



Santa Maria
WATER DISTRICT

CONTEXT OF THE ORGANIZATION

Date of Preparation:

January 6, 2017

INTERESTED PARTIES	NEEDS AND EXPECTATIONS	ISSUES	INTERNAL/ EXTERNAL	RISKS/ OPPORTUNITIES
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Office of the GM

ADMIN/HR				
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Employees and Outsource	<p>Equitable salary, benefits, incentives, trainings and seminars</p> <p>Consideration for employees well-being, comfort and safety</p> <p>Conducive environment</p> <p>Harmonious relationship / non-confrontational environment</p> <p>Employee competence</p> <p>Career growth</p>	<p>Timely review of compensation and training needs of employees in accordance with CSC and COA regulations</p> <p>Timely update on latest CSC & COA policies and internal feedback</p> <p>Unavailable working space/area</p> <p>Employee's work load</p> <p>Employee's working attitude and values</p> <p>Turn-over rate of employees</p> <p>Loss of key employees</p>	<p>Internal/External</p> <p>Internal/External</p> <p>Internal</p> <p>Internal</p> <p>Internal</p> <p>Internal</p> <p>Internal</p> <p>Internal</p>	<p>Risk/Opportunity</p> <p>Risk/Opportunity</p> <p>Risk/Opportunity</p> <p>Risk/Opportunity</p> <p>Risk/Opportunity</p> <p>Risk/Opportunity</p> <p>Risk/Opportunity</p> <p>Risk/Opportunity</p>
Board of Directors	<p>Equitable allowance/per diem, trainings & conventions</p> <p>Consideration for BODs' well-being, comfort & safety</p>	<p>Timely review of compensation and training needs of BODs in accordance with LWUA and COA regulations</p> <p>Timely update on latest LWUA & COA policies and internal feedback</p>	<p>Internal/External</p> <p>Internal/External</p>	<p>Risk/Opportunity</p> <p>Risk/Opportunity</p>

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INTERESTED PARTIES	NEEDS AND EXPECTATIONS	ISSUES	INTERNAL/ EXTERNAL	RISKS / OPPORTUNITIES
CSC, DBM	Accurate and timely submission of required data, proper documentation	Delays in report submission due to time constraint and unclear interpretation of CSC mandates Conflicts in rules and mandates being set by the CSC and the Department of Budget and Management (DBM) Compliance to qualification standards set by CSC	Internal/External External External	Risks Risks Opportunity
LGU	Compliance to mandates, proper response and coordination	Political related conflicts which includes BOD appointments	External	Risks
GSIS, PHILHEALTH, PAG-IBIG	Accurate and on-time payment of remit	Unstable software, delays in updates	External	Risks
BAWD, CLAWD, PAWD and other Affiliation of SMWD	On-time payment, attendance to meeting/assemblies, proper coordination and response	Issue on time constraint	Internal/External	Opportunity
* MPDO, NSO/PSA, NWRB, NIA & other Agencies Collecting requiring/requesting DATA	Proper response and coordination and other agencies collecting/requesting DATA	Lack of coordination and issue on time constraint	External	Opportunity
Public	Availability of Public Data	On-going development of SMWD website Social responsibility activities (gift giving, feeding program)	Internal Internal	Risk/Opportunity Opportunity
ADMIN/PROCUREMENT				
External Providers	On-time payment, fair terms and conditions, proper response & coordination	Delays in delivery, substandard materials, insufficiencies and non-response to supplier complaints New guidelines/IRR on RA 9184 late deliveries, unavailability of materials from external providers (contractors)	External External	Risk Opportunity
General Services	Adequate supply of materials	Sudden change in technology	Internal/External Internal	Risk/Opportunity Risk/Opportunity

INTERESTED PARTIES	NEEDS AND EXPECTATIONS	ISSUES	INTERNAL/ EXTERNAL	RISKS / OPPORTUNITIES
ADMIN/MIS				
Employees	System Development and Updates	Delay in the development and updates on existing system of SMWD	Internal	Risk
FINANCE				
Board of Directors/Local Water Utilities Administration (LWUA)/Commission on Audit (COA)/ Department of Budget & Management/Bureau of Internal Revenue	Accurate and timely submission of financial reports	Delays in reporting due to manual preparation of reports	Internal	Risk/Opportunity
COA	Proper documentation and compliance to NGAS	COA findings due to human error, time constraint, and outdated/limited knowledge on latest COA issuances	Internal/External	Risk/Opportunity
BIR	On-time payment Compliance to latest BIR issuances	Possibility of delay in payment due time constraint and BIR EFPS online traffic/system slow down Delays in release of BIR documents, clarifications and approvals	Internal/External External	Risk Risk
General Services Division	Proper recording of property/assets	Incomplete asset tagging	Internal	Risk/Opportunity
Customer Accounts Divisions/Concessionaires	Accurate recording of Cash and Account Receivables	System errors encountered in the existing Billing and Collection system	Internal	Risk/Opportunity
External Providers (Suppliers)	Accurate and timely release of checks	Delays in check releasing due to time constraint and incomplete documents	Internal	Risk
LWUA/ Landbank of the Philippi	Accurate and on-time payment of loans	Possibility of errors and delays in payment of loans LWUA's high interest rate	Internal External	Risk Risk

INTERESTED PARTIES	NEEDS AND EXPECTATIONS	ISSUES	INTERNAL/ EXTERNAL	RISKS/ OPPORTUNITIES
Depository Banks	Proper documentation and accuracy for the deposit and withdrawal by authorized personnel	Inability to identify counterfeit money and insufficient details on checks and deposit slips Safe keeping of cash and blank checks	Internal/External Internal	Risk Risk
GENERAL SERVICES				
LTO	On-time renewal of vehicles Prompt and correct description of vehicles to be registered	Delayed application for renewal Late or non-issuance of stickers/license/plate	Internal External	Risk Risk
GSIS	Timeliness on the Assessment and payment of vehicles insurance	Delayed assessment/payment	Internal	Risk
Concessionaires	Customer Care	Substandard materials delivered by External providers Incorrect fittings paid and issued	External Internal	Risk Risk/Opportunity
Admin/Procurement	Fast actions for service requests Proper storage of inventory materials	Lack of supply of materials used for repairing/maintenance works Defective items in storage Slow moving inventory items Increasing inventory level of waste materials	Internal Internal Internal Internal	Risk/Opportunity Risk/Opportunity Risk/Opportunity Risk/Opportunity
Procurement				
CUSTOMER SERVICES				
Concessionaires	Excellent and responsive Customer Service	Effective communication to concessionaires Incomplete information on the requirements needed Lack of information about the concerned issue Entertain concessionaires' inquiries/request (new service connections) Un-announced water interruption info Reconnection team did not received the maintenance order in time	Internal Internal Internal Internal Internal Internal	Risk/Opportunity Risk/Opportunity Risk Opportunity Risk/Opportunity Risk


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INTERESTED PARTIES	NEEDS AND EXPECTATIONS	ISSUES	INTERNAL/ EXTERNAL	RISKS / OPPORTUNITIES
	Rewards and Incentives	Encourage concessionaires to report on leaks and illegal connection	Internal	Opportunity
Engineering	Complete details on maintenance order / service request form	To find location easily Delayed actions on customer's complaints	Internal Internal	Opportunity Risk
CUSTOMER ACCOUNTS				
Concessionaires	Accurate reading of consumption	Misreading Wrong reading due to weather conditions Moist water meter Wrong interpretation of numerical figure and visual problem Inaccession location of water meter (inside perimeter fence, grassy location and area)	Internal Internal Internal Internal Internal	Risk Risk Risk Risk Risk
	Timely delivery of billing notice	Absence of person/s intended for the billing notice Must be delivered as scheduled Erroneous encode of payment especially in apartment accounts Lack of personnel	Internal Internal Internal Internal Internal	Risk/Opportunity Opportunity Risk Risk/Opportunity
Concessionaires	Fast payment to the teller	Additional collecting partners Fast lane for Seniors Citizens, Pregnant and PWD System downtime No exact change to payment Lack of cashiers during due dates Customer queing Unorganized payment lane Bulk payment transactions during due dates Additional accounts revenue	Internal Internal/External Internal Internal Internal Internal Internal Internal Internal	Opportunity Opportunity Risk Risk Risk Opportunity Risk Opportunity Opportunity
	No noon break policy		Internal	Opportunity

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INTERESTED PARTIES	NEEDS AND EXPECTATIONS	ISSUES	INTERNAL/ EXTERNAL	RISKS / OPPORTUNITIES
Finance	Accurate recording of billing and collections	System enhancement (read and bill)	Internal	Opportunity
WATER RESOURCES DIVISION				
LWUA	Complying to the requirement given by LWUA	On-time submission & complete requirement accomplish by norwd such as bacteriological test	External	Risk/Opportunity
Concessionaires	Access for safe & potable water	Lack of water supply coming from the provider of Bulk Water Low water pressure High turbidity level because of typhoon or continues rainfall	External Internal External	Risk/Opportunity Risk Risk
Concessionaires/External		Under treated water from supplier		
Concessionaires	Customer service satisfaction	Service complaints on physical qualities of water Intrusion of contaminants caused by illegal connection	Internal External	Risk Risk
CONSTRUCTION AND MAINTENANCE DIVISION				
Operations Department	Customer service satisfaction	Unpredicted water interruption Wrong tapping on concessionaires water meter (clustering) delayed actions on customer's complaints	Internal/External Internal Internal	Risk/Opportunity Risk Risk
Engineering/General Services	Connection of new meter to be done in time (based on Citizens Charter)	Inspector/s can't find the location correct issuance and on-time release of materials Strict compliance to office policy on new service connection	Internal Internal Internal	Risk Risk Opportunity
Concessionaires	Distribution of water supply	Lack of distribution line/service line. Extension of pipelines Inadequate size of pipelines which affects water distribution.	Internal Internal Internal	Risk/Opportunity Opportunity Risk/Opportunity
ENGINEERING DIVISION				

INTERESTED PARTIES	NEEDS AND EXPECTATIONS	ISSUES	INTERNAL/ EXTERNAL	RISKS / OPPORTUNITIES
Concessionaires	Customer service satisfaction	Inaccurate reading of newly purchase water meter	Internal	Risk/Opportunity
DENR	Proper extraction & dislodging of septic waste materials to avoid or prevent possible contamination in	Awaiting final ordinance from LGU	External	Risk/Opportunity

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