



TOLEDO CITY WATER DISTRICT

MINUTES OF THE MEETING

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| Meeting Agenda: | MANAGEMENT REVIEW | Venue: CEBECO III-LDC |
| Meeting Date: | Time Started: 1:00PM | Time Ended: 5:00PM |

| ATTENDEES | | |
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| Name | Department | Signature |
| Please see attached attendance sheet | | |

| AGENDA | | |
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| TOPICS DISCUSSED | ACTION ITEMS | RESPONSIBLE PERSON |
| Internal Factors: | | |
| 1. Staff Competence | Capability building through Training and Development Programs | Stinele A. Patangan |
| | Implementation of the SPMS | Stinele A. Patangan |
| | Rewards & Recognition System | Stinele A. Patangan |
| 2. Safe Work Environment | Workplace Safety Consciousness Program | |
| | Strictly implement the wearing of PPEs | |
| 3. Quality Water Distribution | Purchase electronic Chlorine Residual Monitoring Equipment | Ariel Abella/ Production & Maintenance Division |
| | Install additional chlorinators | Ariel Abella/ Production & Maintenance Division |
| | Install enclosure of chlorinators | Ariel Abella/ Production & Maintenance Division |
| | Secure all pump houses | Ariel Abella/ Production & Maintenance Division |
| | Install water treatment facility for the East & North supply sources | Ariel Abella/ Production & Maintenance Division |
| 3. Customer Focus | Automated text complaints system | Admin Division |
| | Billing Text blast | Admin Division |
| | Advisory Text blast/information dissemination | Admin Division |
| | Call-back system | Admin Division |

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| | Compliance to GAD Mainstreaming Policies | Admin Division |
| 4. Leadership | Revisit Mission and Vision statements and resonating the same to the employees | Stinele A. Patangan/ Admin Division |
| | Create an environment that fosters communication among your team and across teams through regular weekly coordination meeting and monthly General Staff Meeting | Arlene Mercader/ Jean Ailine Lagria |
| | Monthly Management Review on the QMS Monitoring Results | Arlene Mercader/ Jean Ailine Lagria |
| 5. Good relationship with interested parties | Improve public relations | Francisco R. Abellana |
| | Collaborate and support LGU water subsidy program | Francisco R. Abellana |
| | Corporate Responsibility Programs | Francisco R. Abellana |
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| WEAKNESSES | | |
| 1. Equipment Maintenance | Establish PMS for equipment & vehicles | Jenn Glaiza Gallego/ Arlene Mercader |
| 2. Record Filing | Establish Records Management System | Ma. Stinele Patangan |
| | Create virtual library | Arlene Mercader/ Ma. Stinele Patangan |
| | Acquire a van to store Acctg. hardfiles | Delina Delos Reyes |
| 3. Rented Building | Finalize documents for the LGU donated lots | Francisco Abellana/ Arlene Mercader |
| | Budget for the proposed construction of the new TCWD bldg | Francisco Abellana / Delina Delos Reyes |
| 4. High Non-Revenue Water | Replacement of pipelines at the Central Section | Francisco Abellana, Ariel Abella |
| | Establishing District Metering Areas (DMAs) | Francisco Abellana, Ariel Abella |
| | Massive replacement of water meters which are above five years | Francisco Abellana, Ariel Abella |
| 5. Monitoring of the consistency of the processes | Periodic (quarterly) conduct of Internal Audit | Jean Ailine Lagria |
| | Monthly Management Review on target accomplishments and ongoing compliances | Jean Ailine Lagria |
| | Designation of ISO Coordinators by Division | Arlene Mercader |
| 6. Office Cleanliness | Incentive program/s to sustain housekeeping efforts in the office | Arlene Mercader |
| | Introduction of 5S | Arlene Mercader |
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| EXTERNAL FACTORS | | |
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| OPPORTUNITIES | | |
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| 1. Linkages with Stakeholders | Encouraging stakeholder participation in the decision-making process | Francisco Abellana |
| | Providing timely information | Francisco Abellana |
| | Open, and honest communication | Francisco Abellana |
| | Enhancement of the website newsletter (semi-annual) | Arlene Mercader |
| 2. Partnership with the Local Government Unit | Sustain LGU relationship by constant coordination | Francisco Abellana |
| | Updating the concerned Brgy Council and the City Government on all developments of the water district | Francisco Abellana |
| THREATS | | |
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| 1. Climate Change | Develop Watershed Protection Programs | Francisco Abellana/ Ariel Abella |
| | In coordination with the Toledo City Government, charge water levies to commercial and industrial users for protection and rehabilitation of watersheds and livelihood projects of people living inside the watershed. | Francisco Abellana |
| 2. Customer Satisfaction | Customer Satisfaction Form has been given to 150 respondents from July 14, 2017 to August 24, 2017 | Malou Gelig |
| QUALITY TARGETS AND MONITORING PER DIVISION | | |
| Administrative & HR Dept. | | |
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| 1. Customer Feedback | Measure Customer Satisfaction to determine whether TCWD service meets/ surpasses customer expectations to help improve its service | Ma. Stinele Patangan |
| 2. Public Assistance & Complaints Counter | Provide a framework for TCWD employees when handling and resolving complaints from customers to ensure consistency and support TCWD's adequate water supply and good customer service | PACC/ Malou Gelig |
| 3. Human Resource | Develop Employee Competence, set a definite schedule for trainings to create and maintain highly qualified, professional, diverse and responsive workforce where teamwork is paramount. | Ma. Stinele Patangan |

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| 4. Procurement | Efficiently and effectively manage the Procurement process with utmost transparency and integrity to support the operational requirements in accordance to the provisions of RA 9184 as amended | Jenn Glaiza Gallego |
| 5. Warehousing | To control the movement and storage of materials within the warehouse and accurately process the associated transactions, including receiving, placing and retrieval from storage, releasing and record-keeping | Georgie Enanoria |

Commercial Division

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| 1. Meter Reading | Improve the efficiency and effectiveness of the meter reading process to support our commitment | Dioscoro Alcala Jr. |
| 2. Billing and Collection | Improve billing and collection process to increase collection performance | Randolph Macapobre |

Finance Department

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| 1. Cashiering | Provide fast and efficient customer service through accurate acknowledgement and recording of water bill payments | Phoebe Villasario |
| 2. FS | Proper maintenance of book of accounts and the systematic recording of all financial transactions | Charisma Tomarong |
| 3. Accounting/ Inventory | Maintain accurate recording of all inventory transactions to efficiently monitor and achieve a well- managed inventory control | Melvin Gorres |

Production and Maintenance

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| 1. Water Quality | To provide potable, safe drinking water that conforms with the Philippine National Standards for Drinking Water (PNSDW) | Production & Maintenance Division |
| 2. Non-Revenue Water | To reduce NRW not to exceed 30% by the end of the year | Ariel Abella |
| 3. Repairs | To respond to consumer complaints on leaks. Responded and repaired within the prescribed period | Production & Maintenance Teams |

Engineering & Construction Division

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| 1. Plan and Design | To complete the planning and design preparation for every proposed project within the planned timeframe | Mary Desiree Cabante |
| 2. Project Implementation | To implement project within budget, estimated project duration and design | Mary Desiree Cabante |

Non-Conformance and Corrective Action- Audit Report

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| 1. Calibration of water meters | There was no evidence on actual calibration of the water meters delivered and no calibration report from suppliers | Admin- Warehouse |
| 2. Water sample | There is no evidence that water sample for testing to a third party laboratory was transmitted and evidence when it was transmitted. | Production & Maintenance- Supply & Operations |
| 3. Work Orders | There is no evidence that the work order dated 7/3/17 was accomplished | Production & Maintenance |
| 4. Security & Safety of water in pumping stations | Security & safety of water was not ensured on visited pumping stations | Production & Maintenance- Supply & Operations |
| 5. Signatures of Cashiering Assistant on Accountability Forms | Tellers failed to affix their signature on Accountabilty Report and Forms before turning it over to the cashier. | Finance- Cashiering Section |
| 6. Inspection of items from petty cash fund | There was no evidence of inspection on the items purchased from petty cash fund. | Finance- Accounting |
| 7. Change meter | Recent project (change meter) has no bar chart | Engineering & Construction |