



REPUBLIC OF THE PHILIPPINES  
METROPOLITAN NAGA WATER DISTRICT  
40 J. MIRANDA AVENUE, NAGA CITY

# **PROCEDURES AND WORK INSTRUCTIONS MANUAL (PAWIM)**

## **(ASDPW03) ADMINISTRATIVE SERVICES PERFORMANCE EVALUATION OF EXTERNAL PROVIDERS**



<b>METROPOLITAN NAGA WATER DISTRICT</b>
<b>PROCEDURE</b>
<b>PERFORMANCE EVALUATION OF EXTERNAL PROVIDERS</b>


Document Code: <b>ASDPW03</b>	
Revision No.:	0
Effectivity Date:	March 2017
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**Revision Status**

This list identifies the revisions made in this section. The date refers to the date this section was made effective and implemented and not to the date the document was signed or printed.

Rev. No.	Pages	Details	Date of Issuance and Effectivity
00	All	First issuance / release of procedure	13Mar2017

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## 1. PURPOSE

**1.1** This procedure describes the process of evaluation of performance of MNWD external providers to ensure that materials/supplies, equipment, and services purchased conform to the standards and requirements.

## 2. SCOPE

**2.1** Covers evaluation of performance of external providers only based on MNWD set criteria, communicating results of evaluation to suppliers, and updating of suppliers/contractors list. Thus, excludes the process of accreditation of external providers/suppliers.

**2.2** This procedure is only applicable to outsourced supplies, materials, services, and equipment and excludes evaluation of job order personnel.

## 3. RESPONSIBILITIES

**3.1** Administrative Division – responsible for evaluating external providers performance based on organization set guideline and applicable regulations, communicating results of evaluation to external providers, and updating list of suppliers/contractors list.

## 4. DEFINITIONS


**4.1** All external parties who provide supplies, materials, equipment, services and other inputs to MNWD.

## 5. GUIDELINES

### 5.1 Accreditation of External Providers

- Include infrastructure contractors, providers of office supplies, construction materials, equipment, consultants, retainers, security services, telephone and internet providers and other necessary inputs/services for the operation of MNWD's basic services.

**5.2** Criteria in evaluation of external providers performance shall be as follows:

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- Honesty and Fairness – the contractor/supplier must be observed to be honest and fair in its dealings in delivery of products within specification.
- Quality of Products and Services – the characteristics and technical performance of the products should meet the end user’s needs, requirements, and expectations.
- Reliability in Delivery – the suppliers/contractors meet due dates and other delivery at the agreed site.
- Price - the suppliers/contractors must be able to offer lower prices and better terms of purchase for the quality of goods.
- Customer Service – the suppliers/contractors must be observed to provide efficient service

### 5.3 Frequency of external providers performance evaluation

- Evaluation of external providers performance shall be done once a year.

### 5.4 Rating System

- MNWD shall use a three-point system with 3 being the highest.
- Performance rating of 2.0 and above is passed while performance rating below 2.0 is failed.
- External providers who failed in the evaluation will be remove in the list of suppliers/contractors.

### 5.5 Communicating result to external providers with failed evaluation.

- External providers with failed rating shall be informed of the result and importance of performance evaluation.

## 6. PROCEDURES

## 7. RELATED FORMS AND DOCUMENTS

### 7.1 External Providers Performance Evaluation Form