



Santa Maria
WATER DISTRICT

Date Prepared: January 6, 2017
Date of Update: December 29, 2016

| PROCESS | Opportunities | Action Plan | Target Date | Responsible Person |
|----------------|-------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|--------------------|
| Administrative | Updates on the Memo Circulars issued by CSC, DBM, COA, LWUA and other government agencies | Checking the web or website of government agencies on the latest issuances and news | daily | Admin/HR |
| Administrative | Regularization and promotion of employees | Checking of employee qualifications and CSC Memo Circulars/issuances, and coordinate with CSC for clarifications and etc. | As the need arises | Admin/HR |
| Administrative | Easy tracking of reports/schedules that other Government Agencies request/collect | Include reports/schedules to regular report schedules being submitted | For review 2017 | Admin/HR |
| Administrative | Social Responsibility Activities | Screening of indigent and less fortunate members of the community, gift giving/feeding program, and Tree planting or other environment activity | For review 2017 | Admin/HR |
| Administrative | Availability of Data to the Public | Continuous enhancement of SMWD Website | Year -round | Admin/MIS |
| Administrative | Improve system and process to ensure the confidentiality and safe storage of SMWD files | Strengthens the Records section and create database or system for easy tracking of files | daily | Admin/Records |

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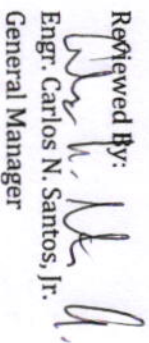
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| Administrative | Provide employees with equal opportunity to attend trainings and seminars which are necessary in their line of work | Review skills matrix of employees and identify training and seminars they need to enhance their knowledge and skills which could lead to better performance and innovative ideas in their work | For review 2017 | Admin/HR |
| Administrative | Trainings and seminars provided by organizations such as LWUA, CSC, BAWD and other government agencies | <ol style="list-style-type: none"> 1. Assess employees needs to improve the knowledge of skills of every employee 2. Look for available trainings/seminars that would cater to such needs 3. Send participants based on the aforementioned | Year -round | Admin/HR |
| Administrative | Sufficient supplies and materials | Identify the fast moving inventory and critical stocks of the supplies and materials | Very month of Year 2017 | General Services and Admin/Procurement |
| Administrative | Increase work efficiency | <p>Implementation of computerized system or system enhancement based on the problems or issue encountered</p> <p>Review existing procedures and implement additional internal control or suggest and implement process improvements to prevent reworks</p> | For review 2017 | Admin/MIS |
| Finance | Avail online bank transaction service from Landbank for easy viewing of bank statement and ease of fund transfer access which will help improve the cash flow of the Agency | Continue to pursue application from Landbank | For review 2017 | Finance |

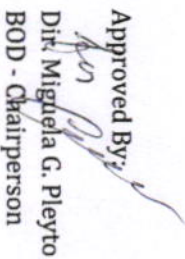
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| Customer Accounts | Improve collection efficiency by offering installment payment option to long outstanding inactive customers before recommending accounts for write off | Establish the master list of inactive customers and issue a letter offering avaiement of installment plan. | For review 2017 | Customer Services and Customer Accounts |
| Finance | Availibility of loan providers such as LBP which offers loan avaiement at lower interest rates for the refinancing of existing loans with higher interest rates such as those provided by LWUA | <ol style="list-style-type: none"> 1. Conduct survey among banks to know which of these offers the most favorable terms. 2. Seek the confirmation and approval of the Board of Directors regarding the matter. 3. Avail refinancing of loans. | As the need arises | Finance/GM/BOD |
| Customer Services | Additional New Service Connection | Conduct Customer Survey, Marketing and meeting with the residents, question and answer, rules and regulations awareness | For review 2017 | Customer Services |
| Customer Services | Rewards and Incentives / Promotional Offers for Concessionaires | <p>Additional Service line and expansion of pipelines</p> <p>Amend policies on the process of giving reward or incentives for concessionaires reporting leakages, illegal reconnection or any that will help to SMWD Operation</p> | For review 2017 | All Division |
| Customer Services | | <p>conduct an activity that will encourage Concessionaires to update their contact information</p> <p>Consolidation of statement of accounts for monthly early payment promo</p> | For review 2017 | Customer Services and Admin/MIS |
| | | | 1st to 2nd week of the current month | Customer Accounts/Collection |

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| Customer Accounts | Alternative way of receiving Billing notices | Selection/picking of winning Concessionaire per collection booth Consolidation of all winners and distribution of gift pack | 3rd-4th week of the current month monthly | Customer Accounts/Collection Customer Accounts/Collection |
| Customer Accounts | On-time payment of Concessionaires | Implementaion of Text blasting Additional collecting Agent | monthly For review 2017 | Admin/HR Finance and Customer Accounts/Collection |
| Customer Accounts | Advisory to Concessionaires on emergency cases | Implementation of Text blasting and posting on Website and social medias | As the need arises | Admin/MIS |
| Customer Accounts | Inaccurate reading of consumption due to old Water Meter | Checking the number of years of water meter being used. Replace and install newly calibrated water meter. | 1st quarter of 2017 | Customer Accounts/Engineering |
| Water Resource | Complying to the requirement given by LWUA | On time submission & complete requirement accomplish by SMWD such as Bacteriological Test. | Every month of Year 2017 | Water Resource |
| All Division | Paperless Reports | Use PDF files for softcopy and give copy to concern Division | monthly | All Division |

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