



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

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
GIS, 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
* MPPDO, NSO/PSA, NWRB, NIA & other Agencies Collecting requiring/requesting DATA	Proper response and coordination and other agencies collecting/requiring 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, inefficiencies and non-response to supplier complaints New guidelines/IRR on RA 9184 Late deliveries, unavailability of materials from external providers (.....)	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 Philippines	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
GIS	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			Internal	Risk/Opportunity
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