

MANAGEMENT SYSTEM SURVEILLANCE AUDIT REPORT



NEVER STOP IMPROVING

Client's Name:

Metro Roxas Water District

Report No.

20200727-01

Date of opening meeting:

27/07/2020

Applicable standard(s):

ISO9001:2015

This report has been prepared by:

NQA Assessor:

Rannie Bernardino

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Client Information

Primary Contact: Mr. Gilbert Lopez

Address: MRWD Building, KM. 1, Roxas City, Capiz, 5800 Philippines

Contact Tel: (036) 6210044

Contact E-Mail: lopezgilbert2000@gmail.com

Billing Contact: Mr. Gilbert Lopez

Billing Tel: As above

Billing E-Mail: As above

System integration (integrated audits only): N/A

Additional information on integration if required: N/A

Certificate expiry date(s): 23 May 2021

Required changes to EAC or NQA Codes applied: No changes required

	At this location	Across all locations (Multisite)
Total Employees	149	N/A
Repetitive or parallel workers		
Energy Engaged Employees		
Energy Consumption		
Energy Uses		
Energy Sources		

Energy data only applicable for ISO 50001 audits. Further guidance available in ASR 47:2.1

The date of the next audit is: 07/05/2021 to 07/05/2021

Audit Information

Audit Duration (in days): 1.0md

Scope of certification: Scope is appropriate.

Confirmation that audit objectives have been fulfilled: All objectives met.

If no, which objectives have not been met.

Note that customers with installation/service activities within their scope must receive a minimum of one on-site visit once per cycle. Failure to achieve this may result in this activity being removed from the client's scope of certification.

NQA Audit Team		Client	Position	Attendance
Lead Assessor	Rannie Bernardino	Engr. Gonzalo Glenn Delgado	General Manager	Opening and Closing
Member 1		Gilbert Lopez	QMR	Opening and Closing
Member 2		Ruth Zamora	OIC-Div. Manager	Opening and Closing
		Joecel Belvis	Gen. Services	Opening and Closing
		Jocelyn Calet	Customer Service	Opening and Closing
			Management Legally Responsible for H&S*	Choose an item.
			Personnel Responsible for Monitoring Employee Health*	Choose an item.
			Worker Representative (with responsibilities for OHS)*	Choose an item.

* Mandatory attendance at OHSAS18001 / ISO45001 Audits. If these mandatory positions are not present at closing meeting, record and justify reasons in the Executive Summary.

Details of Changes		
Type of action or change required	Action Required	Notes
Client Name Change:	<input type="checkbox"/>	
Change of Address:	<input type="checkbox"/>	
Scope Change:	<input type="checkbox"/>	
Contact Change:	<input type="checkbox"/>	
Number of Employees Change:	<input type="checkbox"/>	
Major NCs Raised:	<input type="checkbox"/>	
Special Visit Recommended:	<input type="checkbox"/>	
Other:	<input type="checkbox"/>	

Executive Summary

The water system of Roxas City, most commonly attributed to National Waterworks and Sewerage Authority (NAWASA) was constructed in 1929 with Sibaguan Spring (3lps) and Catao Concrete Dam (10lps) as its major sources situated at Lot 3536 CAD 338 of the cadastral survey of Capiz in Brgy Balijuagan and Sibaguan, Roxas City with an area of 458, 150 sq.meters and Lot 741 CAD 228 of the cadastral survey of Ivisan in Brgy. Cudian containing an area of 549,641 sq.meters, 4.5 km southwest of Roxas City from which a 150mmØ pipeline transmits water to the service area. In 1955, the Catao Earth Dam was constructed to increase its volume capacity. The water system was later on abandoned because of its diminishing capacity.

In October 1976, the Metro Roxas Water District (MRWD) then Roxas City Water District (RCWD) was formed by virtue of Sangguniang Panlungsod Resolution No. 45, Series of 1976, pursuant to PD 198 which has the main objective of supplying potable and affordable water to the people of Roxas City. Initially, it has 1,152 active concessionaires at the end of December 1976.

In January 20, 1977, the Local Water Utilities Administration (LWUA), the sole governing body of all local water districts issued a Certificate of Conditional Conformance Number 32 to Roxas City Water District (RCWD).

In April 14, 1988/June 14, 1988, the Roxas City Water District (RCWD) was renamed to Metropolitan Roxas Water District (MRWD) by virtue of Resolution No. 13, Series of 1988, signed by the Board of Directors.

Metro Roxas Water District have established and updated their management documentation system last Oct. 31, 2017 and no change since last visit and it was verified effectively maintained. The scope of the management system was clearly defined in the quality manual. The justification for exclusion of design and development (8.3) was described in the manual. Required documented information were established. Quality Policy & Objectives were also included in the documentation. These were reviewed to comply with the requirements of standard. Management commitment to communicate the policy and the objectives within the organization was determined. Process interaction with other processes was documented. Legal requirement related to business permits and licenses were available. All the established document information were approved and properly distributed for implementation. The risk and opportunities are appropriate to the organization and actions are taken to address risk. Quality Objectives are proper and it set based on the quality policy and to the strategic direction of the organization. It is monitored regularly and achieved each quality objectives. The latest internal audit and management review was effectively conducted.

Confirmed Scope of Certification: **Supply of Water Services in Roxas City, Municipality of Ivisan, Municipality of Panay and Municipality of Panitan**

Applicability of industry and scheme code: **Water Supply – EAC27 (QMS40)**

Good Points

1. Top management and staff commitment in implementing and maintaining QMS was commendable.
2. Good results of customer satisfaction survey was commendable.
3. Well maintained documented information was commendable.

Non-conformity (NC)

There was no Non Conformity issued against the documentation requirements.

The audit proved that the implementation and maintenance of the quality management system was in accordance to the requirements of the standard, ISO 9001:2015, therefore continued of certification is recommended.

- **This visit was satisfactory, continued registration / certification is recommended.**
- **No findings were raised. Any findings are as detailed on the following page(s).**

The following post-audit action(s) shall be taken by the client: No action required.

Major NCs	0	Minor NCs	0	OFls	0	AoCs	0
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Is there any conflict of interest which exists between the Auditor(s) and the client, and are there any situations known to them that presents themselves, or NQA, with a potential conflict of interest in respect to the audit undertaken.

No.