

# QUALITY MANAGEMENT SYSTEM

## Quality Manual

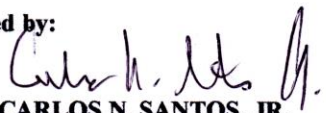


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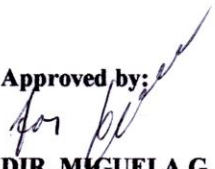
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**Reviewed by:**



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**Approved by:**



**DIR. MIGUELA G. PLEYTO**  
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Date prepared : January 6, 2017  
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# **USER'S GUIDE AND CONTROL OF QUALITY MANAGEMENT SYSTEM MANUAL**

## **a. Introduction**

SANTA MARIA WATER DISTRICT developed and implemented a Quality Management System (QMS) in order to document the company's basic policies and processes, to better satisfy the requirements and expectations of its customers and to continually improve quality through the use of QMS.

The QMS of SANTA MARIA WATER DISTRICT meets the requirements of the International Standard ISO 9001:2015.

The manual describes the QMS, defines authorities, interrelationships and responsibilities of the personnel responsible for performing within the system. The manual also provides procedures or references for all activities comprising the QMS to ensure compliance to the necessary requirements of the ISO standard.

Internally, the manual is used to guide the company's employees through the various requirements of the ISO standard that must be met and maintained in order to ensure customer satisfaction and continuous improvement.

Externally, the manual is used to introduce our QMS to our concessionaires and other external organizations or individuals. The manual is also used to familiarize them with the controls that have been implemented and to assure them that the integrity of the QMS is maintained; hence demonstrating that the company is focused on customer satisfaction and continuous improvement.



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#### b. Control of QMS Manual

This Manual shall be classified either as a controlled or uncontrolled copy. Numbered copies of this controlled manual are issued according to the distribution list defined by SANTA MARIA WATER DISTRICT.

It is the responsibility of the controlled copy holders to ensure safekeeping of the Manual and its availability to members of their respective business unit or section, and that the policies stated within this Manual are understood and implemented. Holder of the controlled copy shall be informed and issued with dated sections whenever there is a revision to this manual.

Uncontrolled copies may be distributed to interested parties upon request. All external distribution is subject to the authorization from the Management Representative (MR). The uncontrolled copies distributed will not form part of the document control procedure and will therefore not be updated with revision issues.

#### c. Distribution of QMS Manual

The Management Representative and the Document Control Officer is responsible for the controlled internal distribution of this manual, and changes thereto.

# **SANTA MARIA WATER DISTRICT PROFILE**

The original water system of Santa Maria, Bulacan was constructed in 1931 and was managed and operated by the defunct National Waterworks and Sewerage Authority (NAWASA). With the dissolution of the latter in 1971, management was turned over to the local government. However, the water system could not be maintained and operated efficiently due to lack of funds. In order to address this predicament, the Sangguniang Bayan Resolution No. 12 series of 1986.

With the formation of SMWD, it fully took over the operations and management of the water supply system from the municipal government in accordance with Presidential Decree No. 198 (as amended by P.D. No. 768, 1479 and 9286) also known as the Provincial Water Utilities Act of 1973.

A total of 241 concessionaires, three (3) production wells at Dulong Bayan, Macaiban and Villarica (the third well became idle due to low water pressure on December 1994) and one (1) concrete reservoir at Gulod, Poblacion were turned over to SMWD.

On September 28, 1987, the Local Water Utilities Administration (LWUA) issued the Conditional Certificate of Conformance (COCC) No. 310 enabling financial, technical and regulatory services for SMWD and it entitled the SMWD to all the rights and privileges provided under P.D. 198, as amended.

With regard to categorization, the SMWD was initially classified as a “Small” Water District in 1997. SMWD then applied for “Average” category, and was instead approved into a higher category – the “Medium” category, on November 20, 2000. The plantilla for the said category was approved by the Department of Budget and Management (DBM) last February 5, 2003 with 70 career positions.

On June 2010, the SMWD applied for “Big” category and was again opportunely approved to a higher category, which was the “Large” category. With the onset of Revised Local Water District Manual on Categorization, Re- categorization and Other Related Matters (LWD-MaCRO) per DBM Circular Letter No. 2011-10 dated November 18, 2011, the SMWD is classified as Category “B” based on resulting Point-Rating Category garnered by the local water district.

The present service area of SMWD covers all of the twenty-four barangays (24) of the municipality of Santa Maria. In addition, it is also serving four (4) barangays outside the municipality of Santa Maria namely: 1) Pulong Yantok (Angat); 2) Prenza I and Sta. Rosa II (Marilao) and 3) Turo (Bocaue).

The system has a 175 cubic meter reinforced concrete reservoir located at Gulod, Barangay Poblacion with a top elevation of 36.50 m.; a 209 cubic meter elevated steel tank located at Garden Village, Barangay Pulong Buhangin with a top elevation of 91.50 m; 111 cubic meter elevated steel tank located at Yakal St., Barangay Sta. Clara with a top elevation of 31.30 m; and 90 cubic meter elevated steel tank located at Glendale Subdivision, Barangay Sta. Clara with a top elevation of 41.00 m.

SMWD derives its water supply from twenty-two (22) production wells located in various site within the WD service area. Water from these deep-wells is pumped to the distribution system. The combined production capacity of these operational production wells is about 319.89 lps (27,638 cum/day). During dry season, the yield of almost all of the wells declines by about 10% to 15% of their usual yield capacities.

SMWD also obtains its water supply from surface water source through bulk water supply at three (3) tapping points near the borders of Norzagaray, Bulacan. It has as estimated capacity of 140 lps (12,100 cum/day). Raw water supply from Angat River in Bulacan is treated at the PhilHydro Company's Norzagaray treatment plant.

## **WATER SUPPLY AND PRODUCTION**

Before 2002, SMWD could only provide water services for 18 hours a day. However, after the well drilling at Guyong in 2002, which was funded by the Landbank of the Philippines (LBP), and the well drilling at Villarica which was constructed through internally generated funds, the SMWD was able to supply water services 24 hours a day, seven (7) days a week.

From six (6) pump stations in 2002, the SMWD has now a total of twenty-two (22) operational wells which are as follows:



**No. Locations**

1	Gulod, Poblacion	12	Catmon
2	Celeste, Guyong	13	Parada
3	Sta. Clara	14	Patag
4	Sacred	15	Labanos, Tumana
5	Tabing-Bakod	16	Caysio
6	Sitio Bato	17	Kamatis, Tumana
7	Villarica	18	Sonoma
8	Green Valley	19	Camangyanan
9	Garden Village	20	Pulang Lupa, Bulac
10	Sta. Cruz	21	Manggahan
11	Mahabang-Parang	22	Policarpio, Parada

With regard to the water production, the SMWD had produced 2,173,878cu m with an average of 6,000cu m/day in 2005 (*the earliest available data*). This production consistently increased in the subsequent years because of the additional wells and other effective interventions undertaken.

On January 2010, the SMWD entered into an agreement with the Philippine Hydro (PH), Incorporated regarding the supply of bulk water. The latter is responsible for financing, designing, supplying, constructing, operating, maintaining the water plant and supplying the treated bulk water from its single and sole point of water source which is the Norzagaray – Angat River. It is further indicated in the agreement that the PH, Inc. should ensure that the bulk water meets the Philippine National Standards for Drinking Water.

For the year 2013, the SMWD had an actual production of 5,379,996 cu m. At present, the bulk water represents almost 24% of the total water supply of the SMWD and it augments the supply to five (5) barangays of the municipality.

## **SERVICE CONNECTION AND AREAS OF COVERAGE**

When the SMWD took over the operations and management of water supply in the municipality of Santa Maria, Bulacan in 1987, there was a total number of 241 concessionaires which rose to 4,305 in 2002 and had the significant increase in 2013 at 20,654.

As regards to billed concessionaires, the SMWD had a total of 688 in 1990 (*data is unavailable from 1987 to 1989*) then 3,985 in 2002 and further increased to 18,800 in 2013 while total population served in 1990 was 4,128 (*data is unavailable from 1987 to 1989*), 20,290 in 2002 and enormously grew to 114,822 in 2013.



Presently, the SMWD is providing services to all barangays of the municipality of Santa Maria and also to areas of other municipalities which are as follows:

- |                                  |                                |
|----------------------------------|--------------------------------|
| 1. Brgy. Sto. Tomas              | 18. Brgy. Caysio               |
| 2. Brgy. Sta. Clara              | 19. Brgy. Cay Pombo            |
| 3. Brgy. Pulong-Buhangin         | 20. Brgy. Lalakhan             |
| 4. Brgy. Parada                  | 21. Brgy. Mahabang-Parang      |
| 5. Brgy. Poblacion               | 22. Brgy. Manggahan            |
| 6. Brgy. San Vicente             | 23. Brgy. Buenavista           |
| 7. Brgy. Sta. Cruz               | 24. Brgy. Silangan             |
| 8. Brgy. Tumana                  |                                |
| 9. Brgy. San Jose Patag          | <b>Municipality of Angat</b>   |
| 10. Portion of Brgy. San Gabriel | 1. Brgy. Pulong Yantok         |
| 11. Brgy. M. Sapa                |                                |
| 12. Brgy. Bagbaguin              | <b>Municipality of Marilao</b> |
| 13. Brgy. Bulac                  | 1. Brgy. Sta. Rosa II          |
| 14. Brgy. Balasing               | 2. Brgy. Prenza I              |
| 15. Brgy. Camangyanan            |                                |
| 16. Brgy. Catmon                 | <b>Municipality of Bocaue</b>  |
| 17. Brgy. Guyong                 | 1. Brgy. Turo                  |

### **PERSONNEL COMPLEMENT**

Three years after the SMWD's official operation in 1987, the total number of employees was ten (10) and it dramatically increased to a total of 75 employees – 33 regular, 6 casual and 36 Job Orders in 2013. SMWD is continuously hiring for additional employees because of continuous increase in number of service connections to efficiently provide water services 24 hours a day, seven (7) days a week to all its concessionaires.

## VISION

To be a world-class water supply and sewerage service provider

## MISSION

1. To provide adequate, reliable and potable water supply and sewerage services
2. To provide excellent and responsive customer service with the highest degree of professionalism and competence
3. To protect and preserve the environment for sustainable community development

## VALUES

Competence, Responsibility, Unity, Service, Accountability, Integrity and Dedication

# QUALITY POLICY

**SANTA MARIA WATER DISTRICT which aims to be a world-class water supply and sewerage service provider is fully committed to provide safe, adequate and affordable water supply not just in the whole municipality of SANTA MARIA but together with its nearby areas with compliance and satisfaction of all interested parties including statutory and regulatory body of the district with the same commitment in maintaining process excellence and consistency by delivering upon Quality Management System (QMS) requirements in combination with continuous process improvement through SMWD's Quality Objectives.**

## QUALITY OBJECTIVES

Top Management shall establish, implement and maintain quality policy that is appropriate to the purpose and context of the organization and supports its strategic direction; provides framework for setting the quality objectives; includes commitment to satisfy applicable requirements; and includes a commitment to continual improvement of the quality management system.

(Please refer to SMWD's OPCR and IPCR)

# GENERAL DESCRIPTION OF THE QMS

## c. Scope of QMS

The scope of this QMS covers the Operations which includes, but not limited to, these key processes:

### Operations

SANTA MARIA WATER DISTRICT provisions on providing safe, adequate and affordable water supply to its concessionaires

### Support Processes

- Administrative
- Customer Service
- Customer Account
- Engineering
- Finance Services
- General Services
- Water Resource
- Construction and Maintenance

### QMS Process

- Internal Audit
- Corrective Action
- Management Review
- Document Change Control
- Concessionaires Satisfaction Process
- QMS Risk Management Process

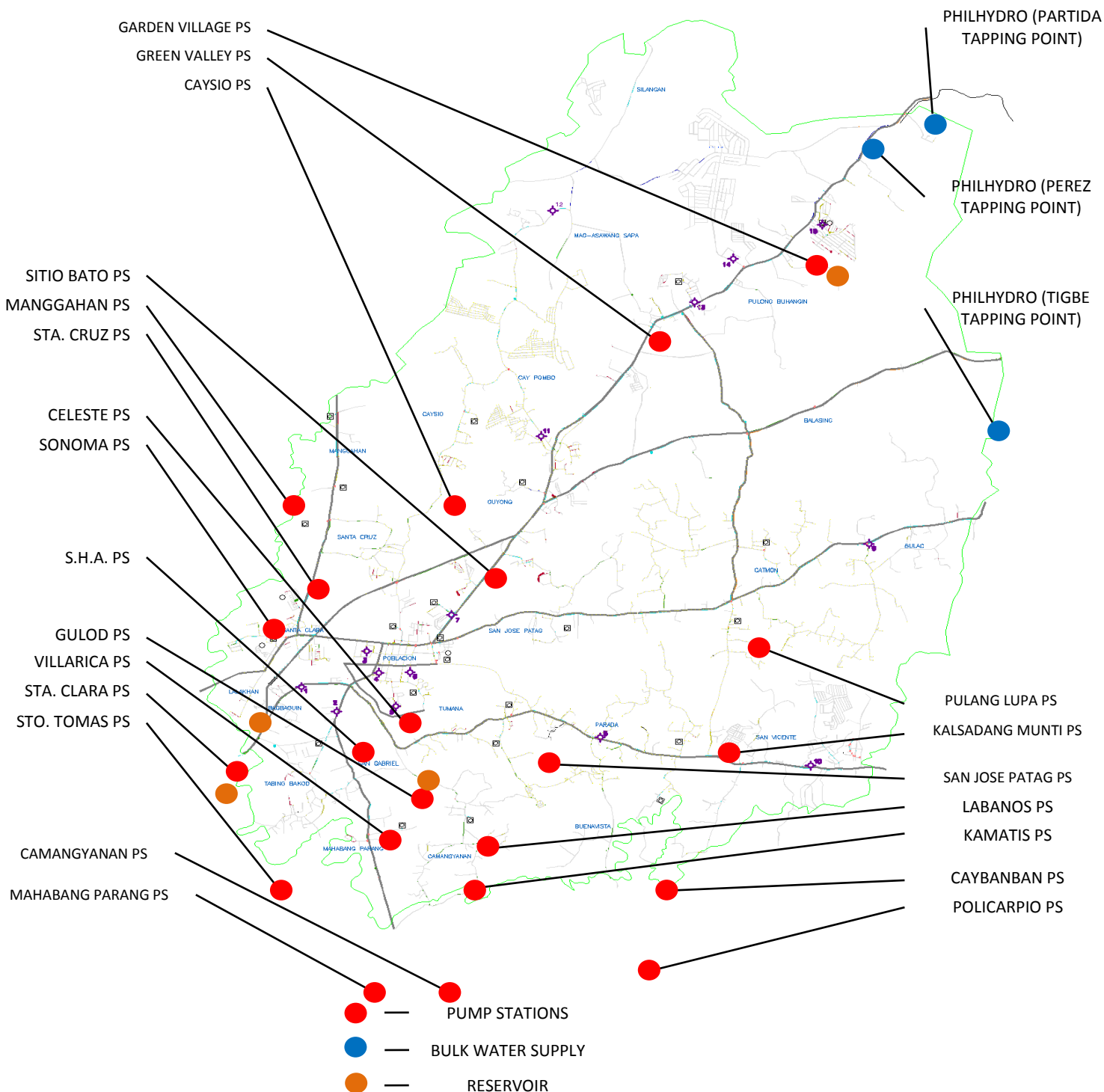
**Applicability:** All the requirements of the ISO are applied in SMWD. Hence all are applicable to the product and service of the district.

# GENERAL DESCRIPTION OF THE QMS

Scope of QMS: SANTA MARIA WATER DISTRICT

Scope of SMWD QMS of “**Providing Water Services to Concessionaires in the Municipality of SANTA MARIA and its nearby areas (Pulong Yantok ng Angat, Prenza I at Sta Rosa II ng Marilao, Turo ng Bocaue) taking into consideration its external and internal issues from the Interested parties such as the Regulatory Requirements of LWD to include the LWUA, NWRB, OGCC, DOH, COA, DBM, CSC; the strategies to achieve the Policies and Objectives; the relationship with PWD’s personnel and BDO including external providers; the resources and knowledge; assets; standards and guidelines including information system; other government regulations; LWD’s competitors and other Technology that may affect the district**”

## Distribution System

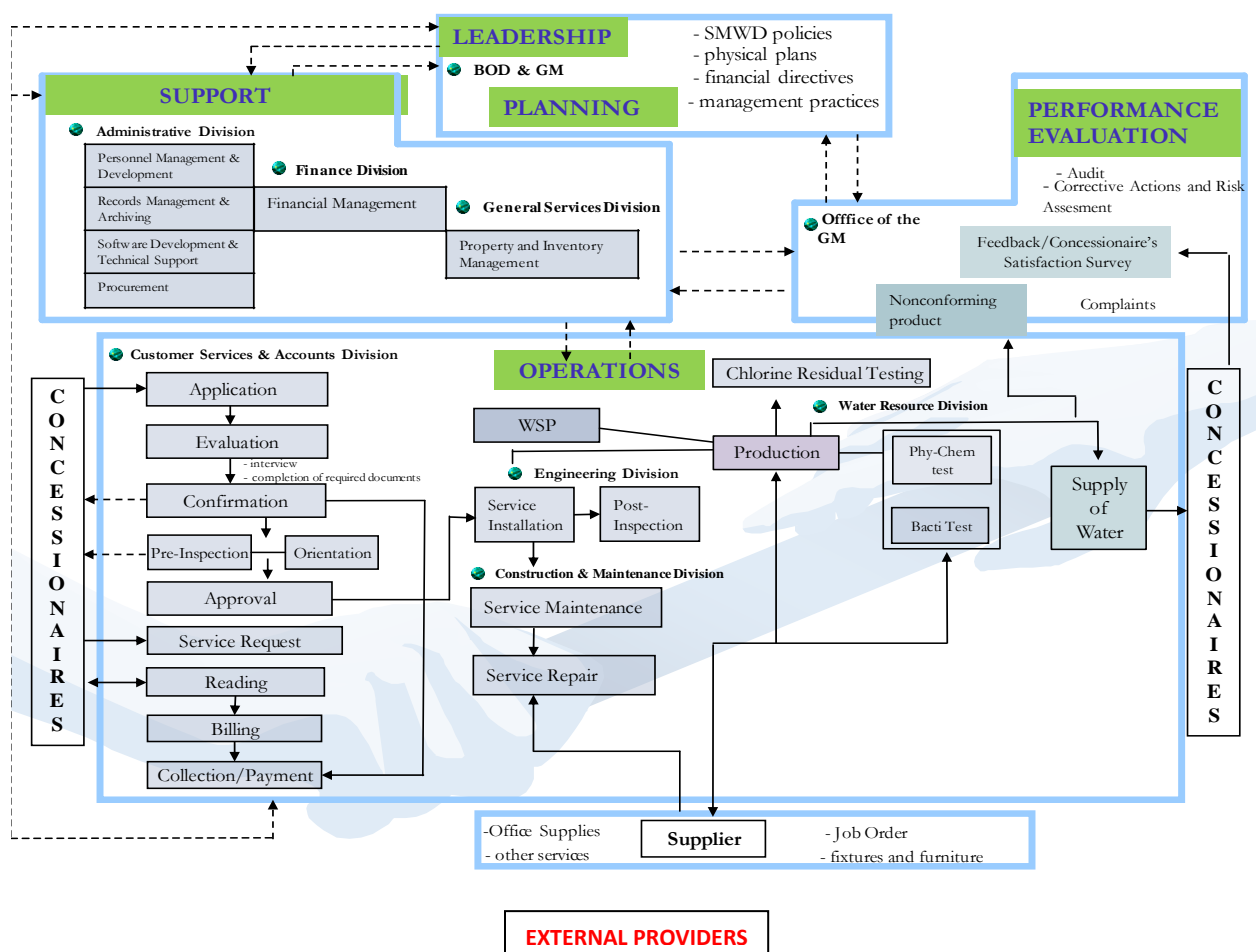


# GENERAL DESCRIPTION OF THE QMS

## a. STA MARIAWATER DISTRICT Business Process Map

The organization describes the processes in terms of business process map to clearly define the interactions of different processes within SANTA MARIA WATER DISTRICT.

### PROCESS APPROACH





# GENERAL DESCRIPTION OF THE QMS

## b. Definition of Terms

The terms and definitions given in the **new version of ISO 9001** apply. Other acronyms and terminologies used in the QMS manuals are also defined.

TERM	DEFINITION
SMWD	SANTA MARIA Water District
BAC	Bids and Awards Committee
Calibration	Setting or correcting of a measuring device or base level, usually by adjusting it to match or conform to a dependably known and unvarying measure
Contract	Binding agreement
COA	Commission on Audit
Commercial	The use of water for the ordinary exercise of any commercial business, such as stores, restaurants, public eating establishments, laundry, cinema houses, hotels, private hospitals dormitories, and the like and the use of water by private operators within the district private consumers
Concessionaires	SMWD customers
Corrective Action	Action to eliminate the cause of a detected Nonconformity
CSC	Civil Service Commission
Customer	Herein referred to as the concessionaires
DBM	Department of Budget and Management

TERM	DEFINITION
Documented Information	Information required be controlling and maintaining by the SMWD and the medium on which it is contained. Herein referred to as the QMS Manuals
Interested Party	Person or SMWD that can affect, be affected by, perceived themselves to be affected by, or perceived themselves to be affected by a decision or activity
Involvement	Engagement in, and contribution to shared objectives
Innovation	Process resulting in a new or substantially changed object
Information System	Network of communication channels used within an SMWD
ISO	International SMWD for Standardization
Internal Customer	Herein referred to as the BOD and SMWD employees
Nonconformity	Non-fulfillment of a requirement
NWRB	National Water Resources Board
OGCC	Office of the Government Corporate Counsel
Object	Anything perceivable or conceivable. For the purpose of innovation can be: management system, a process, a product, a service or technology
Product	Applies to the product intended for or required by potable water. Also herein referred as the resulting output of a product realization process
Performance Indicator	SMWD's SPMS procedure
Records	A special type of document that provides evidence of conformity to requirements and of the effective operation of the QMS

<b>TERM</b>	<b>DEFINITION</b>
Service	Herein referred to as the activities carried out for
Supplier/Provider	Person or SMWD that provides a product or a service
Standard	Herein referred to as the applied International Standard, the new version of ISO 9001
Strategy	Planned activities to achieve an objective
WASH	Water, Sanitation and Hygiene
WSP	Water Safety Plan

## 4.a CONTEXT OF ORGANIZATION

- a. SANTA MARIA WATER DISTRICT ensures that the intended outcome of the organization will be attained by identifying and understanding external and internal context and are documented through participation of different departments and business units through strategic planning sessions.

These are all documented in the following;

- List of Interested parties and expectations
- Compliance Obligations
- Identified Risks & Opportunities

INTERESTED PARTY	NEEDS AND EXPECTATIONS
Concessionaires/Customers	Quality of products and services
Management	Increased growth, sales & profitability/efficiency & effectiveness of operations
Employees	Good work environment/job security/health/safety/training/ promotion, recognition and reward
External providers of product and services (suppliers)	Product/service feedback /information on future requirements.
Regulatory Bodies	Compliance with applicable requirements and industry standards/submission of reports (please see Regulatory Compliance Monitoring Record.

## **4.a CONTEXT OF ORGANIZATION**

### List of Compliance Obligations

- LWUA
- OGCC
- NWRB
- DOH
- CSC
- COA
- BIR
- GSIS
- PHIC
- HDMF

The Management Representative ensures that all information in this document is up- to-date by reviewing all expectations and changes are applied during management review or whenever there are significant changes in Top Management expectations.

The overall or high-level business processes & interactions are described in the Process Map page 14 of this manual. Individual processes “Divisions”

Risk and Opportunities for each process will be identified through a Risk Assessment exercise, which is done once a year.

SMWD maintains documented information to support operational processes & retain documented information to have confidence that the processes are being carried out as planned through the SMWD procedures, and performance records and documents

## 5. a-b LEADERSHIP

### a. Leadership and Commitment

SMWD Leadership takes a visible and leading role in creating and sustaining core values, policies, strategies, directions, performance expectations, and customer focus. SMWD Leadership approves and leads the implementation of the QMS that promotes excellence. Leadership from all levels of the company plays an active role in verifying the effectiveness and efficiency of the QMS and ensuring that resulting actions lead to continuous improvement.

SMWD Leadership provides evidence of its commitment to the development and implementation of the quality management system and continually improving its effectiveness by:

- i. Communicating to the organization the importance of meeting customer as well as statutory and regulatory requirements. This information is normally communicated via:
  - training sessions;
  - postings and bulletin boards;
  - e-mail notifications; and
  - employee meetings.
- ii. Establishing the Quality Policy;
- iii. Ensuring that quality objectives are established;
- iv. Conducting management reviews; and
- v. Ensuring the availability of resources (i.e. equipment, training, and manpower needs) is normally addressed through Management Review Meetings in which discussions are held regarding the provision of resources and the facility infrastructure.

b. QMS Policy

The Quality Policy of SMWD has been defined in section 2.0 of this Quality Manual. SMWD Leadership ensures that the Quality Policy:

- a) Is appropriate to the purpose of the organization (see section 2.0 of the Quality Manual);
- b) Includes a commitment to comply with requirements and continually improve the effectiveness of the QMS;
- c) Provides a framework for establishing and reviewing quality objectives (see section 2.0);
- d) Is communicated and understood throughout the organization via meetings and a variety of handouts and postings. Routine interviews and evaluations during internal audits assure the continued implementation, maintenance, understanding and effectiveness of the Quality Policy; and
- e) Is reviewed for continuing suitability during the Management Review Meetings.



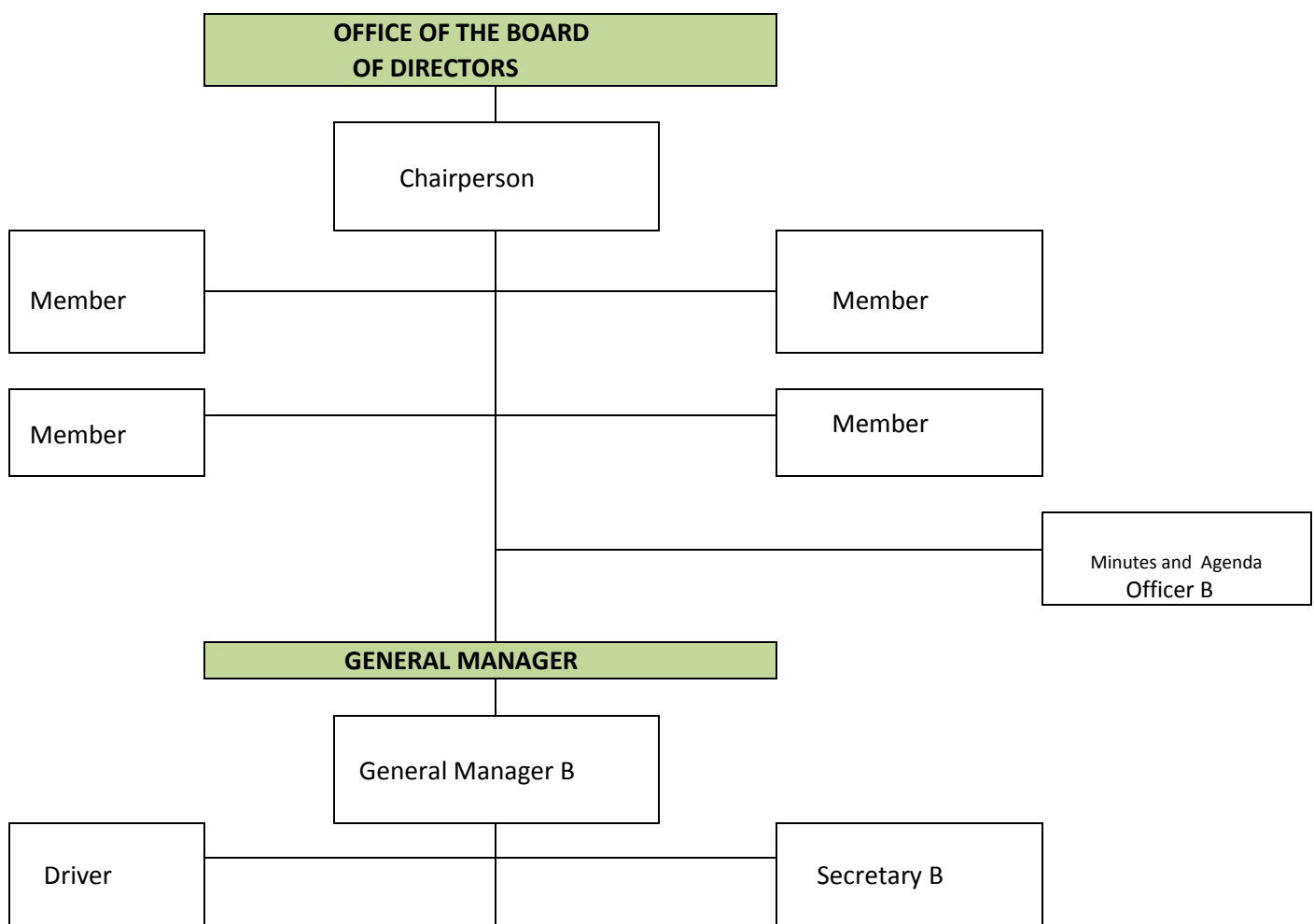
## **5.c LEADERSHIP**

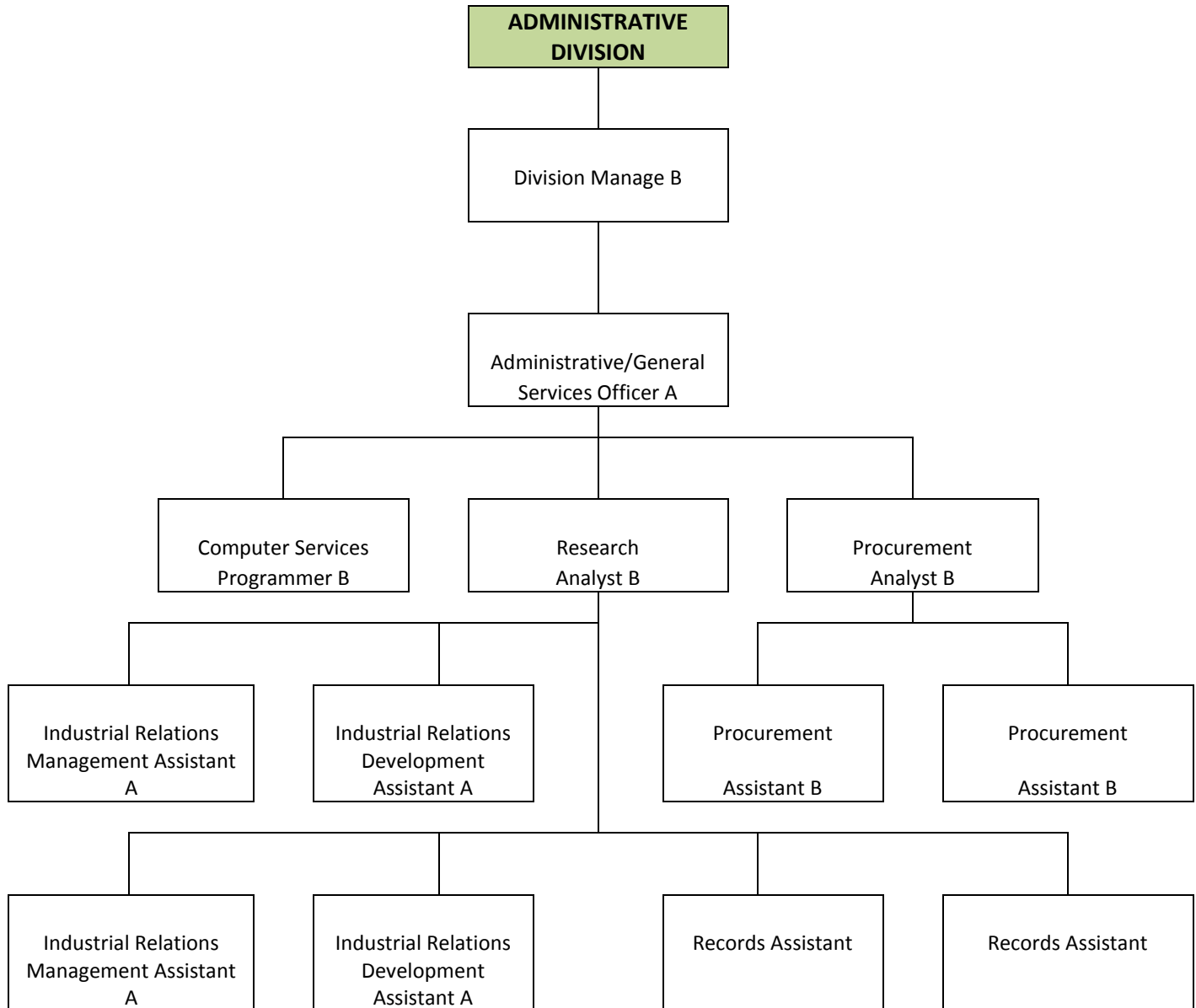
- a) Provides a framework for establishing and reviewing quality objectives (see section 2.0);
- b) Is communicated and understood throughout the organization via meetings and a variety of handouts and postings. Routine interviews and evaluations during internal audits assure the continued implementation, maintenance, understanding and effectiveness of the Quality Policy; and
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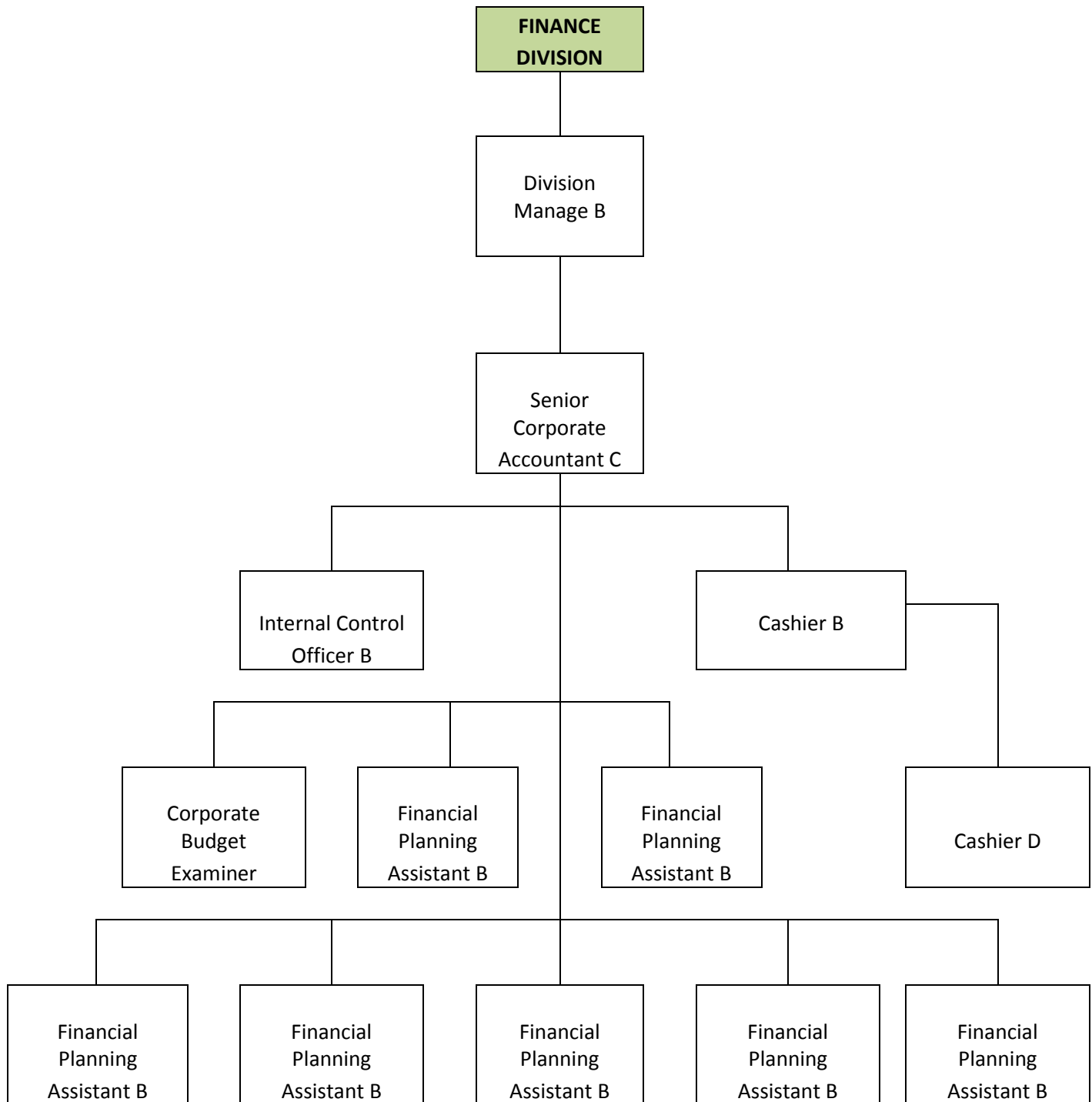
### QMS Organizational Chart

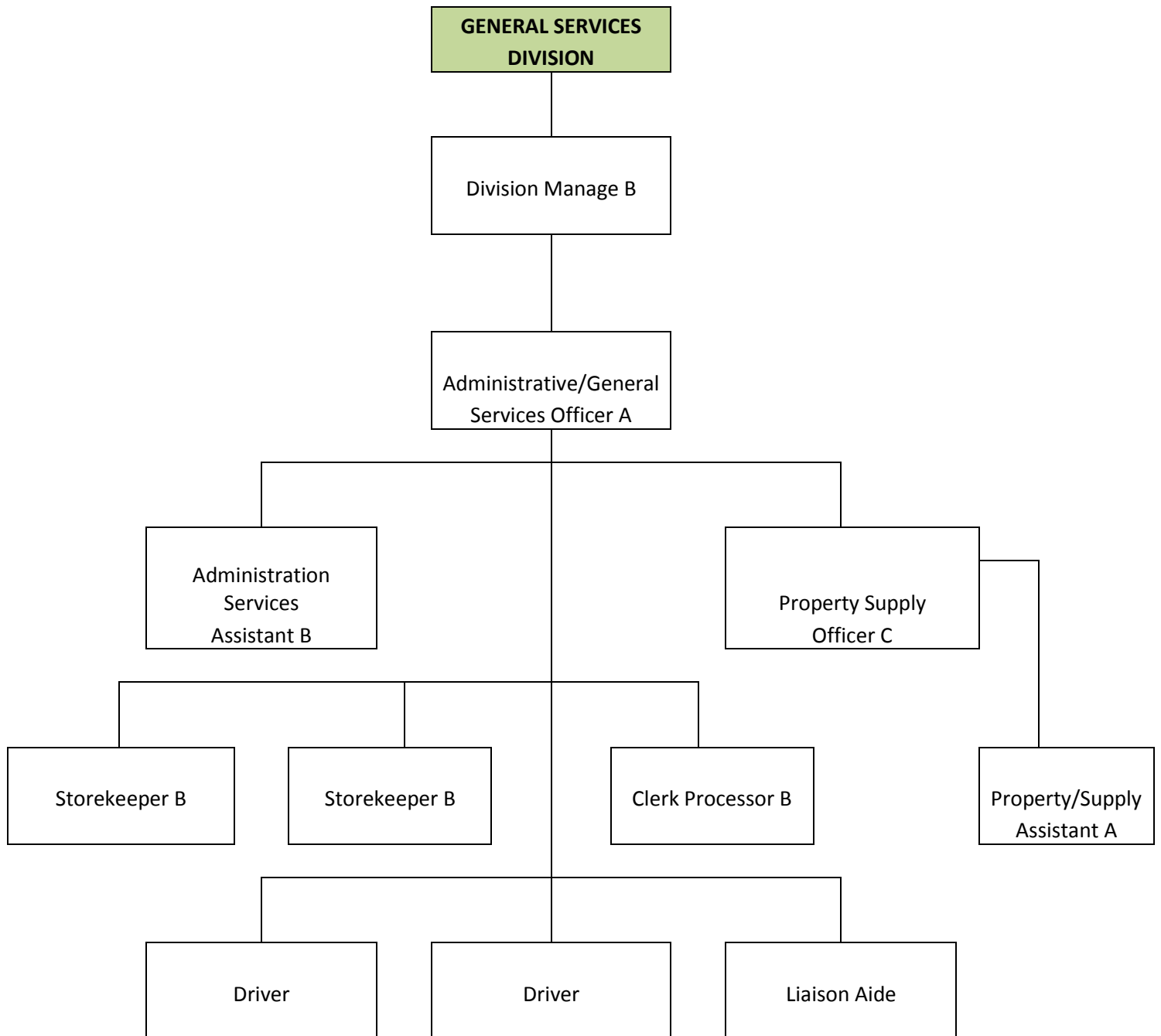
SMWD Leadership also ensures that responsibilities and authorities of personnel that are directly involved in the QMS implementation are clearly defined;

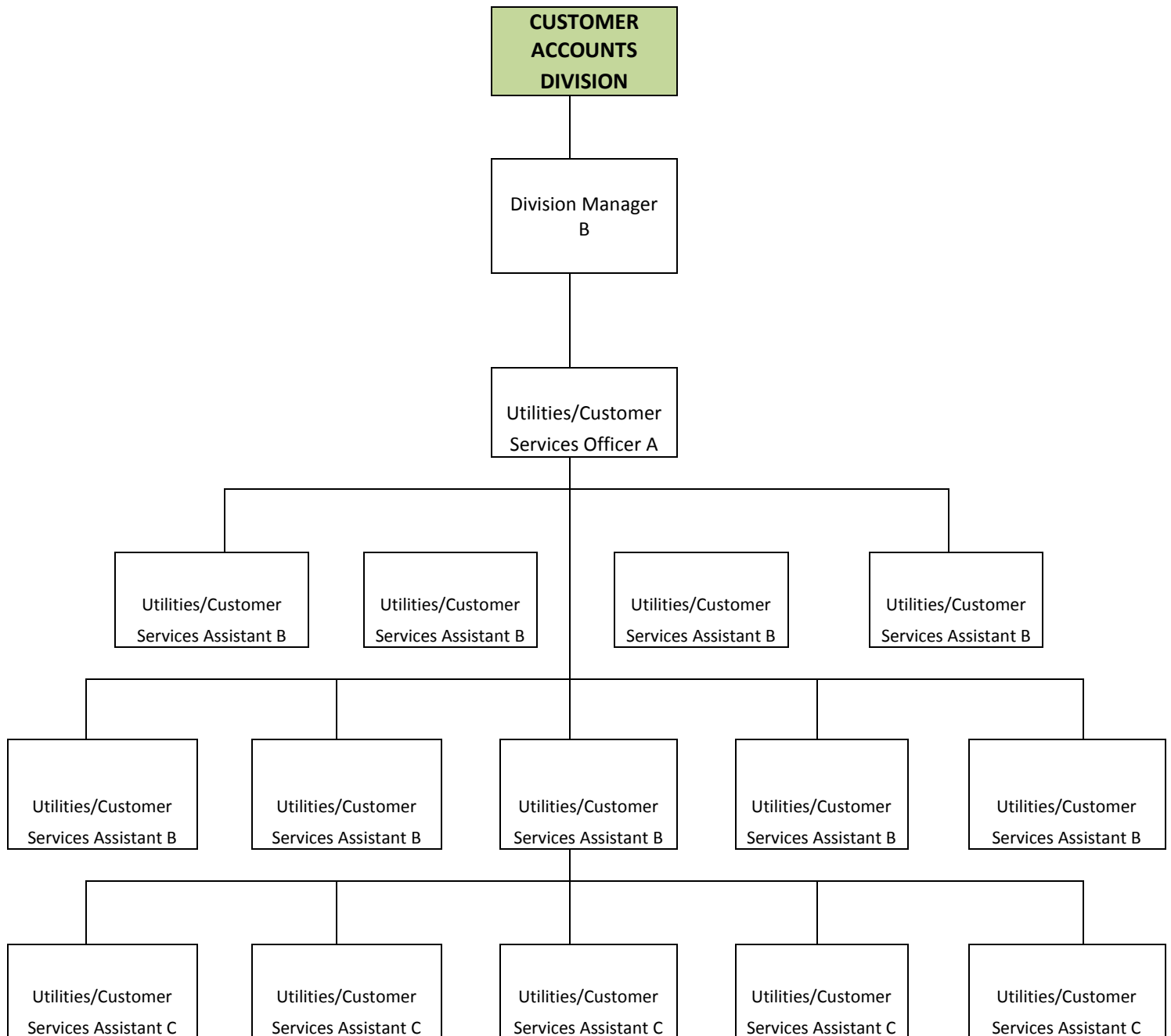
### SANTA MARIA WATER DISTRICT ORGANIZATIONAL CHART

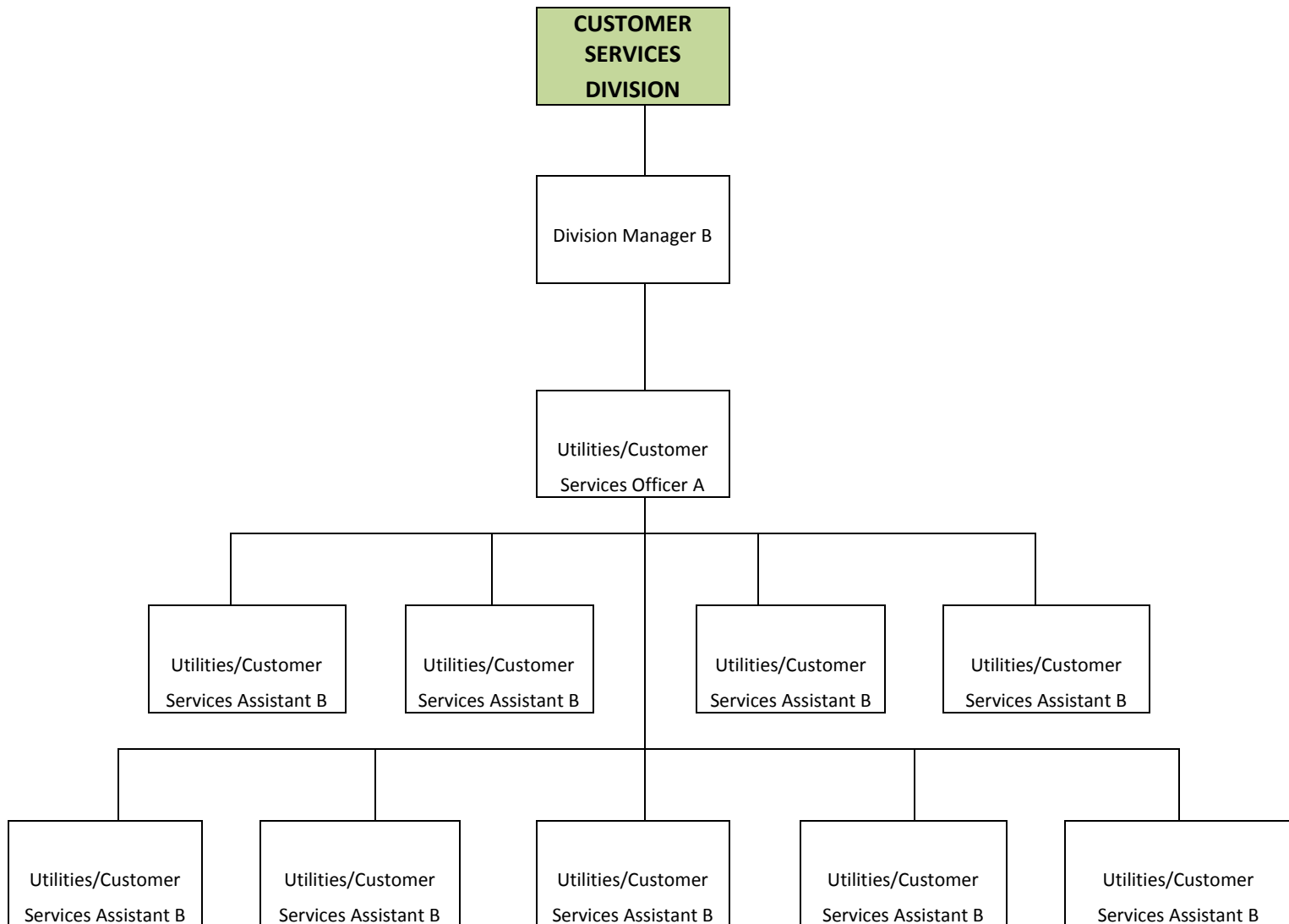




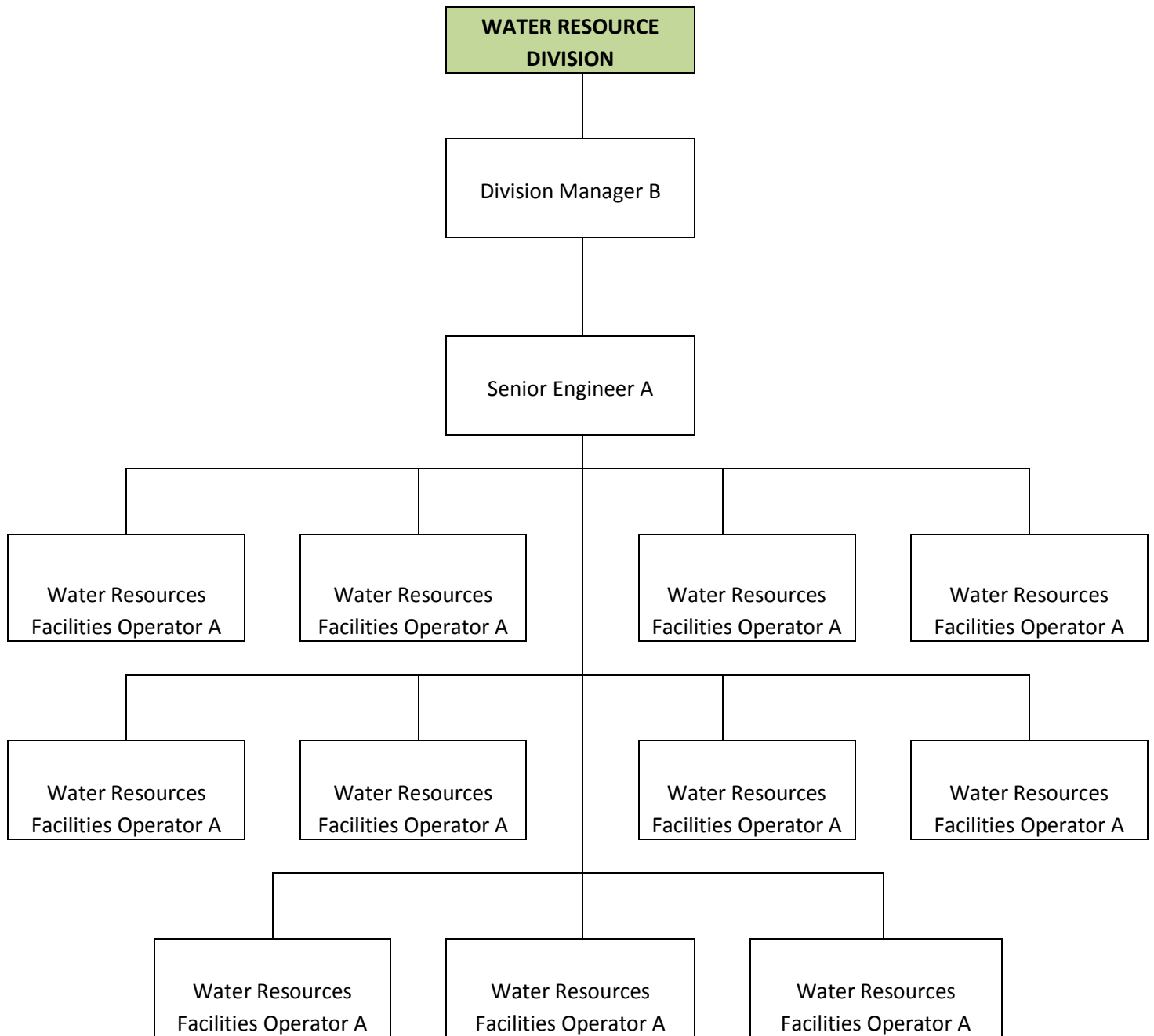


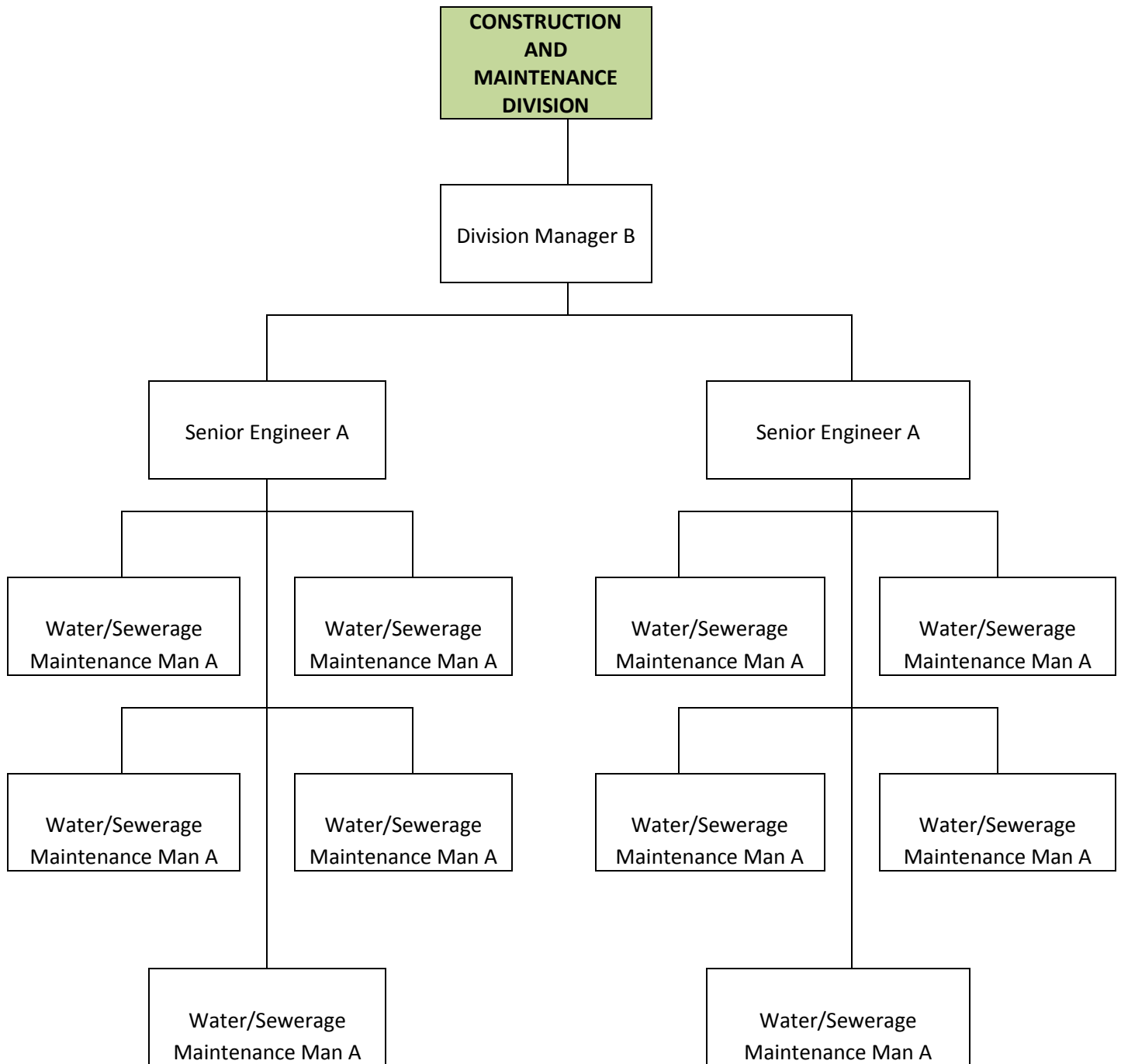


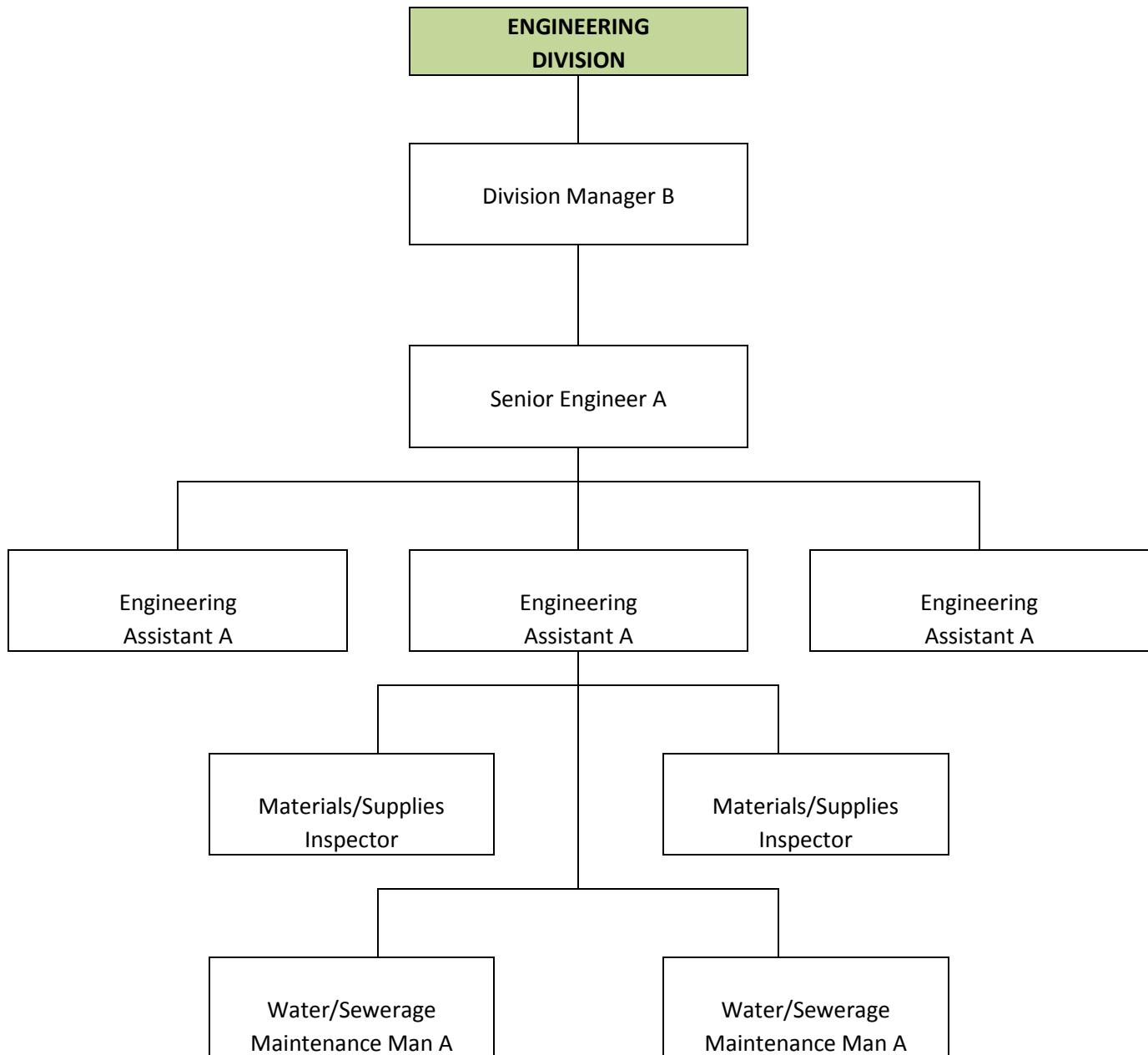












## 5.c LEADERSHIP

### SMWD Leadership

This consists of General Manager and Board of Directors who will:

- Appoint the MR;
- Approve the SMWD Policy, objectives and targets;
- Review QMS performance and approve recommendations for QMS improvement and other initiatives;
- Monitor and ensure compliance to concessionaires requirements all regulatory obligations; and
- Ensure the promotion of customer focus throughout the organization.

SMWD Leadership demonstrates leadership and commitment to ensure that concessionaire requirements are determined, understood and met.

Risks and opportunities are also determined and addressed to enhance concessionaires' satisfaction.

### DUTIES AND RESPONSIBILITIES

#### **GENERAL MANAGER**

**JOB SUMMARY:** Responsible for establishing the district's goals and strategies and presiding over the entire organization. Oversees budgets and ensures resources are properly allocated. Ensures departments meet individual goals. Responsible for overall accountability to shareholders and the general public.

#### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Conducting regular meetings with the Department and Division Managers for presentation of the profits, gains and achievements of the company;
2. Overseeing the daily operations of whole agency in accordance with the direction established in the strategic plans;
3. Representing the agency in different associations and activities in the local and national level;
4. Implementing the strategic plan that guides the direction of the organization;
5. Leading, directing and evaluating the work of Department and Division Managers;

6. Creating, communicating, and implementing the agency's vision, mission, and overall direction;
7. Presenting to the members of the Board of Directors the situation and plans of the management and proposals regarding policy creations and amendments;
8. Ensuring the execution of the policies approved by the Board of Directors;
9. Assuring that the agency's mission, programs, and services are consistently presented in a strong, positive image to relevant stakeholders;
10. Managing the agency's resources within the budget guidelines according to current laws and regulations;
11. Directing and executing all activities of the agency either directly or through delegated authorities;
12. Approval of Purchase Requests of all Departments, Purchase Orders, Work Orders and Job Orders

#### **MINUTES AND AGENDA OFFICER B (SG 11)**

**JOB SUMMARY:** Responsible for recording minutes of meetings, ensures their accuracy, and availability, submits various reports to the board, maintains membership records, fulfills any other requirements of a Director and Officer, and performs other duties as the need arises.

#### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Preparation and maintenance of records of minutes of Board meeting;
2. Maintenance of files of Board Resolutions and Policies;
3. Preparation of Notices of BOD meetings;
4. Maintenance of personal data record of the members of the Board of Directors (BOD); Preparation of written communications concerning the members of the Board of Directors;
5. Maintenance of records of incoming and outgoing communications concerning the members of the Board of Directors;
6. Organizing the BOD's calendar of appointments and keeping the members informed of upcoming commitments and responsibilities;
7. Performance of other relevant tasks that may be required by the members of the Board of Directors.

#### **SECRETARY A (SG 9)**

**JOB SUMMARY:** Provides administrative support and performs numerous duties, including scheduling, writing correspondence, emailing, handling visitors, routing callers, and answering questions and requests relative to the office of the General Manager.

### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Organizing and scheduling of appointments of the General Manager and keeping him informed and updated of commitments and responsibilities;
2. Providing assistance to the General Manager during official meetings and transactions;
3. Making travel arrangements such as booking in airlines and hotel accommodations for official travels;
4. Communicating with the Minutes and Agenda Officer regarding schedules of Board meeting, agenda, minutes of the previous meeting and other related concerns;
5. Preparation of Notice/Minutes of Staff and Management meetings and other communications from the Office of the General Manager;
6. Taking phone calls, inquiries and reproduction of documents concerning the Office of the General Manager;
7. Transcribing notes from the Office of the General Manager, typing of general correspondence and preparation of reports;
8. Maintaining and filing of records of incoming and outgoing communications and other documents concerning the Office of the General Manager;
9. Representing the General Manager by welcoming office visitors and accommodating questions and meeting requests directed to the General Manager;
10. Facilitating of meetings involving the Office of the General Manager;
11. Performance of other relevant tasks that may be required by the General Manager

### **DRIVER (SG 4)**

**JOB SUMMARY:** In charge of providing transportation to the General Manager during official travels.

### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Providing transportation to the General Manager during official travels;
2. Ensuring the proper usage and maintenance of assigned service vehicle/s;
3. Recommendation of maintenance works to be performed for the service vehicles including the date, kilometer reading, and ensuring that the amount are properly recorded in the logbooks provided for proper tracking and documentation;
4. Maintaining the cleanliness of the assigned service vehicles and observing “No Using of Unclean Service Vehicles” and B-L-O-W-B-A-G;
5. Ensuring that the assigned service vehicles are in tip-top shape at all times and to inform the General Services Division of necessary repairs or replacement of parts for preparation of work order
6. Accomplishing of Service Vehicle Route and Mileage Report during travels
7. Performance of other relevant tasks that may be required by the General Manager

**(ADMINISTRATIVE, FINANCE AND GENERAL SERVICES DEPARTMENT)**

**DEPARTMENT MANAGER B (SG 25)**

**JOB SUMMARY:** Monitors all the department's activities and approves policies and guidelines to facilitate improvement in the system.

**ACTUAL DUTIES AND RESPONSIBILITIES**

1. Overseeing the daily operations of all covered Divisions;
2. Approval of requested overtime work, offsetting and leave applications of all subordinates;
3. Attendance to meetings with the Office of the General Manager and other agencies;
4. Preparation of the Annual Budget of the Department;
5. Review and monitoring of budget expenses of the Department;
6. Signing of Purchase Requests of the Department for approval of the Office of the General Manager;
7. Monitoring and evaluation of Department's Business Plan;
8. Approval of written communications;
9. Approval of proposed innovations;
10. Preparation of plans for revisions or improvements of existing procedures and policies for presentation to the Office of the General Manager;
11. Dissemination of all updates, policies and procedures among Division Managers and supervisors;
12. Coordination with other departments regarding inter-related activities;
13. Actual presentation of reports for monthly Management Meeting;
14. Approval of recommended performance indicators of subordinates;
15. Updating the Office of the General Manager on all related concerns;
16. Performance of other relevant tasks that may be required by the Office of the General Manager.

**SECRETARY B (SG 9)**

**JOB SUMMARY:** Provides administrative support and performs numerous duties, including scheduling, writing correspondence, emailing, handling visitors, routing callers, and answering questions and requests relative to the office of the Department Manager.

**ACTUAL DUTIES AND RESPONSIBILITIES**

1. Preparation of written communications relative to the Office of the Department Manager;
2. Filing of all documents concerning the Office of the Department Manager;
3. Providing assistance to the Department Manager during official meetings and transactions;
4. Organizing and scheduling of appointments of the Department Manager and keeping him informed and updated of commitments and responsibilities;



5. Receiving and recording of incoming and outgoing documents of the Office of the Department Manager;
6. Facilitating of meetings within the Department;
7. Making travel arrangements such as booking in airlines and hotel accommodations for official travels;
8. Performance of other relevant tasks that may be required by the Office of the Department Manager.

### **(ADMINISTRATIVE DIVISION)**

#### **DIVISION MANAGER B (SG 23)**

**JOB SUMMARY:** Monitors all the division's activities and proposes policies and guidelines to facilitate improvement in the system.

#### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Approval of GSIS, PhilHealth & Pag-Ibig remittances prior to submission to Finance Division;
2. Overseeing the daily operations of the Division to ensure that subordinates are properly guided by updated rules and regulations and that these are all properly implemented;
3. Recommending revisions and improvements in the existing rules and regulations as well as innovation proposals;
4. Evaluation of performance of subordinates;
5. Preparation of Division's monthly reports for submission to the Office of the Department Manager;
6. Preparation of Division's Annual Budget requirements for submission to the Office of the Department Manager;
7. Reviewing and monitoring of Division's Budget Expenses;
8. Preparation of Division's Business Plan;
9. Recommending approval of written communications;
10. Coordination with other Divisions regarding inter-related activities;
11. Recommending approval of requested overtime work, offsetting and leave applications;
12. Approval of Division's Monthly Work Schedule;
13. Enforcing discipline among subordinates;
14. Determining of performance indicators for the approval of the Department Manager;
15. Recommending approval for Division's Purchase requests;
16. Performance of other relevant tasks that may be required by the Office of the Department Manager.

### **ADMINISTRATIVE/GENERAL SERVICES OFFICER A (SG 16)**

**JOB SUMMARY:** Provides assistance to the Division Manager in monitoring all the division's activities and implementing policies and guidelines

#### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Certifying the correctness of GSIS, PhilHealth & Pag-Ibig remittances;
2. Preparation of requests for overtime work or offsetting/flexi-time schedule;
3. Enforcing the implementation of updated rules and regulations;
4. Preparation of Division's Monthly Work Schedule;
5. Preparation of written communications;
6. Coordination with other Divisions and Departments for verification purposes of the assigned task/activities;
7. Discussing with the Division Manager the observed procedures which need improvement and recommending necessary interventions;
8. Providing all necessary information to the Division Manager for the preparation of monthly reports;
9. Monitoring and assessing the work performance of the subordinates based on the established performance indicators;
10. Preparation of Division's Purchase Requests;
11. Formulating and implementing vital records creation, maintenance, protection and disposal program;
12. Performance of other relevant tasks that may be required by the Office of the Department/Division Manager.

### **COMPUTER SERVICES PROGRAMMER B (SG 14)**

**JOB SUMMARY:** Monitors MIS performance regularly to avoid unplanned outages and down times and performs periodic maintenance and servicing of MIS to improve operational efficiency.

#### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Backing-up of Billing, Collection, Inventory, Accounting, Meter Reading and other official files and ensuring that backing-up procedures and guidelines are followed in all terminals;
2. Maintenance of the server;
3. Maintaining the efficiency and effectiveness of the all software programs/systems of the agency;
4. Checking of all computer units and accessories and recommending replacements, maintenance and other necessary actions;

5. Providing assistance to the Commercial Services Department relative to programs for Billing, Collection and Meter Reading;
6. Providing Assistance to other Departments relative to other programs such as Accounting, Inventory, Biometrics and other software-related concerns;
7. Recommending innovations and updates in relation to program/software concerns;
8. Performance of other relevant tasks that may be required by the immediate supervisor and Office of the Department/Division Manager.

### **RESEARCHER - ANALYST B (SG 11)**

**JOB SUMMARY:** Responsible for interpreting data, formulating reports and making recommendations based upon the research findings.

### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Reviewing and analyzing the best practices of other water districts/private/ government agencies and presenting recommendations;
2. Providing assistance to the Office of the General Manager and the Department through constant updates on policies, circulars, rulings, i.e. concerns on CSC, BIR, legal matters, DBM, COA and other agencies.
3. Coordination with other agencies on clarifications of updates/information;
4. Dissemination of updates/information to concerned personnel and providing supporting documents;
5. Performance of other relevant tasks that may be required by the immediate supervisor and Office of the Department/Division Manager.

### **INDUSTRIAL RELATIONS DEVELOPMENT ASSISTANT A (SG 10)**

**JOB SUMMARY:** Provides assistance in handling personnel concerns in the office.

### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Registration and updating of records in BIR, GSIS, Pag-ibig, CSC, and PhilHealth;
2. Processing of GSIS and Pag-ibig loan applications;
3. Acting as GSIS Agency Authorized/Liaison Officer and Pag-ibig Fund Coordinator;
4. Updating of loan records;
5. Providing employees with latest information on GSIS, Pag-ibig and Philhealth benefits and loans;
6. Preparation of Notice of Monthly Salary Deductions for submission to Finance Division;
7. Preparation of PhilHealth requirements;
8. Review of GSIS, PhilHealth & Pag-Ibig remittances and actual payment to the said agencies;
9. Participation in CSC-annual activities;
10. Processing of Separation and retirement claims;

11. Preparation of birthday cards and other notices;
12. Performance of other relevant tasks that may be required by the immediate supervisor and Office of the Department/Division Manager.

### **INDUSTRIAL RELATIONS DEVELOPMENT ASSISTANT A (SG 10)**

JOB SUMMARY: Provides assistance in handling personnel concerns in the office.

#### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Profiling of Employees and job applicants;
2. Maintaining of 120 files;
3. Updating of Position Description Forms;
4. Processing of publication of vacant positions;
5. Formulation and implementation of system procedures in hiring, screening and selection of employees;
6. Processing of On-the-Job training requests and documentary requirements after training;
7. Consolidation/filing of Budget proposals and Summary of Expenses for Personnel;
8. Identification of appropriate seminars for each employee or Division/Department;
9. Facilitation of in-house seminars;
10. Identification of Gender and Development Programs and ensuring the implementation;
11. Providing updated company IDs and coordinating company pictures;
12. Announcement and monitoring of the availment of Semi-Annual Medical check-up and other personnel-related information;
13. Handling of work-related accidents/incidents;
14. Facilitating of annual activities (Outing, Physical Fitness Programs, Anniversary, Christmas Party);
15. Facilitating of events involving other water districts and government agencies;
16. Performance of other relevant tasks that may be required by the immediate supervisor and Office of the Department/Division Manager.

### **INDUSTRIAL RELATIONS MANAGEMENT ASSISTANT A (SG 10)**

JOB SUMMARY: Provides assistance in handling personnel concerns in the office.

#### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Preparation of Office Memoranda and ensuring strict implementation of stated rules and regulations;
2. Implementation of Revised Rules on Administrative Cases in the Civil Service;
3. Checking on updates on personnel benefits and other remunerations in coordination with Researcher – Analyst;

4. Preparation of Statements of Assets, Liabilities and Net worth;
5. Processing of documentary requirements for appointments (original, renewal & other movements) for regular, casual & Job Order employees;
6. Regular reviewing and implementation of CSC Personnel Mechanisms;
7. Conducting orientation of newly-hired employees;
8. Preparation of Notice of Salary Adjustments/Increments;
9. Submission of Annual Report of Plantilla of Personnel to DBM, CSC, and COA;
10. Processing of Application of Bond and Renewal and actual transaction with Bureau of Treasury;
11. Preparation of written communications relative to personnel management;
12. Consolidation of accomplished performance evaluation forms and preparation of summary;
13. Providing updates on COMELEC related matters;
14. Performance of other relevant tasks that may be required by the immediate supervisor and Office of the Department/Division Manager;

#### **INDUSTRIAL RELATIONS MANAGEMENT ASSISTANT A (SG 10)**

**JOB SUMMARY:** Provides assistance in handling personnel concerns in the office.

#### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Monitoring of Daily Attendance including offsetting & overtime;
2. Updating of leave cards;
3. Checking of Monthly Work Schedules submitted by different Department/Divisions;
4. Processing of leave and monetization applications;
5. Administering of overtime requests and accomplishment reports;
6. Computation of Monthly overtime hours and preparation of Overtime report for both regular and Job Order employees;
7. Preparation of Weekly Salaries of Job Order employees for submission to Finance Division; Preparation of Employees of the Month Certificates;
8. Updating of Service Records & Annual Inventory of personnel;
9. Preparation of Certificates of Employment;
10. Monitoring of security guards;
11. Performance of other relevant tasks that may be required by the immediate supervisor and Office of the Department/Division Manager.

#### **RECORDS ASSISTANT (SG 8)**

**JOB SUMMARY:** Performance of tasks relative to the proper safekeeping of documents.

#### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Maintaining records of incoming and outgoing communications;

2. Safekeeping of records and documents of the whole agency;
3. Identification of dilapidated documents and those that are due for disposal in adherence to COA and National Archives rulings and procedures;
4. Reproduction, control and distribution of SMWD official forms;
5. Preparation of inventory of records;
6. Exercising control and regulation of access and distribution of records;
7. Performance of other relevant tasks that may be required by the immediate supervisor and Office of the Department/Division Manager.

### **RECORDS ASSISTANT (SG 8)**

**JOB SUMMARY:** Performance of tasks relative to the proper safekeeping of documents.

#### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Preparation of E-copies of documents;
2. Codification, classification, and cross reference of all records;
3. Reproduction of forms and other documents approved for release;
4. E-mailing or sending of documents approved for release;
5. Performance of other relevant tasks that may be required by the immediate supervisor and Office of the Department/Division Manager.

### **PROCUREMENT ANALYST B (SG 11)**

**JOB SUMMARY:** Performance of tasks relating to ensuring the compliance of the acquisition of goods and services.

#### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Checking of updates on policies and procedures on procurement for proper implementation in coordination with Researcher-Analyst;
2. Consolidation of Project Procurement Management Plan (PPMP);
3. Checking and verification of documents (Purchase Order and Job Orders);
4. Maintaining of appropriate records to ensure that procurement process, decision, and contractual agreement are accurately documented for accountability and audit purpose;
5. Coordinating with end users to ensure that the specifications of requested items were followed;
6. Heading the BAC Secretariat;
7. Performance of other relevant tasks that may be required by the immediate supervisor and Office of the Department/Division Manager.

### **PROCUREMENT ASSISTANT B (SG 8)**

**JOB SUMMARY:** Performance of tasks relating to coordinating and facilitating the acquisition of goods and services.

#### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Researching of prices and obtaining quotes on low value items and services;
2. Preparation of Request for Abstract of Quotation;
3. Preparation of Job Order based on approved Work Order Request;
4. Preparation of Purchase Order based on approved abstract of quotations/bids and Purchase Request, following-up, ordering and actual purchasing of materials using Abstract of Quotation as basis for Purchase Order;
5. Performance of other relevant tasks that may be required by the immediate supervisor and Office of the Department/Division Manager.

### **PROCUREMENT ASSISTANT B (SG 8)**

**JOB SUMMARY:** Performance of tasks relating to coordinating and facilitating the acquisition of goods and services.

#### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Acting as member of BAC Secretariat to perform the following:
  - a. Organizing all necessary arrangements for BAC meetings and conferences
  - b. Preparation of minutes of meetings and resolutions to BAC
  - c. Taking custody of procurement documents and other records
  - d. Managing the sale and distribution of Bidding documents to interested bidders
  - e. Advertising and/or posting of bidding opportunities including bidding documents and notices of awards
  - f. Providing assistance in managing procurement processes
  - g. Monitoring of procurement activities and milestones for proper reporting to concerned agencies when required
  - h. Consolidation of PPMPs from various units of the procuring entity to make them available for review as indicated in Section 7 of the Implementing Rules and Regulations
  - i. Acting as the central channel of communications for the BAC with end users, Project Management Offices, other units of the line agency, other government agencies, providers of goods, infrastructure projects, and consulting services, observers and the general public
2. Performance of other relevant tasks that may be required by the immediate supervisor and Office of the Department/Division Manager.



**(FINANCE)**

**DIVISION MANAGER B (SG 23)**

**JOB SUMMARY:** Monitors all the division's activities and proposes policies and guidelines to facilitate improvement in the system.

**ACTUAL DUTIES AND RESPONSIBILITIES**

1. Exercise planning, organizing, supervising and control of all cash management, budget and disbursements;
2. Assisting the Department in the formulation of financial policies relative to accounting, cash management, disbursements and budget utilization;
3. Identifying problem areas in the Division and initiating the conduct of necessary studies to come up with solutions;
4. Preparation of comprehensive management report on every functions handled by the Division;
5. Certifying the correctness of all financial functions and activities;
6. Monitors agency's daily cash position and preparation of Daily Cash Position Report (DCPR);
7. Overseeing the daily operations of the Division particularly financial rules to ensure that subordinates are properly guided by updated rules and regulations and that these are all properly and strictly implemented;
8. Recommending revisions and improvements in the existing rules and regulations as well as innovation proposals;
9. Preparation of Division's Annual Budget requirements for submission to the Office of the Department Manager;
10. Reviewing and monitoring of Division's Budget Expenses;
11. Preparation of Division's Business Plan;
12. Recommending approval of written communications;
13. Coordination with other Divisions regarding inter-related activities;
14. Preparation of Division's monthly reports for submission to the Office of the Department Manager;
15. Recommending approval of requested overtime work, offsetting and leave applications;
16. Approval of Division's Monthly Work Schedule;
17. Enforcing discipline among subordinates;
18. Evaluation of performance of subordinates;
19. Determining of performance indicators for the approval of the Department Manager;
20. Recommending approval for Division's Purchase requests;
21. Performance of other relevant tasks that may be required by the Office of the Department Manager.



### **SENIOR CORPORATE ACCOUNTANT C (SG 16)**

**JOB SUMMARY:** Assists the Division Manager in recording the financial and operational transaction of the SMWD - billing, collection and deposits, disbursements, procurement and inventory and taxation.

### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Preparation of Financial reports: Balance Sheet, Statement of Income and Expenses, Statement of Cash Flows and Statement of Retained Earnings;
2. Preparation of Bank Reconciliation Statements;
3. Preparation of Notes and Schedules to Financial Statements;
4. Certifying the accuracy and correctness of accounting entries;
5. Preparation of journal/adjusting entry for miscellaneous transactions;
6. Reviewing and signing of Journal Entry Voucher (JEV);
7. Reviewing of withholding taxes and tax remittances;
8. Preparation of Annual Income Tax Return (BIR Form 1702) and Annual Registration Fee (BIR Form 0605);
9. Preparation of requests for overtime work or offsetting/flexi-time schedule;
10. Enforcing the implementation of updated rules and regulations;
11. Preparation of Division's Monthly Work Schedule;
12. Preparation of written communications;
13. Coordination with other Divisions and Departments for verification purposes of the assigned task/activities;
14. Discussing with the Division Manager the observed procedures which need improvement and recommending necessary interventions;
15. Providing all necessary information to the Division Manager for the preparation of monthly reports;
16. Monitoring and assessing the work performance of the subordinates based on the established performance indicators;
17. Preparation of Division's Purchase Requests;
18. Performance of other relevant tasks that may be required by the Office of the Department/Division Manager.

### **INTERNAL CONTROL OFFICER B (SG 11)**

**JOB SUMMARY:** Handles the documentation and safekeeping of inventory reports.

### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Approval of Requisition and Issue Slips and Returned Materials Slips;
2. Maintaining records of materials and supplies inventory (stock Cards-RIS Tagging);

3. Conducting annual physical inventory of supplies, materials and property, plant and equipment;
4. Verifying and certifying inventory reports;
5. Checking and certifying the correctness and completeness of the required supporting documents and availability of funds of disbursement vouchers prior to signing for approval by the General Manager;
6. Checking and certifying the Liquidation Report of cash advances and prepares of monthly summary;
7. Auditing related works of other personnel;
8. Performance of other relevant tasks that may be required by the Office of the Department/Division Manager.

### **CASHIER B (SG 14)**

**JOB SUMMARY:** Safeguards and handles cash disbursements and maintains working funds of the office.

### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Issuance of Official Receipts (OR) to acknowledge receipt of cash/check from office bill collector representing remittance of water bill and other collections, refund of cash advances and other payments from clients;
2. Verifying the accuracy and acceptability of payment/collection received; checking the numerical sequence of water bills and the amount collected in the Daily Collectors' Report (DCR) for the collection of water bills and other charges;
3. Depositing daily collections to the agency's depository banks and coordinating with the bank regarding some necessary transactions;
4. Preparation of Daily Report of Collection and Deposit and maintenance of Cash Receipts Record;
5. Signing check jointly with the General Manager;
6. Preparation of Notice of Dishonored Checks for check deposit returned by the bank and forwarded to the Customer Accounts Division;
7. Safeguarding and handling cash fund for disbursements in the amount not exceeding P 5,000.00 in accordance with the corresponding Board Resolution;
8. Preparation of cash vouchers and summary for replenishment and maintaining of Cash Disbursement Record;
9. Performance of other relevant tasks that may be required by the immediate supervisor or the Office of the Department/Division Manager.

### **CASHIER D (SG 10)**

**JOB SUMMARY:** Safeguards and handles cash disbursements and maintains working funds of the office.

### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Issuance of Official Receipts (OR) to acknowledge receipt of cash/check from office bill collector representing remittance of water bill and other collections, refund of cash advances and other payments from clients;
2. Receiving collection and depositing to agency's depository bank and preparation of Report of Collection and Deposit in the absence of the Cashier B;
3. Preparation of daily Report of Collection and Deposit;
4. Payment of salaries, allowances and other benefits of employees on the scheduled dates;
5. Preparation of check based on the approved disbursement voucher and releasing signed checks for payment to clients and creditors;
6. Preparation of daily Report of Checks Issued and maintaining of Check Disbursement Record;
7. Performance of other relevant tasks that may be required by the immediate supervisor or the Office of the Department/Division Manager.

### **FINANCIAL PLANNING ASSISTANT B (SG 10)**

JOB SUMMARY: Provides assistance to the Admin head relative to accounting work.

### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Maintaining the record of Property Plant and Equipment (PPE);
2. Preparation of complete list and performance of codification of agency's properties and equipment (PPE);
3. Preparation of depreciation schedule;
4. Maintaining record of Accountability Receipt Equipment;
5. Checking of delivery and receipts of materials and supplies (IAR) as against Purchase Order (PO) and maintenance of suppliers ledger;
6. Preparation of monthly schedule of payables;
7. Preparation of annual inventory report after reconciliation of properties, tools and equipment balances in the book with the result of the inventory physical count conducted;
8. Performance of other relevant tasks that may be required by the immediate supervisor or the Office of the Department/Division Manager.

### **FINANCIAL PLANNING ASSISTANT B (SG 10)**

JOB SUMMARY: Provides assistance to the Admin head relative to accounting work.

### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Receiving daily summary of RIS and RMS and comparing issuance of fittings with payment for sale of fittings and new connections and preparation of Journal Entry Voucher (JEV);

2. Maintaining and updating list of service connections fittings billed (deferred debits A/C 182-2) to and paid (deferred credits A/C 455-1) by the concessionaires;
3. Preparation of annual inventory report after reconciliation of materials and supplies balances in the book with the result of the inventory physical count conducted;
4. Preparation and updating of schedule of service connection fittings for sale (Price List)
5. Performance of other relevant tasks that may be required by the immediate supervisor or the Office of the Department/Division Manager.

### **FINANCIAL PLANNING ASSISTANT B (SG 10)**

**JOB SUMMARY:** Provides assistance to the Admin head relative to accounting work.

### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Receiving and reviewing the following reports and preparation of Journal Entry Voucher (JEV):
  - a. Report of Collection and Deposits to Cash Receipts Register (CRR) and Bank Deposit Register (BDR)
  - b. Report of Checks Issued to Vouchers Register
2. Receiving and reviewing the following miscellaneous transactions to Adjusting and Correcting Entries:
  - a. Liquidation of cash advances
  - b. Remittance of taxes withheld to BIR by fund transfer
  - c. Water Sales and penalties
  - d. Collections and deposits by collecting agents
  - e. Subsidies and discounts
  - f. Billing and collection adjustment
  - g. Accruals and Installment Application
  - h. Depreciation Expense
  - i. Other correcting entries, adjusting entries and other related transactions.
3. Maintaining and reconciling subsidiary ledgers
4. Preparation of Trial Balance
5. Performance of other relevant tasks that may be required by the immediate supervisor or the Office of the Department/Division Manager

### **FINANCIAL PLANNING ASSISTANT B (SG 10)**

**JOB SUMMARY:** Provides assistance to the Admin head relative to accounting work.

### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Preparation of schedule of salaries, overtime pay, allowances and other personnel benefits for payment to employees on the scheduled dates; preparation of pay slips;

2. Computation of taxes to be withheld from employees and summarizing monthly taxes withheld for remittance to the Bureau of Internal Revenue (BIR);
3. Preparation Monthly Remittance Return of Income Taxes Withheld on Compensation (1601-C)
4. Preparation of Annual Information Returns (BIR Form 1604CF ) of Compensation;
5. Preparation of schedule of contribution to GSIS, Pag-Ibig and PHIC and other deductions on salaries;
6. Preparation of Certificate of Withholding Taxes (BIR Form 2316);
7. Performance of other relevant tasks that may be required by the immediate supervisor or the Office of the Department/Division Manager.

### **FINANCIAL PLANNING ASSISTANT B (SG 10)**

JOB SUMMARY: Provides assistance to the Admin head relative to accounting work.

### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Receiving Budget Utilization Request with the approved supporting documents and preparation of disbursement voucher;
2. Computation of taxes to be withheld from supplier of goods and services;
3. Preparation of Certificate of Taxes Withheld (BIR Form 2306 and 2307);
4. Preparation of monthly remittance return of creditable income taxes and VAT withheld from suppliers (BIR Form 1601-E and 1600);
5. Preparation of Annual Information Return of creditable income taxes and VAT withheld from suppliers (BIR Form 1604-E);
6. Performance of other relevant tasks that may be required by the immediate supervisor or the Office of the Department/Division Manager.

### **FINANCIAL PLANNING ASSISTANT B (SG 10)**

JOB SUMMARY: Provides assistance to the Admin head relative to accounting work.

### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Reviewing collections by office bill collectors (DCR-OC) and collecting agents (DCR-CA) and checking the numerical sequence of water bills issued and the amount collected;
2. Sorting, labeling and filing duplicate copies of water bills;
3. Preparation of monthly summary of collections of billed fittings (182-2) and identifying concessionaires with full payment of accounts;
4. Checking the accuracy and certifying collection adjustments (CAM), billing adjustments (BAM) and water bill installments (WBI) prior to approval of the transactions and posting to ledger;

5. Performance of other relevant tasks that may be required by the immediate supervisor or the Office of the Department/Division Manager.

### **FINANCIAL PLANNING ASSISTANT B (SG 10)**

JOB SUMMARY: Provides assistance to the Admin head relative to accounting work.

#### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Reviewing collections by office bill collectors (DCR-OC) and collecting agents (DCR-CA) and checking the numerical sequence of water bills issued and the amount collected;
2. Preparation of summary of collection and deposit by collecting agents;
3. Checking Report on water consumption of SMWD and Pump Stations;
4. Preparation of Audited Daily Collection Report;
5. Preparation of Monthly Percentage Tax Return (BIR 2551M)
6. Performance of other relevant tasks that may be required by the immediate supervisor or the Office of the Department/Division Manager.

### **CORPORATE BUDGET EXAMINER (SG 10)**

JOB SUMMARY: Compilation, control and review of budget utilization.

#### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Coordinating activities of personnel responsible for formulation, monitoring and presentation of budgets for controlling funds to implement program objectives of the agency;
2. Examining budget estimates for completeness, accuracy, and conformance with procedures and regulations;
3. Compiling each Department's budget and preparation of consolidated expense budget and capital outlay;
4. Reviewing operating budgets periodically to maintain expenditure control and analysis for the needs for budget adjustment;
5. Verifying the availability of allotment based on the Approved Budget Appropriation Request (BAR);
6. Preparation of Budget Utilization Request (BUR) and monthly budget status reports;
7. Recording the allotment in the appropriate Registry of Budget Utilization (ROBU);
8. Performance of other relevant tasks that may be required by the immediate supervisor or the Office of the Department/Division Manager.

## **(GENERAL SERVICES)**

### **DIVISION MANAGER B (SG 23)**

**JOB SUMMARY:** Monitors all the division's activities and proposes policies and guidelines to facilitate improvement in the system.

#### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Overseeing the daily operations of the Division to ensure that subordinates are properly guided by updated rules and regulations and that these are all properly and strictly implemented;
2. Recommending revisions and improvements in the existing rules and regulations as well as innovation proposals;
3. Preparation of comprehensive management report on every function handled by the Division;
4. Evaluation of performance of subordinates;
5. Preparation of Division's monthly reports for submission to the Office of the Department Manager;
6. Preparation of Division's Annual Budget requirements for submission to the Office of the Department Manager;
7. Reviewing and monitoring of Division's Budget Expenses;
8. Preparation of Division's Business Plan;
9. Recommending approval of written communications;
10. Coordination with other Divisions regarding inter-related activities;
11. Reviewing of existing procedures for possible improvements or revisions and other innovation proposals;
12. Recommending approval of requested overtime work, offsetting and leave applications;
13. Approval of Division's Monthly Work Schedule;
14. Enforcing discipline among subordinates;
15. Determining of performance indicators for the approval of the Department Manager;
16. Recommending approval for Division's Purchase requests;
17. Approval of Travel Orders;
18. Approval of Transfer Slips;
19. Performance of other relevant tasks that may be required by the Office of the Department Manager

### **ADMINISTRATIVE/GENERAL SERVICES OFFICER A (SG 16)**

**JOB SUMMARY:** Provides assistance to the Division Manager in monitoring all the division's activities and implementing policies and guidelines



## **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Monitoring, checking and analysis of accomplished trip tickets;
2. Scheduling and recommending approval of travel orders;
3. Safekeeping of service vehicles documents including CR/OR, registration, insurance and key duplicates;
4. Processing of service vehicles' insurance and claims;
5. Processing of service vehicles' renewal of registration;
6. Handling payments of property tax;
7. Recommending approval of transfer slips;
8. Preparation of requests for overtime work or offsetting/flexi-time schedule;
9. Enforcing the implementation of updated rules and regulations;
10. Preparation of Division's Monthly Work Schedule;
11. Preparation of written communications;
12. Coordination with other Divisions and Departments for verification purposes of the assigned task/activities;
13. Discussing with the Division Manager the observed procedures which need improvement and recommending necessary interventions;
14. Providing all necessary information to the Division Manager for the preparation of monthly reports;
15. Monitoring and assessing the work performance of the subordinates based on the established performance indicators;
16. Preparation of Division's Purchase Requests;
17. Issuance of P.O. for fuel;
18. Performance of other relevant tasks that may be required by the Office of the Department/Division Manager.

## **ADMINISTRATION SERVICES ASSISTANT B (SG 10)**

**JOB SUMMARY:** Handles concerns regarding service vehicle assignments, maintenance works needed and travel orders.

## **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Dispatching of service vehicles to designated drivers;
2. Assigning of parking areas for every service vehicle;
3. Monitoring and handling of maintenance works needed for service vehicles;
4. Consolidation and compilation of driver's trip ticket;
5. Preparation of Division's Purchase Requests and Work Orders;
6. Issuance of Purchase Order for fuel;
7. Performance of other relevant tasks that may be required by the immediate supervisor and Office of the Department/Division Manager.



### **PROPERTY AND SUPPLY OFFICER C (SG 10)**

**JOB SUMMARY:** Safekeeping, monitoring and maintaining serviceability and accountability of properties and equipment.

#### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Receiving, storing, and maintaining of materials, supplies, tools and equipment purchased. Verifying the items received are complete in accordance with the Purchase Order;
2. Preparation of Inspection and Acceptance Report (IAR);
3. Updating and maintenance of bin cards for supplies, materials, tools, equipment and other properties;
4. Preparation of Purchase Requisition (PR) for supplies, materials, tools, equipment and other properties based on the Annual Procurement Plan (APP);
5. Managing stock levels and distributes supplies to Storekeeper, Property and Supply Assistant and Accountable Officers and Employees;
6. Preparation of Acknowledgement Receipt for Equipment (ARE);
7. Preparation of summary of Transfer slips;
8. Performance of annual inventory;
9. Performance of other relevant tasks that may be required by the immediate supervisor and Office of the Department/Division Manager.

### **STOREKEEPER B (SG 9)**

**JOB SUMMARY:** Receives, inspects and records delivery of properties, equipment and supplies.

#### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Receiving, storing, and maintaining of materials and supplies for proper control of inventory;
2. Preparation of RIS/RMS for Stock materials and office supplies to ensure accurate and efficient inventory;
3. Issuance of office supplies, service connection (below 50mm), sale of fittings and other materials upon presentation of approved RIS for stock items;
4. Preparation of daily summary of Requisition and Issue Slip (RIS), Return Material Slip;
5. Preparation of Transfer Slips to withdraw stocks from the central warehouse;
6. Preparation of monthly stock status report;
7. Exercising physical control of materials and supplies (sizes: below 50 mm) that include performing periodic inventory;
8. Updating and maintaining of bin cards for supplies and materials;
9. Performance of annual inventory;
10. Performance of other relevant tasks that may be required by the immediate supervisor and Office of the Department/Division Manager.

### **PROPERTY AND SUPPLY ASSISTANT A (SG 9)**

**JOB SUMMARY:** Receives, inspects, records delivery of properties, equipment and supplies and ensures proper documentation.

#### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Receiving, storing, and maintaining common tools and equipment for proper control of inventory;
2. Ensuring that all equipment are used for approved purpose;
3. Ensuring the security of all properties and equipment owned by the Water District;
4. Ensuring that the properties and equipment are in good working condition;
5. Exercising physical control of the properties and equipment that include tagging and performing periodic inventory;
6. Ensure that all items are properly maintained and safeguarded. Report any loss, damage, or destruction for appropriate action;
7. Updating and maintaining of property cards for properties, furniture, tools & equipment;
8. Performance of annual physical inventory;
9. Performance of other relevant tasks that may be required by the immediate supervisor and Office of the Department/Division Manager.

### **CLERK PROCESSOR B (SG 6)**

**JOB SUMMARY:** Handling of concerns regarding service vehicles (i.e. insurance, registration), travel orders and fuel consumption.

#### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Comparing odometer reading of each service vehicles with the accomplished trip tickets;
2. Preparation of Monthly Fuel Consumption Summary;
3. Preparation of Travel Orders and recording of accomplished travels;
4. Preparation of documentary requirements for insurance claims, payments, registration and other vehicle-related concerns;
5. Maintaining and tracking of records;
6. Handling inquiries regarding service vehicle concerns;
7. Performance of other relevant tasks that may be required by the immediate supervisor and Office of the Department/Division Manager.

### **DRIVER (SG 4)**

**JOB SUMMARY:** In charge of providing transportation to the Board of Directors and SMWD employees during official travels.

### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Providing transportation to members of the members of the Board of Directors and employees during official travels;
2. Ensuring the proper usage and maintenance of assigned service vehicle/s;
3. Maintaining the cleanliness of the assigned service vehicles and observing “No Using of Unclean Service Vehicles” and B-L-O-W-B-A-G;
4. Ensuring that the assigned service vehicles are in tip-top shape at all times and informing the immediate supervisor or Division Manager of necessary repairs or replacement of parts for preparation of work order;
5. Accomplishing of Service Vehicle Route and Mileage Report during travels;
6. Performance of other relevant tasks that may be required by the immediate supervisor and Office of the Department/Division Manager.

### **LIAISON AIDE (SG 4)**

**JOB SUMMARY:** Runs errands in addition to performing of heavy cleaning duties in the office building.

### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Keeping the office building clean and in orderly condition and performance of heavy cleaning duties i.e. cleaning of office facilities, comfort room, floors and surrounding areas of the office;
2. Distribution or transmitting and picking-up of notices and other official documents;
3. Performing routine maintenance activities and notifying management of need for repairs of equipment in the office;
4. Attending to various requests of agency officials and co-employees including office errands;
5. Collecting of garbage inside and within the office vicinity including proper disposal;
6. Ensuring that all electrical equipment i.e. aircon units, computer and printer units, electric fans, photocopier, water dispenser, microwave oven, kitchen appliances, etc. are properly switched – off and unplugged after office hours;
7. Performance of other relevant tasks that may be required by the immediate supervisor and Office of the Department/Division Manager.

### **(COMMERCIAL SERVICES)**

### **DEPARTMENT MANAGER B (SG 25)**

**JOB SUMMARY:** Monitors all the department’s activities and approves policies and guidelines to facilitate improvement in the system.

## **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Approval of applications for new service connections;
2. Approval of Service Orders for Permanent Disconnections, Billing Adjustment Memos, Collection Adjustment Memos, Promissory Notes and other relevant documents;
3. Approval of Memorandum of Agreement with concessionaires requesting for extended grace period;
4. Overseeing of operations of all covered Divisions;
5. Attendance to public hearings and meetings with other agencies;
6. Approval of requested overtime work, offsetting and leave applications of all subordinates;
7. Preparation of the Annual Budget of the Department;
8. Review and monitoring of budget expenses of Department;
9. Signing of Purchase Requests of the Department
10. Monitoring and evaluation of Department's Business Plan;
11. Approval of written communications;
12. Approval of proposed innovations;
13. Preparation of plans for revisions or improvements of existing procedures and policies to be presented to the Office of the General Manager;
14. Dissemination of all updates in policies and procedures among Division Managers and supervisors;
15. Coordination with other departments regarding inter-related activities;
16. Actual presentation of reports for monthly management meeting;
17. Approval of recommended performance indicators;
18. Updating the Office of the General Manager on all related concerns;
19. Performance of other relevant tasks that may be required by the Office of the General Manager

### **DIVISION MANAGER B (SG 23)**

**JOB SUMMARY:** Monitors all the division's activities and proposes policies and guidelines to facilitate improvement in the system.

## **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Recommending approval to the Department Manager of prepared Memorandum of Agreement with concessionaires requesting for extension of grace period.
2. Overseeing the daily operations of the Division to ensure that subordinates are properly guided by updated rules and regulations and that these are all properly implemented;
3. Recommending revisions and improvements in the existing rules and regulations as well as innovation proposals;
4. Evaluation of performance of subordinates;
5. Preparation of Division's monthly reports for submission to the Office of the Department Manager;

6. Preparation of Division's Annual Budget requirements for submission to the Office of the Department Manager;
7. Reviewing and monitoring of Division's Budget Expenses;
8. Preparation of Division's Business Plan;
9. Recommending approval of written communications;
10. Coordination with other Divisions regarding inter-related activities;
11. Recommending approval of requested overtime work, offsetting and leave applications;
12. Approval of Division's Monthly Work Schedule;
13. Enforcing discipline among subordinates;
14. Determining of performance indicators for the approval of the Department Manager;
15. Recommending approval for Division's Purchase requests;
16. Performance of other relevant tasks that may be required by the Office of the Department Manager.

#### **UTILITIES/CUSTOMER SERVICES OFFICER A (SG 16)**

**JOB SUMMARY:** Provides assistance to the Division Manager in monitoring the division's activities and implementing policies and guidelines.

#### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Handling of more complex customer concerns regarding billing;
2. Preparation of Memorandum of Agreement with customer requesting for extension of grace period;
3. Preparation of requests for overtime work or offsetting/flexi-time schedule;
4. Enforcing the implementation of updated rules and regulations;
5. Preparation of Division's Monthly Work Schedule;
6. Providing assistance in the creation of public information materials;
7. Signing and recommending approval of Service Orders, Promissory Notes, Billing Adjustment Memos and other relevant documents;
8. Preparation of written communications;
9. Coordination with other Divisions and Departments for verification purposes of the assigned task/activities;
10. Discussing with the Division Manager the observed procedures which need improvement and recommending necessary interventions;
11. Providing all necessary information to the Division Manager for the preparation of monthly reports;
12. Monitoring and assessing the work performance of the subordinates based on the established performance indicators;
13. Preparation of Division's Purchase Requests;
14. Performance of other relevant tasks that may be required by the Office of the Department/Division Manager.

### **SECRETARY B (SG 7)**

**JOB SUMMARY:** Provides administrative support and performs numerous duties, including scheduling, writing correspondence, emailing, handling visitors, routing callers, and answering questions and requests relative to the office of the Department Manager.

### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Preparation of written communications relative to the Office of the Department Manager;
2. Filing of all documents concerning the Office of the Department Manager;
3. Providing assistance to the Department Manager during official meetings and transactions;
4. Organizing and scheduling of appointments of the Department Manager and keeping him informed and updated of commitments and responsibilities;
5. Receiving and recording of incoming and outgoing documents of the Office of the Department Manager;
6. Facilitating of meetings within the Department;
7. Making travel arrangements such as booking airline tickets and hotel accommodations for official travels;
8. Performance of other relevant tasks that may be required by the Office of the Department Manager.

### **UTILITIES/CUSTOMER SERVICES ASSISTANT B (SG 10)**

**JOB SUMMARY:** To facilitate accurate billing and posting of customer's accounts.

### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Checking concessionaire's water consumption and analyzing if there are some discrepancies in the regular average monthly consumption;
2. Printing of Meter Reading Form;
3. Issuance, monitoring and encoding and filing of completed Reconnection Orders, Disconnection Orders, Water Meter Replacement Orders, and other relevant documents;
4. Printing of list of concessionaires due for disconnection to be executed by field services personnel;
5. Preparation of list of concessionaires due for permanent disconnection;
6. Billing Verification Orders, Maintenance Orders, Production Inspection Orders;
7. Confirming and processing of for installment and promissory notes for accounts with seen and unseen leaks with/without adjustment;
8. Posting of schedules of meter reading, Billing Verification Order execution, distribution of second bill notice, due date, grace period, and disconnection date;
9. Verification of disconnected accounts with arrears;
10. Preparation of demand letters, final demand letters, and list of inactive accounts due for OGCC letters;

11. Uploading and verification of collection report from collection partners as well as coordinating any discrepancies;
12. Reconciling the actual number of billed and read accounts;
13. Posting of installment payments for new connections;
14. Performance of other relevant tasks that may be required by the immediate supervisor and Office of the Department/Division Manager.

#### **UTILITIES/CUSTOMER SERVICES ASSISTANT C (SG 8)**

**JOB SUMMARY:** To perform functions relevant to meter reading and bill distribution.

#### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Reading of water meters;
2. Distribution of Billing Notices and 2nd Billing Notices;
3. Delivery of demand letters, final demand letters and OGCC letters;
4. Observing and reporting encountered customer complaints and water meter condition for recommended actions;
5. Reporting all encountered leaks, illegal connections, illegal booster pumps and other concerns of the agency;
6. Providing information to encountered customer queries during meter reading or distribution of notices and letter;
7. Performance of other relevant tasks that may be required by the immediate supervisor and Office of the Department/Division Manager.

#### **DIVISION MANAGER B (SG 23)**

**JOB SUMMARY:** Monitors all the division's activities and proposes policies and guidelines to facilitate improvement in the system.

#### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Organizing and attending to public hearings and meetings with other agencies;
2. Conceptualizing of public information materials;
3. Formulation of marketing strategies;
4. Overseeing the daily operations of the Division to ensure that subordinates are properly guided by updated rules and regulations and that these are all properly implemented;
5. Recommending revisions and improvements in the existing rules and regulations as well as innovation proposals;
6. Evaluation of performance of subordinates;
7. Preparation of Division's monthly reports for submission to the Office of the Department Manager;
8. Preparation of Division's Annual Budget requirements for submission to the Office of the Department Manager;



9. Reviewing and monitoring of Division's Budget Expenses;
10. Preparation of Division's Business Plan;
11. Recommending approval of written communications;
12. Coordination with other Divisions regarding inter-related activities;
13. Recommending approval of requested overtime work, offsetting and leave applications;
14. Approval of Division's Monthly Work Schedule;
15. Enforcing discipline among subordinates;
16. Determining of performance indicators for the approval of the Department Manager;
17. Recommending approval for Division's Purchase requests;
18. Performance of other relevant tasks that may be required by the Office of the Department Manager.

### **UTILITIES/CUSTOMER SERVICES OFFICER A (SG 16)**

**JOB SUMMARY:** Provides assistance to the Division Manager in monitoring the division's activities and implementing policies and guidelines.

### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Providing assistance in the creation of public information materials;
2. Signing and recommending approval of Service Orders;
3. Handling more complex customer service concerns;
4. Preparation of requests for overtime work or offsetting/flexi-time schedule;
5. Enforcing the implementation of updated rules and regulations;
6. Preparation of Division's Monthly Work Schedule;
7. Coordination with other Divisions and Departments for verification purposes of the assigned task/activities;
8. Signing and recommending approval of Service Orders, Promissory Notes, Billing Adjustment Memos and other relevant documents;
9. Preparation of written communications;
10. Discussing with the Division Manager the observed procedures which need improvement and recommending necessary interventions;
11. Providing all necessary information to the Division Manager for the preparation of monthly reports;
12. Preparation of Division's Purchase Requests;
13. Monitoring and assessing the work performance of the subordinates based on the established performance indicators;
14. Performance of other relevant tasks that may be required by the Office of the Department/Division Manager.

### **UTILITIES/CUSTOMER SERVICES ASSISTANT B (SG 10)**

**JOB SUMMARY:** Handles the responsibility to provide response to complaints and routine customer inquiries regarding products and services of the organization.



## **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Receiving of requests, complaints and other concerns and providing responses based on agency's updated rules and regulations;
2. Processing of customer transactions;
3. Answering telephone calls and providing information and assistance;
4. Receiving requests for new applications and explaining the details of payments including the basic agency guidelines and policies;
5. Conducting of orientation for new applicants for water connection;
6. Issuance of Maintenance Orders, Production Inspection Orders, and Billing Verification Orders for walk-in and phone-in concerns;
7. Issuance and completion of Service Orders for new connections, transfer meter, permanent disconnection, change concessionaire's name, upgrading, downgrading, add users, supesedure of service, change account number, and change address and other relevant tasks;
8. Preparation of list of fittings for installation of new service connection;
9. Preparation of list of prices for fittings to be purchased by concessionaire;
10. Maintenance and filing of applicants' records;
11. Filing of applicant's Service Record, Service Order, Routing Slip, Inspection Form, and Complaints Request Form;
12. Performance of other relevant tasks that may be required by the immediate supervisor and Office of the Department/Division Manager.

## **UTILITIES/CUSTOMER SERVICES ASSISTANT B (SG 10)**

**JOB SUMMARY:** To perform functions relevant to delivery of notices and classification of connections.

## **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Conducting review of classification of service connections, updating house number, verifying the actual user and identifying concessionaires with multiple accounts;
2. Execution of Billing Verification Orders;
3. Performance of public Advisory on water interruption;
4. Observing and reporting encountered customer complaints and water meter condition for recommended actions;
5. Reporting all encountered leaks, illegal connections, illegal booster pumps and other concerns of the agency;
6. Recording and maintaining records of accomplished investigation reports;
7. Execution of temporary disconnection and reconnection of services;
8. Delivery of flyers and other letters or communications necessary to disseminate public information;
9. Surveying of areas for possible connection of new water service connections;
10. Performance of other relevant tasks that may be required by the immediate supervisor and Office of the Department/Division Manager.

**(OPERATIONS)**

**DEPARTMENT MANAGER B (SG 25)**

**JOB SUMMARY:** Monitors all the department's activities and approves policies and guidelines to facilitate improvement in the system.

**ACTUAL DUTIES AND RESPONSIBILITIES**

1. Overseeing of operations of all covered Divisions;
2. Attendance to public hearings and meetings with other agencies;
3. Approval of requested overtime work, offsetting and leave applications of all subordinates;
4. Preparation of the Annual Budget of the Department;
5. Review and monitoring of budget expenses of Department;
6. Signing of Purchase Requests of the Department;
7. Monitoring and evaluation of Department's Business Plan;
8. Approval of written communications;
9. Approval of proposed innovations;
10. Preparation of plans for revisions or improvements of existing procedures and policies to be presented to the Office of the General Manager;
11. Dissemination of all updates in policies and procedures among Division Managers and supervisors;
12. Coordination with other departments regarding inter-related activities;
13. Actual presentation of reports for monthly management meeting;
14. Approval of recommended performance indicators;
15. Updating the Office of the General Manager on all related concerns;
16. Performance of other relevant tasks that may be required by the Office of the General Manager.

**SECRETARY B (SG 7)**

**JOB SUMMARY:** Provides administrative support and performs numerous duties, including scheduling, writing correspondence, emailing, handling visitors, routing callers, and answering questions and requests relative to the office of the Department Manager.

**ACTUAL DUTIES AND RESPONSIBILITIES**

1. Preparation of written communications relative to the Office of the Department Manager;
2. Filing of all documents concerning the Office of the Department Manager;
3. Providing assistance to the Department Manager during official meetings and transactions;
4. Organizing and scheduling of appointments of the Department Manager and keeping him informed and updated of commitments and responsibilities;
5. Receiving and recording of incoming and outgoing documents of the Office of the Department Manager;

6. Facilitating of meetings within the Department;
7. Making travel arrangements such as booking in airlines and hotel accommodations for official travels;
8. Performance of other relevant tasks that may be required by the Office of the Department Manager.

### **(WATER RESOURCE)**

#### **DIVISION MANAGER B (SG 23)**

**JOB SUMMARY:** Monitors all the division's activities and proposes policies and guidelines to facilitate improvement in the system.

#### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Overseeing the daily operations of the Division to ensure that subordinates are properly guided by updated rules and regulations and that these are all properly implemented;
2. Recommending revisions and improvements in the existing rules and regulations as well as innovation proposals;
3. Evaluation of performance of subordinates;
4. Preparation of Division's monthly reports for submission to the Office of the Department Manager;
5. Preparation of Division's Annual Budget requirements for submission to the Office of the Department Manager;
6. Reviewing and monitoring of Division's Budget Expenses;
7. Preparation of Division's Business Plan;
8. Recommending approval of written communications;
9. Coordination with other Divisions regarding inter-related activities;
10. Recommending approval of requested overtime work, offsetting and leave applications;
11. Approval of Division's Monthly Work Schedule;
12. Enforcing discipline among subordinates;
13. Determining of performance indicators for the approval of the Department Manager;
14. Recommending approval for Division's Purchase requests;
15. Performance of other relevant tasks that may be required by the Office of the Department Manager.

#### **SENIOR ENGINEER A (SG 16)**

**JOB SUMMARY:** Provides assistance to the Division Manager in monitoring the division's activities and implementing policies and guidelines.

## **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Supervising the pump operators in their assigned tasks;
2. Checking the condition of pump stations, electro-mechanical equipment, filtration system and hypo chlorination equipment and preparing report of the equipment which needs immediate repair;
3. Distribution of Production Inspection Orders to the assigned pump operator;
4. Verifying flowmeter reading (bulk water and pump stations) and submission of Monthly Production Report to the Office of the Department Manager;
5. Preparation of accomplishment report and verification of contractor's payment report;
6. Transacting with different government agencies relative to civil works;
7. Recording and maintaining log book of accomplished daily activities and regular reporting to the Division Manager of relevant information;
8. Preparation of requests for overtime work or offsetting/flexi-time schedule;
9. Enforcing the implementation of updated rules and regulations;
10. Preparation of Division's Monthly Work Schedule;
11. Preparation of written communications;
12. Coordination with other Divisions and Departments for verification purposes of the assigned task/activities;
13. Discussing with the Division Manager the observed procedures which need improvement and recommending necessary interventions
14. Preparation of Division's Purchase Requests;
15. Providing all necessary information to the Division Manager for the preparation of monthly reports;
16. Monitoring and assessing the work performance of the subordinates based on the established performance indicators;
17. Performance of other relevant tasks that may be required by the Office of the Department/Division Manager.

## **WATER RESOURCES FACILITIES OPERATOR A (SG 8)**

**JOB SUMMARY:** Consistently monitors pump operation and ensures that all the equipment are functioning in good working condition and he must be able to report these conditions to his supervisor.

## **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Operating all pumping stations at a given schedule;
2. Recording of flow meter, pressure, voltage, Ampere hour readings and submission of report to the immediate supervisor;
3. In-charge of diluting powder/granulated chlorines for proper dosage in chlorination;
4. Ensuring that all the equipment in all pumping stations are in good working condition;
5. Keeping all pumping stations and tanks clean and presentable;

6. Conducting chlorine residual test along the system and end points, and submission of report to immediate supervisor;
7. Performance of regular flushing activities on all blow-off valves;
8. Manipulation of gate valves and pressure monitoring in the system;
9. Performance and execution of Production Inspection Orders indicating required data, findings, actions taken and recommendation
10. Providing assistance in activities of pump flow rate, pumping water level, Physical/Chemical and Bacteriological testing's;
11. Providing assistance in electrical layout of pump house construction and rehabilitation;
12. Coordination with other Divisions and Departments for verification purposes of the assigned task/activities;
13. Maintaining and ensuring that the assigned vehicle is in good working condition, recording of odometer reading; and reporting any related problem to the immediate supervisor or the Office of Department/Division Manager;
14. Maintaining and ensuring that all assigned tools and equipment are in good working conditions and reporting any related problem to the immediate supervisor or the Office of the Department/Division Manager;
15. Recording and maintaining log book of accomplished daily activities and regular reporting to the immediate supervisor of relevant information;
16. Performance of other relevant tasks that may be required by the immediate supervisor or Office of the Department/Division Manager

### **(CONSTRUCTION AND MAINTENANCE)**

#### **DIVISION MANAGER B (SG 23)**

**JOB SUMMARY:** Monitors all the division's activities and proposes policies and guidelines to facilitate improvement in the system.

#### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Overseeing the daily operations of the Division to ensure that subordinates are properly guided by updated rules and regulations and that these are all properly implemented;
2. Recommending revisions and improvements in the existing rules and regulations as well as innovation proposals;
3. Evaluation of performance of subordinates;
4. Preparation of Division's monthly reports for submission to the Office of the Department Manager;
5. Preparation of Division's Annual Budget requirements for submission to the Office of the Department Manager;
6. Reviewing and monitoring of Division's Budget Expenses;
7. Preparation of Division's Business Plan;
8. Recommending approval of written communications;

9. Coordination with other Divisions regarding inter-related activities;
10. Recommending approval of requested overtime work, offsetting and leave applications;
11. Approval of Division's Monthly Work Schedule;
12. Enforcing discipline among subordinates;
13. Determining of performance indicators for the approval of the Department Manager;
14. Recommending approval for Division's Purchase requests;
15. Performance of other relevant tasks that may be required by the Office of the Department Manager.

### **SENIOR ENGINEER A (SG 16)**

**JOB SUMMARY:** Provides assistance to the Division Manager in monitoring the division's activities and implementing policies and guidelines.

### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Project planning and preparation of equipment and materials;
2. Construction supervision;
3. Distribution of Maintenance and Inspection Orders, Construction Work Orders, Service Orders and Reconnection Orders to the assigned Construction/Maintenance Groups;
4. Direct supervision and monitoring of daily activities of the Construction/Maintenance Group;
5. Preparation of accomplishment report and verification of contractor's payment report;
6. Transacting with different government agencies related to civil works;
7. Recording and maintaining log book of accomplished daily activities and regular reporting to the Division Manager of relevant information;
8. Preparation of requests for overtime work or offsetting/flexi-time schedule;
9. Enforcing the implementation of updated rules and regulations;
10. Preparation of Division's Monthly Work Schedule;
11. Preparation of written communications;
12. Discussing with the Division Manager the observed procedures which need improvement and recommending necessary interventions;
13. Providing all necessary information to the Division Manager for the preparation of monthly reports;
14. Preparation of Division's Purchase Requests;
15. Monitoring and assessing the work performance of the subordinates based on the established performance indicators;
16. Performance of other relevant tasks that may be required by the Office of the Department/Division Manager.

### **WATER/SEWERAGE MAINTENANCE MAN A (SG 8)**

**JOB SUMMARY:** Performs construction works relative to installation of pipelines and new service connections.



## **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Installing new service connections and attending to concessionaires' requests with properly issued Service Orders and Maintenance Orders;
2. Concrete cutting and breaking; excavation, backfill, sand bedding and compaction; pipe laying and interconnection; hydro testing, disinfection and flushing; and surface restoration on the area covered by SMWD;
3. Execution of permanent disconnection for accounts which are inactive for at least 6 months and those that are found with and charged with illegal connections, illegal reconnection and meter tampering;
4. Performance of transfer water meters and transfer tapping based on approved Service Orders;
5. Performance of leak repair particularly in the mainlines and supply lines;
6. Rehabilitation of water meter stands and clusters that are not in compliance with the water meter installation standards;
7. Coordination with other Divisions and Departments for verification purposes of the assigned task/activities;
8. Maintaining and ensuring that the assigned vehicle is in good working condition, recording of odometer reading; and reporting any related problem to the immediate supervisor or the Office of Department/Division Manager;
9. Maintaining and ensuring that all assigned tools and equipment are in good working conditions and reporting any related problem to the immediate supervisor or the Office of the Department/Division Manager;
10. Recording and maintaining log book of accomplished daily activities and regular reporting to the immediate supervisor of relevant information;
11. Performance of on-call duties;
12. Performance of other relevant tasks that may be required by the immediate supervisor or Office of the Department/Division Manager.

## **SENIOR ENGINEER A (SG 16)**

**JOB SUMMARY:** Provides assistance to the Division Manager in monitoring the division's activities and implementing policies and guidelines.

## **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Project planning and preparation of equipment and materials;
2. Construction supervision;
3. Distribution of Maintenance and Inspection Orders, Construction Work Orders, Service Orders and Reconnection Orders to the assigned Construction/Maintenance Group;
4. Direct supervision and monitoring of daily activities of the Construction/Maintenance Group;
5. Preparation of accomplishment report and verification of contractor's payment report;
6. Transacting with different government agencies related to civil works;

7. Recording and maintaining log book of accomplished daily activities and regular reporting to the Division Manager of relevant information;
8. Preparation of requests for overtime work or offsetting/flexi-time schedule;
9. Enforcing the implementation of updated rules and regulations;
10. Preparation of Division's Monthly Work Schedule;
11. Preparation of written communications;
12. Coordination with other Divisions and Departments for verification purposes of the assigned task/activities;
13. Discussing with the Division Manager the observed procedures which need improvement and recommending necessary interventions;
14. Providing all necessary information to the Division Manager for the preparation of monthly reports;
15. Preparation of Division's Purchase Requests;
16. Monitoring and assessing the work performance of the subordinates based on the established performance indicators;
17. Performance of other relevant tasks that may be required by the Office of the Department/Division Manager.

#### **WATER/SEWERAGE MAINTENANCE MAN A (SG 8)**

**JOB SUMMARY:** Performance of tasks relative to the maintenance of pipelines and water meters.

#### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Replacement of old, stuck, defective, stolen, and broken water meters with properly issued Water Meter Replacement Orders;
2. Execution of permanent disconnection for accounts which are inactive for at least 6 months and those that are found with and charged with illegal connections, illegal reconnection and meter tampering;
3. Rehabilitation of water meter stands and clusters that are not in compliance with the water meter installation standards;
4. Performance of leak repair particularly in the mainlines and supply lines;
5. Coordination with other Divisions and Departments for verification purposes of the assigned task/activities;
6. Maintaining and ensuring that the assigned vehicle is in good working condition, recording of odometer reading; and reporting any related problem to the immediate supervisor or the Office of Department/Division Manager;
7. Maintaining and ensuring that all assigned tools and equipment are in good working conditions and reporting any related problem to the immediate supervisor or the Office of the Department/Division Manager;
8. Recording and maintaining log book of accomplished daily activities and regular reporting to the immediate supervisor of relevant information;



9. Performance of on-call duties;
10. Performance of other relevant tasks that may be required by the immediate supervisor or Office of the Department/Division Manager.

## **(ENGINEERING)**

### **DIVISION MANAGER B (SG 23)**

**JOB SUMMARY:** Monitors all the division's activities and proposes policies and guidelines to facilitate improvement in the system.

#### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Overseeing the daily operations of the Division to ensure that subordinates are properly guided by updated rules and regulations and that these are all properly implemented;
2. Recommending revisions and improvements in the existing rules and regulations as well as innovation proposals;
3. Evaluation of performance of subordinates;
4. Preparation of Division's monthly reports for submission to the Office of the Department Manager;
5. Preparation of Division's Annual Budget requirements for submission to the Office of the Department Manager;
6. Reviewing and monitoring of Division's Budget Expenses;
7. Preparation of Division's Business Plan;
8. Recommending approval of written communications;
9. Coordination with other Divisions regarding inter-related activities;
10. Recommending approval of requested overtime work, offsetting and leave applications;
11. Approval of Division's Monthly Work Schedule;
12. Enforcing discipline among subordinates;
13. Determining of performance indicators for the approval of the Department Manager;
14. Recommending approval for Division's Purchase requests;
15. Performance of other relevant tasks that may be required by the Office of the Department Manager.

### **SENIOR ENGINEER A (SG 16)**

**JOB SUMMARY:** Provides assistance to the Division Manager in monitoring the division's activities and implementing policies and guidelines.

## **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Project planning and preparation of equipment and materials;
2. Construction supervision;
3. Distribution of Maintenance and Inspection Orders, Construction Work Orders, Service Orders and Reconnection Orders to the assigned Construction/Maintenance Groups;
4. Direct supervision and monitoring of daily activities of the Construction/Maintenance Group;
5. Preparation of accomplishment report and verification of contractor's payment report;
6. Transacting with different government agencies related to civil works;
7. Recording and maintaining log book of accomplished daily activities and regular reporting to the Division Manager of relevant information;
8. Preparation of requests for overtime work or offsetting/flexi-time schedule;
9. Enforcing the implementation of updated rules and regulations;
10. Preparation of Division's Monthly Work Schedule;
11. Preparation of written communications;
12. Coordination with other Divisions and Departments for verification purposes of the assigned task/activities;
13. Discussing with the Division Manager the observed procedures which need improvement and recommending necessary interventions;
14. Providing all necessary information to the Division Manager for the preparation of monthly reports;
15. Preparation of Purchase Requests;
16. Monitoring and assessing the work performance of the subordinates based on the established performance indicators;
17. Performance of other relevant tasks that may be required by the Office of the Department/Division Manager.

### **ENGINEERING ASSISTANT (SG 10)**

**JOB SUMMARY:** Provides assistance in the supervision of civil works, construction projects and regular maintenance of all SMWD pipelines.

## **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Providing the immediate supervisor assistance in surveying, preparation of cost estimates and various construction plans;
2. Reviewing of water meter connections;
3. Conducting technical researches and new product/technology assessment;
4. Coordination with other Divisions and Departments for verification purposes of the assigned task/activities;
5. Maintaining and ensuring that the assigned vehicle is in good working condition, recording of odometer reading; and reporting any related problem to the immediate supervisor or the Office of Department/Division Manager;

6. Maintaining and ensuring that all assigned tools and equipment are in good working conditions and reporting any related problem to the immediate supervisor or the Office of the Department/Division Manager;
7. Recording and maintaining log book of accomplished daily activities and regular reporting to the immediate supervisor of relevant information;
8. Performance of other relevant tasks that may be required by the immediate supervisor or Office of the Department/Division Manager.

### **ENGINEERING ASSISTANT (SG 10)**

**JOB SUMMARY:** Performance of pre-installation investigation and post inspection of newly-installed water meters and certifying its compliance with water meter installation standards.

### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Performance of ocular/on-site investigation of an applicant's place of requested installation to determine the following:
  - a. Pre-investigation
  - b. Size and location of mainline
  - c. Water pressure to determine the sufficiency of supply in the area
  - d. Location as to where the water meter will be installed and the cluster # (if there's any)
  - e. Materials/fittings needed to complete installation
  - f. Providing relevant information to customer services for purpose of assignment of the account number and the classification of service
  - g. If the applicant has installed the service line and if the documentary requirements have already been submitted
2. Performance of Post-Inspection of Newly-Installed Water Meters and New Connections to determine the following:
  - a. Post-inspection to be conducted after installation/rehabilitation confirming that the installed/rehabilitated water meter stands/cluster complies with the water meter installation standards.
  - b. Coordination with other Divisions and Departments for verification purposes of the assigned task/activities;
  - c. Maintaining and ensuring that the assigned vehicle is in good working condition, recording of odometer reading; and reporting any related problem to the immediate supervisor or the Office of Department/Division Manager;
  - d. Maintaining and ensuring that all assigned tools and equipment are in good working conditions and reporting any related problem to the immediate supervisor or the Office of the Department/Division Manager;
  - e. Recording and maintaining log book of accomplished daily activities and regular reporting to the immediate supervisor of relevant information;
  - f. Performance of other relevant tasks that may be required by the immediate supervisor or Office of the Department/Division Manager.

### **MATERIALS/SUPPLIES INSPECTOR (SG 9)**

**JOB SUMMARY:** Responsible for examining and inspecting materials including water meters, supplies and/or equipment as regards to the quantity and specifications.

### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Calibration of water meters both new and per concessionaire's request and maintaining the sufficient number to meet the demands for new installations;
2. Regular reporting of water meter calibration activities to immediate supervisor;
3. Coordination with other Divisions and Departments for verification purposes of the assigned task/activities;
4. Maintaining and ensuring that the assigned vehicle is in good working condition, recording of odometer reading; and reporting any related problem to the immediate supervisor or the Office of Department/Division Manager;
5. Maintaining and ensuring that all assigned tools and equipment are in good working conditions and reporting any related problem to the immediate supervisor or the Office of the Department/Division Manager;
6. Recording and maintaining log book of accomplished daily activities and regular reporting to the immediate supervisor of relevant information;
7. Performance of other relevant tasks that may be required by the immediate supervisor or Office of the Department/Division Manager.

### **MATERIALS/SUPPLIES INSPECTOR (SG 9)**

**JOB SUMMARY:** Responsible for examining and inspecting materials including water meters, supplies and/or equipment as regards to the quantity and specifications.

### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Conducting of materials, supplies, equipment, tools inspection and testing;
2. Providing support to Property and Supply Officer by receiving and inspecting the purchased and delivered materials, supplies and/or equipment as regards to the quantity and specifications;
3. Verification and co-signing (with the Storekeeper) of Inspection and Acceptance Report;
4. Coordination with other Divisions and Departments for verification purposes of the assigned task/activities;
5. Maintaining and ensuring that the assigned vehicle is in good working condition, recording of odometer reading; and reporting any related problem to the immediate supervisor or the Office of Department/Division Manager;
6. Maintaining and ensuring that all assigned tools and equipment are in good working conditions and reporting any related problem to the immediate supervisor or the Office of the Department/Division Manager;

7. Recording and maintaining log book of accomplished daily activities and regular reporting to the immediate supervisor of relevant information;
8. Performance of other relevant tasks that may be required by the immediate supervisor or Office of the Department/Division Manager.

#### **WATER/SEWERAGE MAINTENANCE MAN A (SG 8)**

**JOB SUMMARY:** Provides assistance to the Engineering Assistants in ensuring the quality of materials including water meters, supplies and/or equipment as regards to the quantity and specifications.

#### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Providing support to Engineering Assistants particularly installation of concrete meter base after post-inspection and painting of newly-installed meter stands;
2. Coordination with other Divisions and Departments for verification purposes of the assigned task/activities;
3. Maintaining and ensuring that the assigned vehicle is in good working condition, recording of odometer reading; and reporting any related problem to the immediate supervisor or the Office of Department/Division Manager;
4. Maintaining and ensuring that all assigned tools and equipment are in good working conditions and reporting any related problem to the immediate supervisor or the Office of the Department/Division Manager;
5. Recording and maintaining log book of accomplished daily activities/investigation reports and regular reporting to the immediate supervisor of relevant information;
6. Performance of other relevant tasks that may be required by the immediate supervisor or Office of the Department/Division Manager.

#### **WATER/SEWERAGE MAINTENANCE MAN A (SG 8)**

**JOB SUMMARY:** Provides assistance to the Engineering Assistants in ensuring the quality of materials including water meters, supplies and/or equipment as regards to the quantity and specifications.

#### **ACTUAL DUTIES AND RESPONSIBILITIES**

1. Provides support to Materials and Supplies Inspector particularly:
  - a. Retrieval and installation of water meters for customer initiated calibration request
  - b. Painting of newly calibrated water meters
2. Coordination with other Divisions and Departments for verification purposes of the assigned task/activities.

3. Maintaining and ensuring that the assigned vehicle is in good working condition, recording of odometer reading; and reporting any related problem to the immediate supervisor or the Office of Department/Division Manager;
4. Maintaining and ensuring that all assigned tools and equipment are in good working conditions and reporting any related problem to the immediate supervisor or the Office of the Department/Division Manager;
5. Recording and maintaining log book of accomplished daily activities/investigation reports and regular reporting to the immediate supervisor of relevant information;
6. Performance of other relevant tasks that may be required by the immediate supervisor or Office of the Department/Division Manager.

### **MANAGEMENT REPRESENTATIVES (MR)**

Overall responsible for the management of QMS.

- Assigned Continuous Improvement Champions;
- Oversee Process Owners in the implementation of the QMS;
- Ensure that the QMS conforms to the requirements of this International Standard reporting on the performance of the QMS and on opportunities for improvement in particular to SMWD Leadership;
- Ensure that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented; and
- Act as a liaison with external parties such as customers or auditors on matters relating to the QMS.

### **DOCUMENT CONTROLLER**

Overall responsible for the document management of QMS.

- Works with the MR for the creation and revision of documents
- Responsible for the issuance, maintenance, retrieval and control of controlled documents.
- Responsible for the assignment of document numbers and other coding controls for document
- Initiates master list for documents
- Responsible for the coordination and information on any changes on documents
- Ensures the implementation of control of record

### **PROCESS OWNERS/DEPARTMENT HEADS**

Responsible for the effective implementation of QMS in their respective departments/accounts.

- Ensure department's adherence to SMWD QMS procedures and guidelines;
- Ensure that the processes are delivering their intended outputs;
- Ensure legal compliance in all the department's activities;
- Collect data, review QMS related performance and report to Leadership, and to initiate appropriate improvement programs when needed;
- Communicate the importance of QMS to staff, contractors and other relevant parties;
- Participate in internal and external QMS audits when called upon to do so;
- Initiate action to prevent the occurrence of any non-conformance and ensure corrective actions are effectively implemented if there is any non-conformance;
- Initiate and conduct QMS non-conformance correction when required and ensure corrective actions are effectively implemented;
- Allocate necessary resources to ensure control measures are in place to minimize QMS risk in the work activities;
- Assign staff to attend QMS related training to ensure they have the necessary skills and knowledge to implement the QMS ; and
- Encourage staff to participate in QMS program and take appropriate actions on QMS feedback.

### **OTHER EMPLOYEES**

- Carry out their duties in accordance with the company's QMS Policy, procedures & work instructions;
- Report QMS issues to their Manager or department heads;
- Be aware of the significant QMS impacts/risks, actual or potential, of their work activities and the QMS benefits of improved personal performance;
- Participate in the QMS program established by the organization.

Other functions and responsibilities not mentioned in this section of QMS Manual are defined in other related documents such as Appointment Letters, Job Descriptions, procedures, and guidelines.



## 6.a-c PLANNING

- c. Initial QMS review was carried out as the first step in the planning stage in order to provide the QMS baseline information as described in Section 4 Context of the Organization. All of the inputs and information are used to determine actions to be planned for QMS.

Planning of actions for QMS will be documented and includes but not limited to the development and implementation of the following.

- Policies
- Procedures
- Operational Control & Guidelines
- Programs
- Trainings

SMWD conducts risk assessment activities to address the risks and opportunities (please refer to the [Risk Assessment](#))

- d. SMWD sets measurable quality objectives (OPCR, DPCR, IPCR), at all levels throughout the organization, in support of improvement to our QMS. We believe in a balanced approach to Concessionaires' Satisfaction and Employee Satisfaction
- e. Our top-level quality objectives are to:
- Continually meet our concessionaires' needs and expectations  
*Measured by Pagsusuri ng Tagatangilik*
  - Strengthen employee engagement  
*Measured by employees' satisfaction survey*
  - Ensure that we remain profitable  
*Measured by revenue, operating profit, and other financial indicators*

These objectives will be regularly reviewed during the management review meeting to ensure that it is still appropriate to the QMS.

To support these high-level objectives, each department/account has its individual KPIs and targets using the SMWD's SPMS to satisfy customer requirements and organizational goals.

- f. Any changes in SMWD QMS shall be carried out in a planned manner.
- Process & Service Changes—Owned & planned by Department Heads through meetings & change management process.
  - Major Change: New Account/Site/New Water Source – by following the Well Development Project Implementation process



## 7.a-b SUPPORT

### a. Resources

Top Management of SMWD ensures that all resources required for the effective implementation of the QMS are planned and provided accordingly according to its importance. This includes people, infrastructure and working environment that are needed for QMS.

People	<ul style="list-style-type: none"> <li>• Capacity Planning</li> <li>• Training (New Hire Training / Leadership Development Training) (Training Reports)</li> <li>• Wellness Program (Annual Physical Examination)</li> </ul>
Infrastructure	<ul style="list-style-type: none"> <li>• IT</li> <li>• Facilities – (Canteen, Work station, etc.)</li> </ul>
Working Environment	<ul style="list-style-type: none"> <li>• Security and Safety</li> <li>• Temperature</li> <li>• Lighting</li> </ul>

### b. Competence

To ensure that competency of all personnel, contractors and service providers whose activities have a significant impact on the quality management system are identified and appropriate training and/or specification of certification is carried out. Annual QMS training plan is developed by MR in coordination with the Admin Department.

## 7.c SUPPORT

Through our Office/Department/Individual Performance Commitment Review (OPCR) Process – Our aim is to build a world-class organization with globally competitive performance. In order to do that, we need to build our people and their capabilities. SMWD has developed a performance management process. It encourages the employee and the supervisor to work together to align with SMWD'S overall mission, values and operating strategy. (See OPCR / DPCR/ IPCR Process)

The necessary training to be provided in addressing these needs includes internal training and mentoring. Evidence of the activity will be recorded through attendance, certificates, and completion reports.

To measure competence for outsourced contractors – get the pre-qualifications process (see [RA 9184](#).)

### c. Awareness

SMWD ensures that employees are aware of the quality policy, objectives, their contribution and impact if they do not conform with the QMS requirements. The following methodologies will be used to provide awareness to all employees of SMWD:

- New Employee Orientation
- ISO Awareness Training & Check for Understanding – Tenured Employees
- Posters, TV Ads

The MR and the Department Heads are responsible in ensuring effective implementation of the awareness activities.

## 7.d SUPPORT

### d. Communication

The organization ensures that internal and external communication processes are properly established. The communication processes are defined but not limited to the table below

What to communicate	Who will communicate	When to communicate	Whom to communicate	How to communicate
QMS policies, guidelines, procedures	MR, Department Heads/ Division Managers	<ul style="list-style-type: none"> <li>- According to plan</li> <li>- Whenever required</li> </ul>	<ul style="list-style-type: none"> <li>- Employees</li> <li>- Job Orders</li> <li>- Contractors</li> <li>- Interested parties</li> </ul>	<ul style="list-style-type: none"> <li>- Meeting</li> <li>- Documented information</li> <li>- Notice Boards/ Ads, Posters</li> </ul>
QMS programs	MR	As Planned	Employees, SMWD Leadership, Process Owners	<ul style="list-style-type: none"> <li>- Notice Boards</li> <li>- Posters</li> <li>- Meetings</li> </ul>
QMS violation	MR, Auditors	<ul style="list-style-type: none"> <li>- Inspection</li> <li>- Audit</li> </ul>	SMWD Leadership, Process Owners, Employees	Corrective Action Report
QMS Performance	Department Heads/ Administrative Dept.	Annually	SMWD Leadership, Process Owners	Monthly report
Process Performance (Concessionaire's Feedback / SPMS)	Department Heads Division Managers	Weekly, Monthly & Quarterly	SMWD Leadership, Concessionaire	Monthly report
Changes in Concessionaire/ Internal/External Requirement	General Manager/Department Heads	As needed	Commercial Dept. Admin and Finance Department	Meetings, Email,

## 7.e SUPPORT

### e. Documented Information

SMWD ensures effective documentations and controls in the implementation of the QMS. Access for electronic documents are provided through the Internet system in which approvals are dependent on the requestor's job level and function in the organization. In SMWD we practice electronic communication, wherein email approvals are considered as an accepted form of documentation.

Document Level	Types of Documented Information	Description	RESPONSIBLE PERSON
1	QMS Manual	High level documentation that describes general policies and compliance statements to the clauses of stand and ISO 9001:2015	DCO
2	SMWD Work Instructions Manual	Forms that are used within SMWD.	<u>MR/DCO</u>
4	SMWD Procedures Manual	These are SMWD developed procedures based on concessionaires' needs/ requirements. Management of this document will follow the SMWD change management procedure.	SMWD Process Flow
5	Records	These are documented information used to support the implementation of QMS such as posters, banners, leaflets, training materials.	Please see Master List of Records

Creating and updating of the abovementioned documented information including control as required by the standard are detailed and described in the Procedure for Documented Information

## 8.a-c OPERATION

### a. Operation Planning and Control

Each departments of SMWD implement SMWD processes to ensure that the processes identified as QMS action plans are effectively implemented and managed. This includes procedure, guidelines, forms/checklists that are used in every activity.

SMWD also ensures that all applicable controls to the general Contractors including guidelines for procurement are implemented accordingly such as timeliness of delivery and cost. Other special requirements stipulated in the contract and shall be in accordance with RA 9184.

### b. Concessionaire Communication is handled by Commercial Department

- Providing information relating to services (see [Commercial Dept. Process](#))
- Handling enquiries, service request
- Obtaining customer feedback relating to services, including customer complaints;
- Handling or controlling customer property; and
- Establishing specific requirements for contingency actions, when relevant.

## 8.d-g OPERATION

Post Implementation Review (PIR) - This process is intended to capture both positive feedback and feedback for improvement / lessons learned from projects. Documented information from this activity is managed and kept in the Manager's Office under the custody of the Management Representative.

- d. **Changes to requirements to services** – Any change to requirements of the water potability, it will be routed to Operations and cascaded to the Engineering and Water Resources Division.
- e. **Design and Development** - SMWD establishes, implements and maintains a design and development process that is appropriate through well development and pipelaying to ensure the subsequent provision of production and services. Design and Development processes shall be subdivided into following stages:
  - Design and Development Planning
  - Design and Development Input
  - Design and Development Control
  - Design and Development Output
  - Design and Development Changes
- f. **Control of externally provided processes, products and services** – SMWD has externally provided services that may impact the performance of the QMS such as:
  - I.T. services
  - Security services
  - Contractors
  - Drillers

These outsourced services are controlled & managed by the requestor/ end-user through, Contracts, Meetings, Regular Monitoring & evaluation (see [Purchasing process](#))

- g. **Control of service provision** –Department heads shall ensure that all of the SOPs, Processes mentioned in section 8.a are effectively implemented and processes are controlled through:
  - Ensuring documented information are available
  - Characteristics of services/ processes
  - Processes are measured against Key Performance Indicator (SPMS) goals



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- Infrastructure and working environment are provided
- Personnel are competent (Product Training, & other Leadership Development courses)
- Action Plans are in place (Corrective Action, Performance Improvement Plans, Business Reviews etc.)
- Quality Assurance, Monitoring and Coaching

## 8.h-n OPERATION

- h. **Identification & Traceability** – Transactions have assigned numbers which are system generated. Reference numbers are used to track or trace transactions. Some concessionaires may not require 100% tracking of customer transactions, please refer to the individual account.
- i. **Property belonging to concessionaires or external providers** - Any property provided by the concessionaires is managed by the individual account owners. Similar control and management of SMWD owned property will be applied to all concessionaires.
- j. **Preservation** – Any information, voice, non-voice (email or chat) transactions we preserve to protect its confidentiality and integrity against fraud, data tampering and similar violations
- k. **Post-delivery Activities** – SMWD performs post-delivery activities such as Concessionaire Feedback process to determine “concessionaire satisfaction” and compliance to other requirements (see [ConcessionaireSatisfaction Analysis](#))
- l. **Control of Changes** – Refer to section 8.c, d & e. (see [Document Change Control Process](#))
- m. **Release of Services** – Refer to Engineering and Water Resources Processes
- n. **Control of nonconforming outputs (non-attainment of KPIs (OPCR, IPCR, DPCR), Customer Complaints)** – All non- conforming outputs shall be handled according and shall be in accordance with the Procedure for Non-conformity.



## 9.a-d PERFORMANCE EVALUATION

- a. **General Requirements** – SMWD recognizes that one of the key or important measurements for each of the core process is the KPI provided by the concessionaire. Periodic review daily, weekly, monthly & quarterly across all processes are performed to monitor process effectiveness and compliance to the requirements. Any non-attainment of KPI (SMWD's SPMS) will be handled through "control of non-conforming procedure".

While Support processes KPIs (SMWD's SPMS) are determined by process owners or Department Heads. And monitored in a semi-annual basis.

Documented Information (Records) are kept and filed by the DCO.\

- b. **Concessionaire Satisfaction** – "Concessionaire Satisfaction is measured through the Concessionaire Feedback & Concessionaire Commendations." (see Pagsusuri ng Tagatangkilik)
- c. **Analysis & Evaluation** – SMWD conducts various analysis and evaluation of significant data listed but not limited to the following:
- Concessionaire Feedback– analyze and interpreted MR.
  - Support Processes KPI (SMWD's SPMS) –Reviewed by department owners and executives.
  - Monitoring of Risk and Opportunities – Analyzed, interpreted by MR along with the related Process owner (Operations/Support)
  - External Provider Performance – Evaluated by Procurement department & end-user/requestor.
  - Management System Performance & Improvement – Evaluated during the management review process.

### d. Internal Audit

SMWD establishes and maintain a process and procedures for QMS audits to ensure that the management system is implemented and maintained and is effective in achieving the company's QMS objectives and targets.

## 9.d PERFORMANCE EVALUATION

The audit procedures include: (see [Internal Audit Procedure](#))

- a. Responsibilities and requirements for conducting audits and reporting results;
- b. The audit criteria, scope, frequency and methodologies.

Internal QMS audits will be carried out once a year or more frequently if the need arises. The annual audit on the QMS is conducted to ensure that the management system established is effectively implemented and adjusted to suit the changes in the business. The audit process, including any schedule, shall be based on the importance of the activity concerned and the results of previous audits.

Auditors shall be objective and impartial and shall not audit his or her work area.

The results of the audit will be presented to the management for review so as to ensure appropriate resources and management support is provided to continually improve the QMS (see [Management Review Procedure](#))

## 10. MANAGEMENT REVIEW

SMWD Leadership, MR and Department Heads will review the QMS at least once a year or at such frequency when deemed necessary and evaluate the QMS performance against QMS objectives and targets set in the QMS management process.

Information that is necessary for the management to carry out the evaluation shall include:

### MANAGEMENT REVIEW INPUTS

- \* The status of actions from previous management reviews;
- \* b) Changes in external and internal issues that are reliable
- \* c) Information on the performance and effectiveness of the quality management system, including trends in:
  - ☐ Customer satisfaction and feedback from relevant interested parties;
  - ☐ The extent to which quality objectives have been met;
  - ☐ Process performance and conformity of products and services;
  - ☐ Nonconformities and corrective actions;
- \* Monitoring and measurement results;
- \* Audit results;
- \* The performance of external providers;
- \* The adequacy of resources;
- \* The effectiveness of actions taken to added risks and opportunities (see 6.1);

### MANAGEMENT REVIEW OUTPUTS

The outputs of the management review shall include decisions and actions related to:

- \* Opportunities for improvement;
- \* Any need for changes to the quality management system
- \* Resource needs.

The organizations shall retain documented information as evidence of the results of management reviews.

Evidence of this activity will be recorded in the management review minutes of meeting.

# 11. IMPROVEMENT

a. Nonconformity and Corrective Action Process (see Nonconformity and Corrective Action Procedure)

SMWD ensures that all nonconformities or incident in the QMS are properly addressed by;

- Reacting to nonconformities
- Evaluate the need for action to eliminate the causes of the nonconformity, in order that it does not recur or occur elsewhere
- Implement any action needed
- Review the effectiveness of any corrective action taken;
- Make changes to the quality management system, if necessary.

b. Continual Improvement

SMWD ensures continual improvement within the management system by continuously reviewing and monitoring the QMS performance and introducing improvement practice through changes and updates in procedures, policies and guidelines.

# ISO9001:2015 REQUIREMENT & SMWD MANUAL MATRIX

ISO 9001:2015 Requirements	SMWD QMS Section	Related Document Reference
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## 4.0 Context of the Organization

4.1 Understanding the organization and its context	4a	<a href="#">SMWD QMS Manual</a> Page 19
4.2 Understanding the needs and expectations of interested parties		
4.3 Determining the scope of the management system	GDQ	<a href="#">SMWD QMS Manual</a> Page 13
4.4 Quality Management System and its process	GDQ	<a href="#">SMWD QMS Manual</a> Page 15

## 5.0 Leadership

5.1 Leadership and Commitment	5a	<a href="#">SMWD QMS Manual</a> Page 21
5.2 Quality policy	2.0 5.b	<a href="#">SMWD QMS Manual</a> Page 11,22
5.3 Organizational Roles & responsibility	5c	<a href="#">SMWD QMS Manual</a> Page 24-79

# ISO9001:2015 REQUIREMENT & SMWD MANUAL MATRIX

ISO 9001:2015 Requirements	SMWD QMS Section	Related Document Reference
<b>6.0 Planning</b>		
6.1 Actions to address risk and opportunity	6a	<a href="#">SMWD QMS Manual Page 80</a> <a href="#">Risk Assessment Procedure</a>
6.2 Quality objectives and planning to achieve them	6b	<a href="#">SMWD QMS Manual 80</a> <a href="#">KPI (per department/account)</a>
6.3 Planning of Changes	6c	<a href="#">SMWD QMS Manual Page 80</a> <a href="#">Document Change Control Process</a>

# ISO9001:2015 REQUIREMENT & SMWD MANUAL MATRIX

ISO 9001:2015 Requirements	SMWD QMS Section	Related Document Reference
<b>7.0 Support</b>		
7.1 Resource	7a	<a href="#">SMWD QMS Manual Page 81</a>
7.2 Competence	7b	<a href="#">SMWD QMS Manual Page 81</a>  <a href="#">QMS Training Plan</a>  <a href="#">SPMS Process</a>
7.3 Awareness	7c	<a href="#">SMWD QMS Manual Page 82</a>

# ISO9001:2015 REQUIREMENT & SMWD MANUAL MATRIX

ISO 9001:2015 Requirements	SMWD QMS Section	Related Document Reference
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## 7.0 Support

7.4 Communication	7d	<a href="#">SMWD QMS Manual</a> <a href="#">1Page 82</a>
7.5 Control of Documented Information	7e	<a href="#">SMWD QMS Manual</a> <a href="#">Page 84</a>  <a href="#">Document Change Control Process</a>

## 8.0 Operation

8.1 Operation Planning & Control	8a	<a href="#">SMWD QMS Manual</a> <a href="#">Page 85</a>  Contracts with Concessionaires
8.2 Requirements for products and services	8b-d	<a href="#">SMWD QMS Manual</a> <a href="#">Page 86</a>  SMWD DATA BASE



# ISO9001:2015 REQUIREMENT & SMWD MANUAL MATRIX

ISO 9001:2015 Requirements	SMWD QMS Section	Related Document Reference
<b>8.0 Operation</b>		
8.3 Design and development of product and services	8E	<a href="#">SMWD QMS Manual Page 86</a>
8.4 Control of externally provided processes, product and services	8F	<a href="#">SMWD QMS Manual Page 86</a> <a href="#">Procurement Process</a>
8.5 Production and service provision	8G	<a href="#">SMWD QMS Manual Page 86</a>  <a href="#">Corrective Action</a>

# ISO9001:2015 REQUIREMENT & SMWD MANUAL MATRIX

ISO 9001:2015 Requirements	SMWD QMS Section	Related Document Reference
<b>8.0 Operation</b>		
8.6 Release of products and services	8m	<a href="#">SMWD QMS Manual</a> Page 88 <a href="#">Procurement</a>
8.7 Control of nonconforming output	8n	<a href="#">SMWD QMS Manual</a> Page 88
<b>9.0 Performance Evaluation</b>		
9.1 Monitoring, measurement, analysis and evaluation	9a-c	<a href="#">SMWD QMS Manual</a> Page 89
9.2 Internal Audit	9d	<a href="#">SMWD QMS Manual</a> Page 89-90 <a href="#">Internal Audit Process</a>
9.3 Management Review	10	<a href="#">SMWD QMS Manual</a> Page 91 <a href="#">Management Review Process</a>

# ISO9001:2015 REQUIREMENT & SMWD MANUAL MATRIX

ISO 9001:2015 Requirements	SMWD QMS Section	Related Document Reference
<b>10 Improvement</b>		
10.1 General		
10.2 General	11a	<a href="#">SMWD QMS Manual Page 91</a> <a href="#">Nonconformity &amp; Corrective Action Process</a>
10.3 Continual improvement	11b	<a href="#">SMWD QMS Manual Page 91</a>