



Procedure 10
COMMUNICATION
PROCEDURE

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1.0 OBJECTIVES

- 1.1 Establish appropriate communication process within Santa Maria Water District (SMWD) and Office of the General Manager (OGM)

2.0 SCOPE

This procedure defines the responsibilities and requirements in the office communication.

3.0 REFERENCES

- 3.1 ISO 9014:2145 Section 7.4
- 3.2 Procedure for Control of Records (PCR)

4.0 RESPONSIBILITIES AND AUTHORITIES

Office of the General Manager, Division Managers, Concerned Personnel

5.0 PROCESS

- 1) Incoming/External Communications
 - a) All incoming/external communications in electronic form shall be printed for information/action and shall be forwarded/endorsed to the concerned personnel in the water utility if needed and will be retained based on the Procedure for Documented Information.
 - b) Other incoming/external communications in hard copy form such as letters, memo, circulars, etc. which is official in nature shall be stamped "received", recorded in the Incoming/External Communication Log Form and distributed to the concerned division if needed.
 - c) All billings such as PLDT Internet, Mobile Phone, electricity, etc. shall be directly endorsed/forwarded to the Accounting Unit for action.