD it was noted that there is no approved policy for Personnel Learning and Development.	HRD already submitted a Personnel Learning and Development Plan however it is not yet approved.	Revised procedure based on the approved Learning and Development Plan.
8.	As indicated in the procedure it states that the attendees of training shall submits action plan to HRD upon completion of the said training, however there is no documented information showing the said compliance.	The attendees of the seminar shall furnished a copy of the materials used during their seminar/trainings. However as of to date that practice were not yet implemented.	Require attendees of seminar to submit action plans to HRD and furnished them with the materials used in the training/seminar.

CUSTOMER SATISFACTION ANALYSIS

In analyzing customer satisfaction, MNWD use the research conducted by Gender Focal Point System Committee on "Institutionalizing Sex-Disaggregated Water Data". The study was conducted to determine the level of satisfaction of the customer to the different services provided by water district. The respondents represents 1% of the total number of customers within the franchise area. Stratified random sampling per municipality/barangay proportionately distributed to the total number of respondents. The data gathering instrument used is through questionnaire with the scale of 4.20 – 5.00 highly satisfied, 3.40 – 4.19 satisfied, 2.60 – 3.39 moderately satisfied, 1.80 – 2.59 less satisfied and 1.00 – 1.79 not satisfied.

No.	Customer Satisfaction Feedback Relevant Findings	Analysis / Recommendation	Action / Improvement Plan	Responsibility / Target date
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a.	<p><u>Frontline Service Implementation</u> Among the division with frontline service implementation CSD/CAD obtain an overall weighted mean of 4.86, for WP&EMD is 4.84 and WDRD/PLC&NRWMD is 4.78.</p>	<p>Base on the result CSD/CAD obtain the average of 4.86 and the highest among the three division, it can be concluded that customer is more satisfied with the services provided on meter reading, bill serving and customer assistance.</p>	<p>Additional sources of water supply program for 2018.</p> <p>Regular cleaning / disinfection of wells and intake boxes and reservoirs.</p>	<p>PDCD</p> <p>WP&EMD</p>
b.	<p><u>Various Program Implementation</u> For the implementation of various MNWD Programs Billing and Collection – 4.96 Meter Reading – 4.92 Management of Water Sources – 4.84 Customer Assistance on Complaints and Request – 4.79 Maintenance of Service Lines and Expansion of Service Area – 4.78</p>	<p>As observed Billing and Collection got the highest satisfactory rating because this program really reached the customer. The computerized billing and collection system, the no noon break policy and the queuing system, most of the customer feel convenience in paying water bill.</p>	<p>Trainings for additional knowledge and develop skilled workers.</p> <p>Should maintain and install proper location and relocation of water meters.</p>	<p>HRD</p> <p>WDRD</p>
c.	<p><u>Customer Satisfaction</u> The overall customer satisfaction rating to MNWD services is as follows: Billing and Collection – 4.93 Meter Reading – 4.91 Customer Assistance on Complaints and Request – 4.78 Maintenance of Service Lines and Expansion of Service Area – 4.74 Management of Water Sources – 4.61</p>	<p>For the overall feedback or rating of customers' satisfaction to the MNWD services Billing and Collection still got the highest satisfaction ratings and Management of Water Source got the lowest but still have a highly satisfied rating. With these, it can be concluded that supply of good quality of potable water is well provided, provision of water services to a large number of household is highly implemented and meter reading, billing and collection and customer assistance are highly performed.</p>	<p>Information dissemination and awareness to customer through distribution of informative materials, leaflets and flyers regarding water districts policies, projects and programs.</p> <p>Customer orientation seminar on water service connection, policies and other related issues on water bill and connections.</p> <p>Orientation and trainings for front line service personnel.</p>	<p>CSD/CAD and PREAS</p> <p>CSD/CAD and WDRD</p> <p>HRD</p>

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CORRECTIVE ACTION

With regards to corrective actions, during the conduct of management review, auditor wasn't able to issue yet a corrective action report therefore the management was not able to discuss the result and because of that it is another subject or agenda for the next management review that will be conducted on the first quarter of 2018.

CHANGES AFFECTING THE QMS

No.	Description	Impact	Mitigating Action
1.	The internal and external issues were identified and the risk and opportunities related to the issues however the changes were not identified or the actions taken to address the issues.	The issues identified on the onset of 2017 or later part of 2016 might have been solved already. Therefore updates should be made.	Updates of the issues, risk and opportunities register. Identified the actions taken to address the issues.
2.	The methods to get the customers feedback or satisfaction is through Gender Focal Point System Research or Study. Though it is acceptable, the number of customer to answer the questionnaire is not enough. One percent of the total number of concessionaire is not sufficient to represent the whole client of MNWD	Change the methods of gathering data to know the customer satisfaction rating and increase the percentage of respondents to at least 10% of the total number of active accounts	Implement/develop a new customer feedback mechanism.

RECOMMENDATIONS FOR IMPROVEMENT

No.	Suggestion / Improvement Opportunity	Top Management Comments/ Recommendations
1.	Revision of process to eliminate Non-value added activity.	Possible revision of Quality Procedure to include the criteria, inputs and output and the possibility to shortened the process to eliminate the non-value added activities
2.	Automation of the process.	It would be beneficial to the district if not all, some of the process be automated. It would require less manpower and may generate report at the real time
3.	Consider customer feedbacks and external providers evaluation making future plans for the agency.	It is important to consider not only customers and external providers feedbacks or concern but other MNWD stakeholders as well in making future plans and programs.
4.	Attendance to trainings and seminars	By next year, all employees will be given to attend seminar and trainings



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No.	OTHER CONCERNS
1.	The external providers and suppliers performance is included in the agenda however it was not discuss due to unavailability of data. However the body suggested that this might be part of the agenda for the next management review.
2.	Adequacy of Resources as presented were enough to implement the Quality Management System

** See also attached attendance sheet*

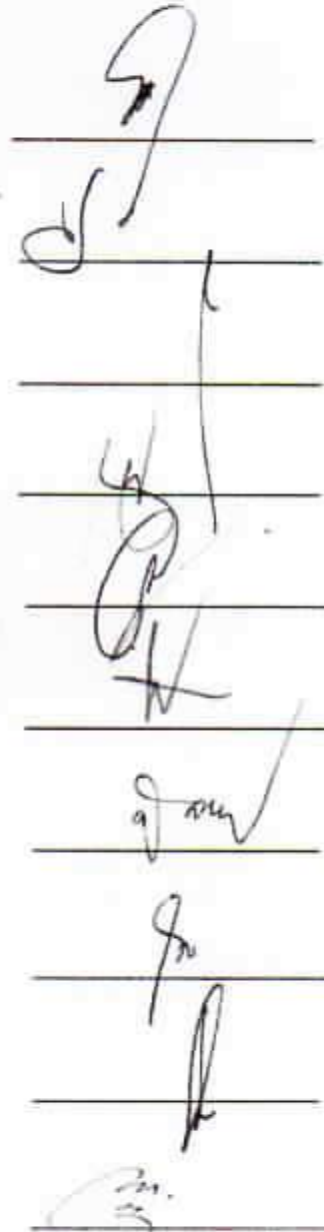
Republic of the Philippines
METROPOLITAN NAGA WATER DISTRICT
40 J. Miranda Avenue, Naga City

Attendance

MANAGEMENT REVIEW

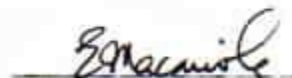
December 05, 2017
9:00 A.M. – 2:00 P.M.

1. **Virginia I. Nero**
Acting General Manager
2. **Jeremias P. Aban, Jr.**
Division Manager A, A/GSPSMD
3. **Ricardo B. Felix III**
Division Manager A, HRD
4. **Roque S. Francisco**
Division Manager A, PLC&NRWMD
5. **Renato R. Dela Cruz**
Division Manager A, WPEMD/ OIC, WQD
6. **Virgilio B. Luansing I.**
Division Manager A, PDCD/OIC, EWRD
7. **Christina B. Carmona**
OIC, AD / TBD
8. **Shirley B. Peña**
OIC, CSD/CAD
9. **Rubio, Vicente Aniceto D.**
Core Team Leader
10. **Dulce Genevieve M. Cayetano**
Acting Executive Assistant
Recording Secretary



Handwritten signatures of the attendees on a list of horizontal lines.

Evangelina M. Macariola
(Guest Speaker)



Handwritten signature of Evangelina M. Macariola.

11. **Alinate, Maricel F.**
Internal Control Representative

12. **Regmalos, Cherry Grace R.**
GAD Representative

13. **Bautista, Mike Christian B.**
IT Support

Representatives from Core Team:

1. _____

2. _____

3. _____

4. _____

5. _____

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8. _____

9. _____

10. _____
