



# MINUTES OF THE MEETING

Meeting Agenda : Management Review      Venue : CCWD Board Room  
 Meeting Date : Dec. 13, 2017      Time Started : 9:30 AM      Time Ended : 5:30 PM

**ATTENDEES**

#	Name	Department	Signature	#	Name	Department	Signature
1.	EDITHA C. YRIGAN	OGM		7.	MA. CRISPINA Y. SAPINIT	ADMIN	
2.	RICARDO D. SERRATO	MANAGEMENT		8.	AMBROPITA A. DOYDORA	ADMIN	
3.	MICHEL T. MALAQUI	OGM		9.	JOSEPH M. DACURRO	COMMERCIAL	
4.	MARIBEL A. ORTIZ	FINANCE		10.	FERNAN BARRY O. BOHOL	COMMERCIAL	
5.	NICANDRO B. COQUILLA	FINANCE		11.	RODOLFO A. TAN	ENGINEERING	
6.	MA. TERESA G. YGRUBAY	FINANCE		12.	EDGARDO B. ESPINA	ENGINEERING	

**AGENDA**

#	TOPIC DISCUSSED	ACTION ITEMS	RESPONSIBLE PERSON
	<ul style="list-style-type: none"> <li>Status of actions from previous reviews</li> <li>changes in external and internal issues that are relevant to the quality management system;               <ul style="list-style-type: none"> <li>Internal Issue/s:</li> </ul> </li> <li>External Issue/s:</li> </ul>	<p>N/A</p> <p>Establish plan for further development of system to improve its efficiency and effectiveness.</p> <p><u>Initial Solution:</u> Information dissemination to concessionaires as to disruptions and interventions of services due plant capacity.</p> <p><u>Long Term:</u> Establish plan of additional construction and development of sources/plant</p> <p>Warehouse congestion shall be addressed since there is an ongoing construction of new warehouse and shall establish warehouse planning.</p> <p>Maintain good relationship and coordination with external parties to grab opportunities for the district.</p> <p>Create a committee of control and enhancement for</p>	<p>N/A</p> <p>Admin Manager</p> <p>Commercial</p> <p>EOD</p> <p>Admin</p> <p>Management</p> <p>Admin w/ EOD</p>

	<ul style="list-style-type: none"> <li>information on the performance and effectiveness of the quality management system, including trends in:             <ol style="list-style-type: none"> <li>customer satisfaction and feedback from relevant interested parties;</li> <li>the extent to which quality objectives have been met;</li> <li>process performance and conformity of products and services;</li> <li>nonconformities and corrective actions;</li> <li>monitoring and measurement results;</li> </ol> </li> </ul>	<p>Information dissemination of proper waste disposal.</p> <p>It was discussed that strict completion of requirements specifically, attendance to seminar shall be done prior to application of New connection in order to avoid customer complaints which should have been addressed if the concessionaires were knowledgeable of the CCWD's Guidelines and Policies.</p> <p>Results of OTPs per Division were discussed and there is a need to continue monitoring these targets.</p> <p>All targets of all divisions from October to November were achieved as of December 13. December results shall still be gathered by the end of the month. Thus, all activities shall be maintained but still continue to improve activities moving forward.</p> <p>Production Target: 300000cu/m per month is achieved in Sept-Nov 2017</p> <p>NRW Limit 20% but Nov. 2017 is beyond the limit (absence of flow meter)- 5 Mos achieved 6 Mos not achieved</p> <p>New Service Connection Target 83 SC/ month- average of 67 as of Nov. 2017 per month</p> <p>Water Quality Updates (E-COLI= passed; FECAL Coliform= passed)</p> <p>There were 8 Minor NCs issued and no issuance yet of CAR. Action items for NCs shall be verified as stated on the target date.</p> <p>Bar Graphs were presented to compare plan versus the actual achievement and</p>	<p>Commercial/ Management</p> <p>ALL</p> <p>ALL</p> <p>ALL</p> <p>ALL</p> <p>ALL</p> <p>ALL</p>
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	<p>6) audit results;</p> <p>7) the performance of external providers;</p> <p>• the adequacy of resources;</p>	<p>accomplishment per division. All results were satisfactory.</p> <p>There were 8 Minor NCs discussed and 29 General Observations. Actions shall be taken and verified as scheduled. But for long due action items, it was discussed that continual brainstorming of immediate and preliminary action shall be done.</p> <p>There were 5 major suppliers evaluated as of Dec. 13 and out of these suppliers there were 2 suppliers that is below 75% which means a failure to the required rating. Thus, this shall be addressed to concern party and discussion on action items shall be considered.</p> <p>The following resources listed below were found to be needed in order to improve current operation and service of CCWD and careful planning and allocation shall be done in order to address these resources:</p> <p><u>A. PEOPLE</u></p> <ul style="list-style-type: none"> <li>• Addt'l manpower who are qualified for the job</li> </ul> <p><u>B. EQUIPMENT/ TOOLS</u></p> <ul style="list-style-type: none"> <li>• Addt'l Service Vehicles</li> <li>• Addt'l Gen Sets</li> <li>• Necessary Heavy Equipment</li> <li>• Flow Meter/ Production Meter</li> <li>• Replacement Plumbing Tools due to wear &amp; tear</li> <li>• Addt'l Computer Sets</li> <li>• Addt'l Power Tools</li> </ul> <p><u>C. ORGANIZATIONAL KNOWLEDGE</u></p> <ul style="list-style-type: none"> <li>• Addt'l Trainings for employees</li> <li>• 5S Methodology</li> <li>• Addt'l Technical Trainings</li> </ul> <p>OTHERS:</p> <ul style="list-style-type: none"> <li>• Addt'l Furniture and Fixtures</li> <li>• Addt'l Camera</li> <li>• Addt'l Communication Devices</li> <li>• First Aid Cabinet per station</li> <li>• Addt'l Early Warning Devices</li> <li>• CCTV</li> </ul>	<p>Purchasing/ Admin</p> <p>Admin</p> <p>Management</p>
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	<ul style="list-style-type: none"> <li>• the effectiveness of actions taken to address risks and opportunities (see 6.1);</li> <li>• Opportunities for improvement.</li> </ul>	<p>Actions to address risks and opportunities shall still be implemented and shall be verified from time to time in order to monitor any recurrence or occurrence of existing or non-existing impacts.</p> <p>All finding categorized as general observations were taken into consideration and target dates were purely estimate as to when these actions can be accomplished. However, management's support is also one of the crucial aspect as to its realization.</p>	<p>ALL</p> <p>ALL</p>
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