TABACO CITY Water District

Management Review

December 22, 2017

As per requirements of ISO 9001:2015 and our Company's QMS, TCWD's Top Management and all Division Managers conducted the QMS management review, in consultation with the TCWD employees. This is being carried out taking into account the results of the Internal Audit last **DECEMBER 8, 11 AND 12, 2017** as requirement for the Third Party Audit on the scheduled date of TUV Rheinland.

REVIEW INPUT

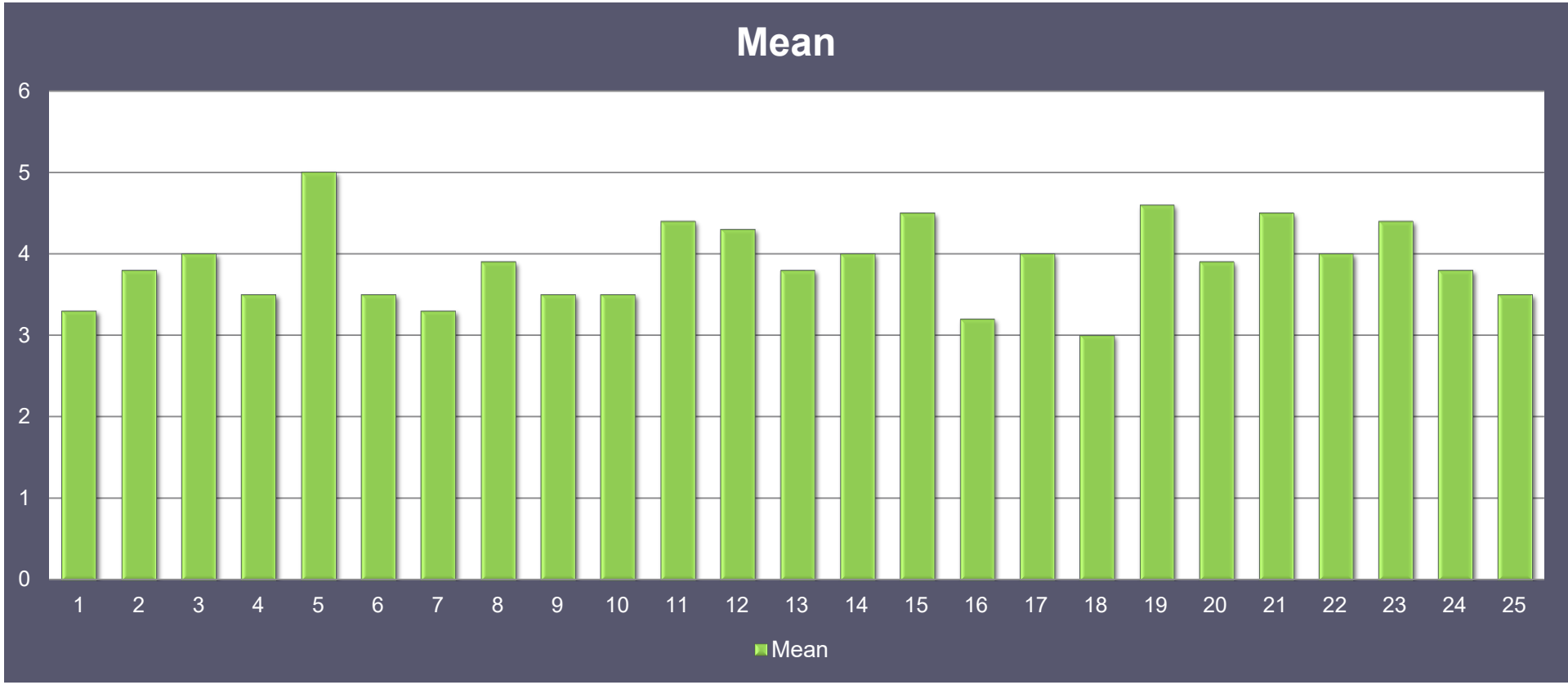
a) Changes in external and internal issues that are reliable

- Internal and External Issues were discussed and it was written on the List of external and internal issues. Internal and External Issues are written in under TCWD's Context of the Organization thus listing was only conducted this year. Review and updating shall be reflected on JUNE 2018 .
  (Please refer to Form QMS 15 for Internal and External Issues)

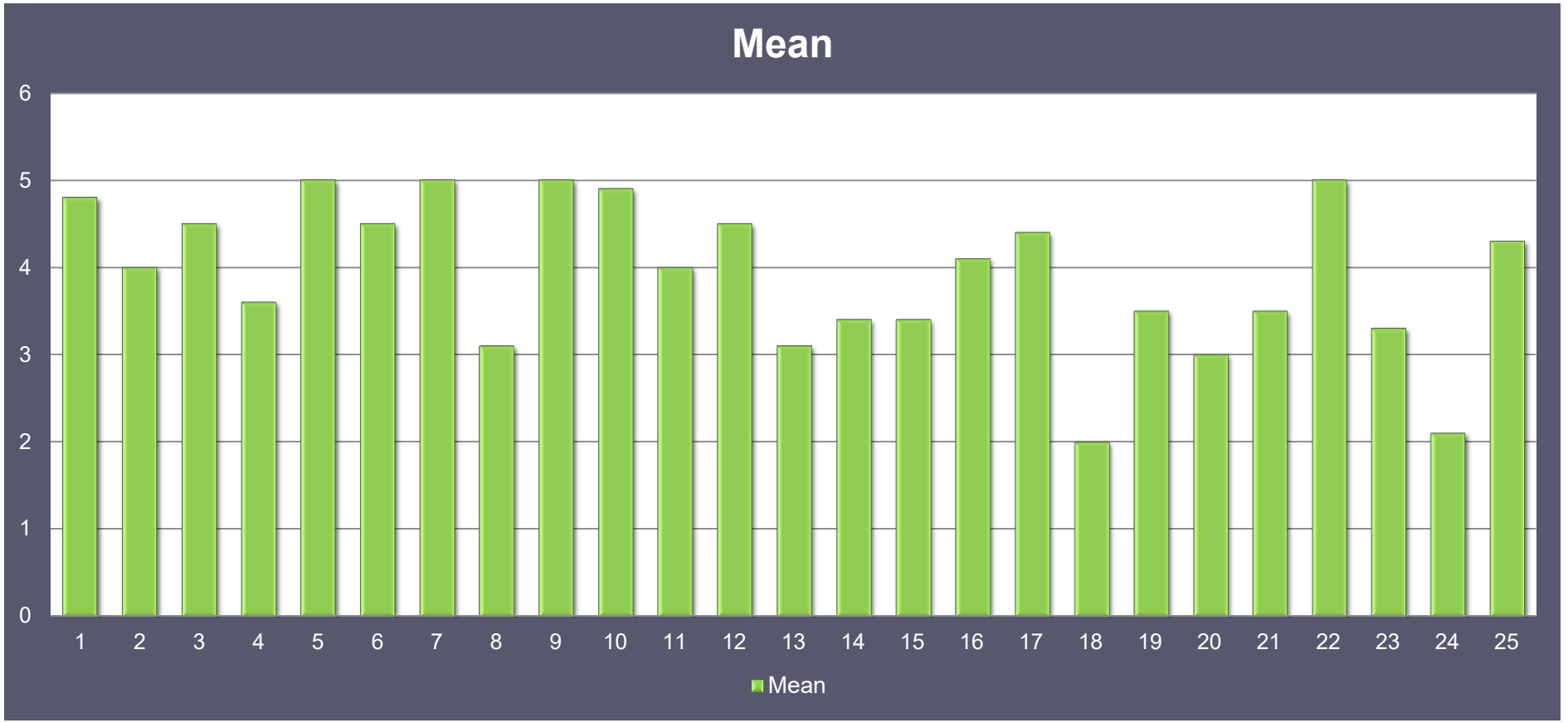
b) Information on the performance and effectiveness of the quality management system, including trends in:

1. *Employee's satisfaction Survey;*

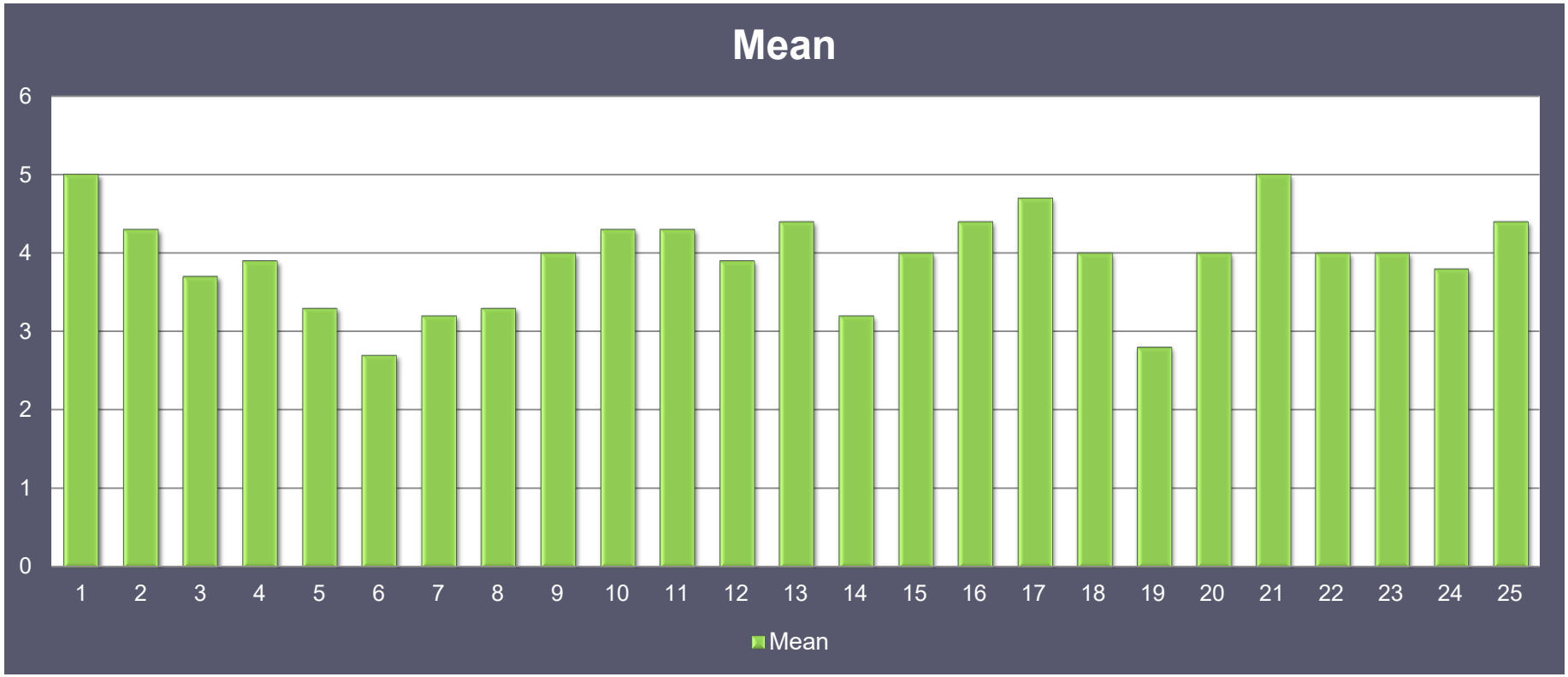
Employee	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	TOTAL
Mean	3.3	3.8	4	3.5	5	3.5	3.3	3.9	3.5	3.5	4.4	4.3	3.8	4	4.5	3.2	4	3	4.6	3.9	4.5	4	4.4	3.8	3.5	3.9
Interpretation	G	VG	VG	G	E	V	V	VG	V	V	VG	VG	VG	VG	VG	G	VG	G	E	VG	VG	VG	VG	VG	G	VG



Employee	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	TOTAL
Mean	4.8	4	4.5	3.6	5	4.5	5	3.1	5	4.9	4	4.5	3.1	3.4	3.4	4.1	4.4	2	3.5	3	3.5	5	3.3	2.1	4.3	3.9
Interpretation	E	VG	VG	G	E	VG	E	G	E	E	VG	VG	G	G	G	VG	VG	F	G	G	G	E	G	F	VG	VG



Employee	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	TOTAL
Mean	5	4.3	3.7	3.9	3.3	2.7	3.2	3.3	4	4.3	4.3	3.9	4.4	3.2	4	4.4	4.7	4	2.8	4	5	4	4	3.8	4.4	3.9
Interpretation	E	VG	VG	VG	VG	F	G	G	VG	VG	VG	VG	VG	G	VG	VG	E	VG	G	VG	E	VG	VG	VG	VG	VG



Employee	76	77	78	79	80	81	82	83	84	TOTAL
Mean	3.3	4.4	4.7	4.1	5	4.1	4.2	4.5	4.7	4.3
Interpretation	G	VG	E	VG	E	VG	VG	VG	E	VG

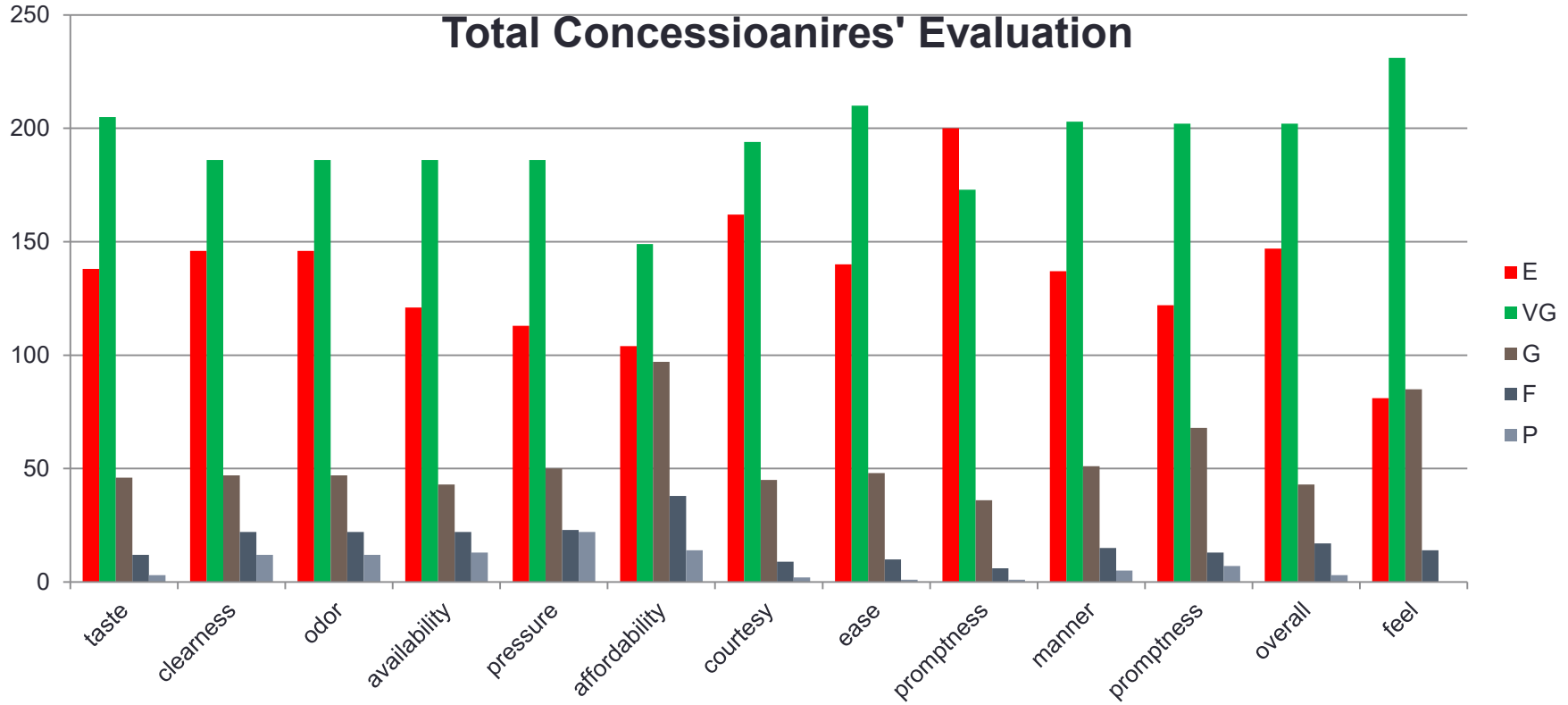
As for the result of the Employees' Satisfaction Survey, the over-all mean is **4.0** which is equivalent to **Very Good.** All employees are satisfied with the performance of the Top Management of Tabaco City Water District.

Using	Y	N
	422	0

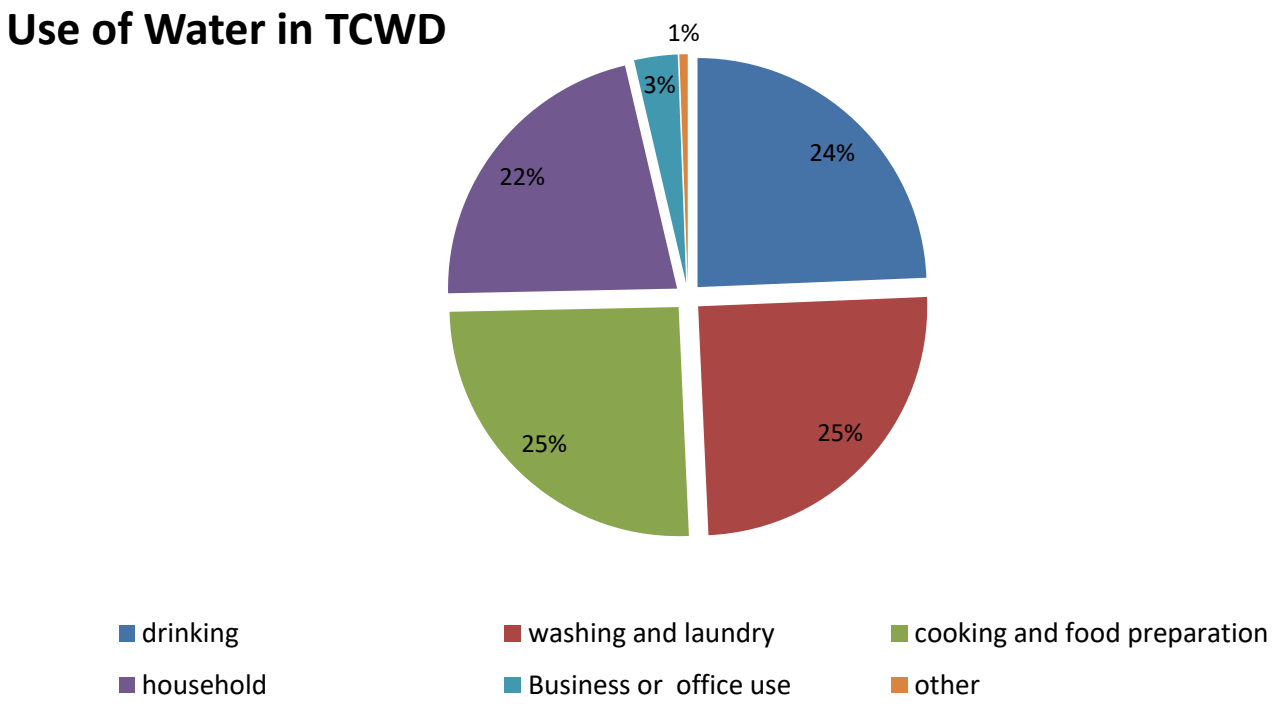
1	d	w	c	h	b	o
	373	382	389	332	47	9

2	t	b	w	o
	373	96	5	2

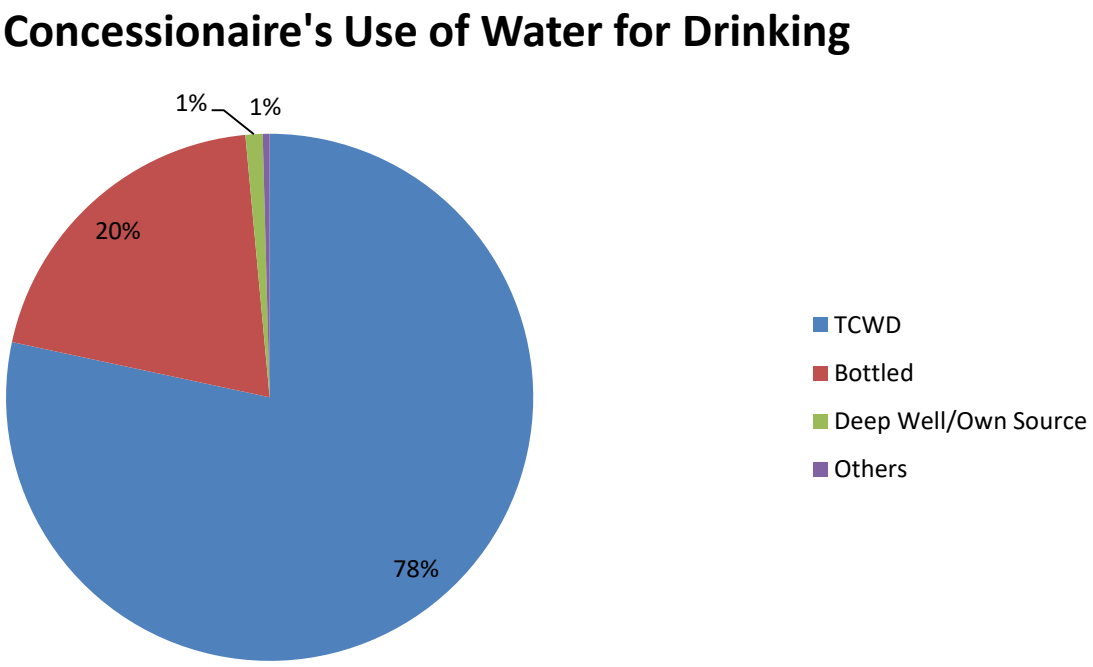
	taste	clearness	odor	availability	pressure	affordability	courtesy	ease	promptness	manner	promptness	overall	feel
E	138	146	146	121	113	104	162	140	200	137	122	147	81
VG	205	186	186	186	186	149	194	210	173	203	202	202	231
G	46	47	47	43	50	97	45	48	36	51	68	43	85
F	12	22	22	22	23	38	9	10	6	15	13	17	14
P	3	12	12	13	22	14	2	1	1	5	7	3	0


Total Concessioanires' Evaluation
250
200
150
100
50
0
taste
clearness
odor
availability
pressure
affordability
courtesy
ease
promptness
manner
promptness
overall
feel
E
VG
G
F
P

1	drinking	washing and laundry	cooking and food preparation	household	Business or office use	other
	373	382	389	332	47	9



TCWD	Bottled	Deep Well/Own Source	Others
373	96	5	2



As for the result of the Concessionaires' Satisfaction Survey, the over-all mean is **4.4** which is equivalent to **VERY GOOD.**

2. *The extent to which quality objectives have been met;*

The district provided the DPCR and IPCR which indicate the target and measures or the objectives which is aligned with the quality policy which is commitment to the customer as well as statutory and regulatory requirements of the district. Quality objectives/targets were monitored every semester and thus through evaluation, the district's objectives are being met. (Include the over-all summary of DPCR and IPCR).

SPMS RESULT January to December 2016

Administrative Division	Rating			
	Numerical			Adjectival
	1st Sem	2nd Sem	Average	
1 Baron, Sunshine	4.89	4.89	4.890	Very Satisfactory
2 Barrinuevo, Raquel M.	5.00	5.00	5.000	Outstanding
3 Basallote, Marilou V.	4.97	4.97	4.970	Very Satisfactory
4 Belisario, Merlin B.	4.98	4.99	4.985	Very Satisfactory
5 Bobis, Ferdinand A.	4.95	4.95	4.950	Very Satisfactory
6 Boncolmo, Bernie	4.80	4.80	4.800	Very Satisfactory
7 Bronsal, Catherine C.	4.99	4.99	4.990	Very Satisfactory
8 Competente, Ariel B.	4.98	4.99	4.985	Very Satisfactory
9 Corral, Mario	4.80	4.80	4.800	Very Satisfactory
10 Gabitan, Annadel G.	4.97	4.97	4.970	Very Satisfactory
11 Herrero, Ma. Teresa B.	5.00	5.00	5.000	Outstanding
12 Nolasco, Roxanne	4.97	4.97	4.970	Very Satisfactory
13 Ornedo, Alfie G.	4.96	4.96	4.960	Very Satisfactory
14 Ortiz, Elvin G.	4.91	4.85	4.880	Very Satisfactory
15 Palma, Renelyn B.	4.95	4.95	4.950	Very Satisfactory
16 Realizan, Augie Sheldon	4.88	4.88	4.880	Very Satisfactory
17 Roaring, Ronnie R.	4.95	4.95	4.950	Very Satisfactory
18 Velasco, Theresa B.	5.00	5.00	5.000	Outstanding
19 Yasol, Alan B.	4.88	4.88	4.880	Very Satisfactory
AVERAGE RATING	**4.938**	**4.94**	**4.937**	**Very Satisfactory**

Commercial Division	Rating			
	Numerical			Adjectival
	1st Sem	2nd Sem	Average	
1 Balasta, Joel	4.94	4.95	4.945	Very Satisfactory
2 Balin, Christian B.	4.9	4.70	4.800	Very Satisfactory
3 Begino, Hermueginez	4.98	4.95	4.965	Very Satisfactory
4 Biglaen, Rhea	4.93	4.96	4.945	Very Satisfactory
5 Binamira, Ullah L.	4.99	5.00	4.995	Very Satisfactory
6 Bitancur, Jayson	5.00	4.99	4.995	Very Satisfactory
7 Bola, Maria Rean Rhea B.	4.96	4.99	4.975	Very Satisfactory
8 Bongalon, Milagros D.	4.99	5.00	4.995	Outstanding
9 Boringot, Andreleo B.	4.9	4.94	4.920	Very Satisfactory
10 Boringot, Elsie B.	4.99	4.98	4.985	Very Satisfactory
11 Carandang, Mildred U.	4.98	4.91	4.945	Very Satisfactory
12 Carpeso, Gina A.	4.96	4.99	4.975	Very Satisfactory
13 Lacar, Victor Frankie B.	4.95	4.96	4.955	Very Satisfactory
14 Ortiz, Cristina C.	4.89	4.89	4.890	Very Satisfactory
15 Prasmo, Elizabeth C.	4.99	4.99	4.990	Very Satisfactory
16 Qua, Mark G.	4.91	4.88	4.895	Very Satisfactory
17 Rea, Ferdinand D.	4.88	4.83	4.855	Very Satisfactory
18 Tronqued, Ma. Gracia D.	4.99	4.98	4.985	Very Satisfactory
19 Veldad, Vicente B	4.95	4.95	4.950	Very Satisfactory
20 Villanueva, Eduardo	4.97	4.75	4.860	Very Satisfactory
AVERAGE RATING	**4.953**	**4.93**	**4.941**	**Very Satisfactory**

Technical Division	Rating			
	Numerical			Adjectival
	1st Sem	2nd Sem	Average	
1 Almonte, Dennis	4.86	4.75	4.805	Very Satisfactory
2 Araneta, Christopher O.	4.91	4.90	4.905	Very Satisfactory
3 Balla, Romulo	5.00	5.00	5.000	Outstanding
4 Barcebal, Ramon Jr. P.	4.96	5.00	4.979	Very Satisfactory
5 Bermas, Juan B.	5.00	5.00	5.000	Outstanding
6 Binza, Antonio A.	4.94	4.96	4.950	Very Satisfactory
7 Bognalbal, Mario C.	4.94	4.88	4.910	Very Satisfactory
8 Bongon, Julio	4.81	4.83	4.820	Very Satisfactory
9 Bron, Eduardo L.	4.9790	5.00	4.990	Very Satisfactory
10 Buban, Rodel M.	4.96	4.85	4.905	Very Satisfactory
11 Buelva, Roger P.	4.79	4.88	4.835	Very Satisfactory
12 Buenconsejo, Santiago B.	4.95	4.98	4.965	Very Satisfactory
13 Cabais, Christopher B.	5.00	5.00	5.000	Outstanding
14 Cala, Rafael C.	5.00	5.00	5.000	Outstanding
15 Cam, Alan B.	5.00	5.00	5.000	Outstanding
16 Cambare, Welmie	4.92	4.88	4.900	Very Satisfactory
17 Cao, Alberto C.	5.00	5.00	5.000	Outstanding
18 Columna, Val Anthony B.	5.00	5.00	5.000	Outstanding
19 Consulta, Junel C.	4.92	4.97	4.945	Very Satisfactory
20 Cordovales, Fernando C.	4.75	5.00	4.875	Very Satisfactory
21 Nieto, Joseph B.	4.91	4.96	4.937	Very Satisfactory
22 Perez, Crisostomo B. Jr	4.88	4.75	4.815	Very Satisfactory
23 Rocha, Garry	4.95	4.89	4.920	Very Satisfactory
24 Santiago, Albert	4.92	4.79	4.855	Very Satisfactory
25 Verdadero, Rodito B.	4.99	4.97	4.980	Very Satisfactory
26 Villanueva, Jonas I.	4.94	4.97	4.955	Very Satisfactory
AVERAGE RATING	**4.934**	**4.93**	**4.933**	**Very Satisfactory**

District's objectives aligned with the business plan to achieve its strategic directions includes the ff:

Date Prepared: December 11, 2017

Process	What will be done (Success Indicator)	What resources will be required?	Who will be the responsible person?	When it will be completed?	How the results will be evaluated?
Access to potable water	55% of household with access to potable water against the total number of household within the coverage area of the LWD.	Budget for construction of additional distribution pipelines and water sources.	Planning, Construction and Maintenance Division, Water Resources Division	December 31 2017	Percentage of the total active connections ending December 31, 2017 against the total number of HH ending December 31, 2017 based on the Census of Population Results of 2015 as baseline information.
Reliability of Service	99.85% of Household connection receiving 24/7 supply of water.	Budget for additional water source development	Water Resources Division	December 31 2017	Total number of active connections ending December 31, 2017 less number of active connections with complaints of no water against the total active ending December 31, 2017
Adequacy	1.80 to 1 Source Capacity of LWD to meet demands for 24/7 supply of water.	Budget for additional water source development	Production & Maintenance Division	December 31 2017	Production to Demand Ratio (PDR @ Ave. Day Demand). The available total source capacity to meet computed demand for 24/7 supply of water and consolidated report for 12 months period.
Non Revenue Water	16.50% of unbilled water to water production	Budet for the creation of Demand Monitoring Area (DMA)	Water Resources Division	December 31 2017	Total average NRW for 12 months period as reflected in the Monthly Data Sheet

SPMS RESULT January to June 2017

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16 Realizan, Augie Sheldon	4.88	Very Satisfactory
17 Roaring, Ronnie R.	4.95	Very Satisfactory
18 Velasco, Theresa B.	5.00	Outstanding
19 Yasol, Alan B.	4.88	Very Satisfactory
AVERAGE RATING	**4.938**	**Very Satisfactory**

Commercial Division	Rating	
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5 Binamira, Ullah L.	4.99	Very Satisfactory
6 Bitancur, Jayson	5.00	Outstanding
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13 Lacar, Victor Frankie B.	4.95	Very Satisfactory
14 Ortiz, Cristina C.	4.89	Very Satisfactory
15 Prasmo, Elizabeth C.	4.99	Very Satisfactory
16 Qua, Mark G.	4.91	Very Satisfactory
17 Rea, Ferdinand D.	4.88	Very Satisfactory
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AVERAGE RATING	**4.953**	**Very Satisfactory**

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3 Balla, Romulo	5.00	Outstanding
4 Barcebal, Ramon Jr. P.	4.96	Very Satisfactory
5 Bermas, Juan B.	5.00	Outstanding
6 Binza, Antonio A.	4.94	Very Satisfactory
7 Bognalbal, Mario C.	4.94	Very Satisfactory
8 Bongon, Julio	4.81	Very Satisfactory
9 Bron, Eduardo L.	4.9790	Very Satisfactory
10 Buban, Rodel M.	4.96	Very Satisfactory
11 Buelva, Roger P.	4.79	Very Satisfactory
12 Buenconsejo, Santiago B.	4.95	Very Satisfactory
13 Cabais, Christopher B.	5.00	Outstanding
14 Cala, Rafael C.	5.00	Outstanding
15 Cam, Alan B.	5.00	Outstanding
16 Cambare, Welmie	4.92	Very Satisfactory
17 Cao, Alberto C.	5.00	Outstanding
18 Columna, Val Anthony B.	5.00	Outstanding
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22 Perez, Crisostomo B. Jr	4.88	Very Satisfactory
23 Rocha, Garry	4.95	Very Satisfactory
24 Santiago, Albert	4.92	Very Satisfactory
25 Verdadero, Rodito B.	4.99	Very Satisfactory
26 Villanueva, Jonas I.	4.94	Very Satisfactory
AVERAGE RATING	**4.934**	**Very Satisfactory**

Potability	0.3 parts per million of Deviation from PNSDW from January 1 to December 31	Manpower and didicated service vehicle	Water Resources Division	December 31 2017	Computed diviation from the Daily Chlorine Residual Monitoring Report in terms of ppm
Adequacy/Reliability of Service	15.6 hours response time to restore service when there are interruptions based on the Citizen's Charter of LWD proposed for approval by CSC.	Didicated hardware and software	Water Resources Division	December 31 2017	Average response time generated from the system for the period ending December 31, 2017
Productivity Inde	1:120 of staff productivityIndex of one (1) position for one Hundred (100) service Connections for category D, and one Hundred twenty (120) Service connections for categories A to C, shall be strictly observed in the determination of the total	Records of Active cunsumers and number of employees	Administrative & General Service	December 31 2017	Computed ratio of active connections to the number of employees for the period ending December 31, 2017
Affordability	1.80%of water rates to consumer with access connections. Water rate for the 1st cu.m must not exceed 5%of the average income of the LIG	Philippine Statistics Authority Statistical Data	Finance & Commercial Services Division	December 31 2017	Approved Water Rates against the average annual family income of the Lowest Income Group based in the average family icome and expenditures survey per province
stomer Satisfacti	95.33% of Customer complaints acted upon against received complaints.	Records of Service Orders	Planning, Construction & Maintenance Division	December 31 2017	Computed results of acted complaints against received for the period ending December 31, 2017

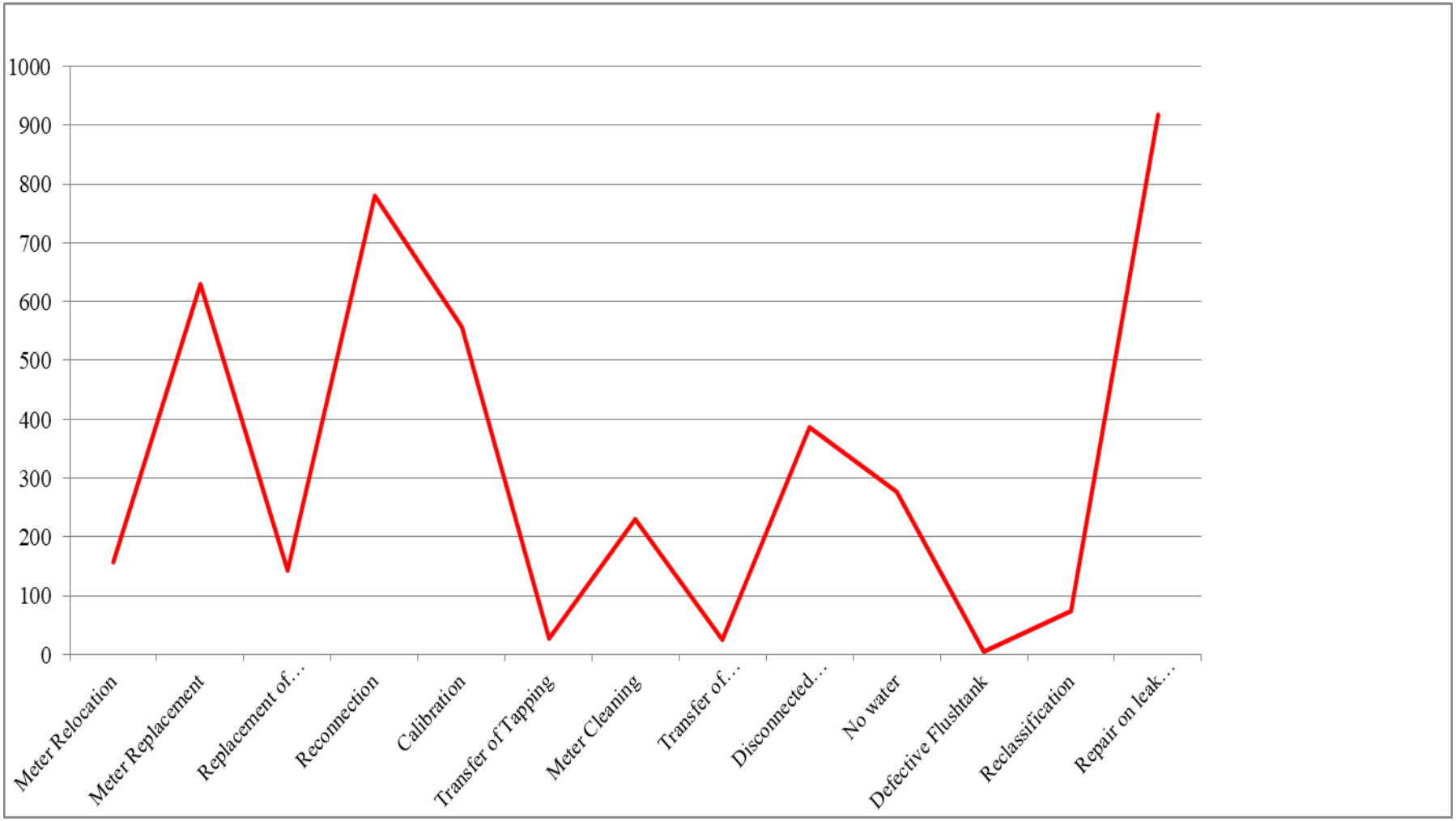
Financial Viability & Sustainability	Collection Ratio = 87.62% , Operating Rati = 58.19%, Current Ratio = 4.78% of Financial viability and sustainability of LWD operation	Monthly Data Sheet (MDS)	Finance & Commercial Services Division	December 31 2017	Computed data based on the 12 months operating period as reflected in the Financial Statement
Compliance with COA reporting requirements in accordance with content and period of service	March 1, 2017 the Submission of Five Financial Report (Balance Sheet, Satatement of Income and Expenses, Statement of Cash Flows, Statement of Gomernment Equity, Notes to Financial Statements	Records	Finance & Commercial Services Division	December 31 2017	Acknowledge submission date
	On or before December 1, 2017 is Report in Ageing of Cash Advance	Records	Finance & Commercial Services Division	December 31 2017	Acknowledge submission date
Compliance with LWUA reporting requirements in accordance to content and period of submission	20 Days before the end of the monthe the monthly Financial Reports are submitted	Records	Office of the General Manager	December 31 2017	Acknowledge submission date
	February 2017 is the Microbiological / Physical/ Chemical / Chlorine / Residual Report	Records	Office of the General Manager	December 31 2017	Acknowledge submission date
	February 2017 is Approved WD Budget with Annual Procurement Plan, Annual Report	Records	Office of the General Mana	December 31 2017	Acknowledge submission date

3) *Process performance and conformity of products and services;*

As for process performance and conformity of products and services, there are more number of complaints received due to No water, Dirty Water, Service Line Leak, and High con. This were given report by the commercial divisions thus correction and corrective actions were issued in order to analyse the non-conforming product of the district.

SERVICE ORDER

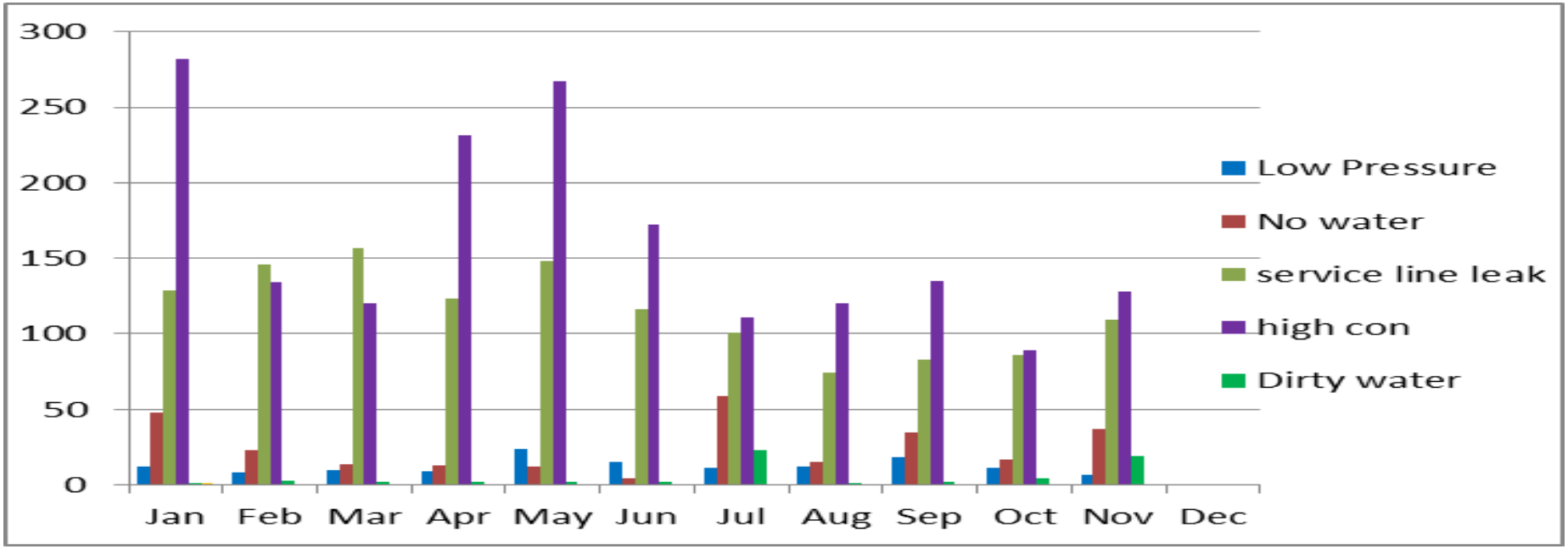
Month	Meter Relocation	Meter Replacement	Replacement of old service line	Reconnection	Calibration	Transfer of Tapping	Meter Cleaning	Transfer of connection	Disconnected service line	No water	Defective Flushtank	Reclassification	Repair on leak after the meter	**Total**
Jan	19	50	16	44	66	3	44	0	43	48	0	3	171	**507**
Feb	24	69	9	88	65	2	38	1	25	23	0	1	89	**434**
Mar	14	56	10	101	48	2	23	4	47	14	1	4	78	**402**
Apr	16	46	13	65	37	3	35	1	23	13	0	7	87	**346**
May	14	89	25	72	82	0	23	8	33	12	1	4	94	**457**
Jun	13	50	19	87	55	1	12	0	10	4	1	5	72	**329**
Jul	14	43	11	73	49	2	8	2	47	59	1	7	85	**401**
Aug	14	59	9	65	40	9	11	4	21	15	0	2	68	**317**
Sept	8	57	14	39	40	0	19	2	60	35	0	3	52	**329**
Oct	8	49	7	97	30	3	9	3	61	17	1	0	49	**334**
Nov	12	62	10	48	45	3	7	1	16	37	0	37	72	**350**
Dec														**0**
Total	**156**	**630**	**143**	**779**	**557**	**28**	**229**	**26**	**386**	**277**	**5**	**73**	**917**	**4206**

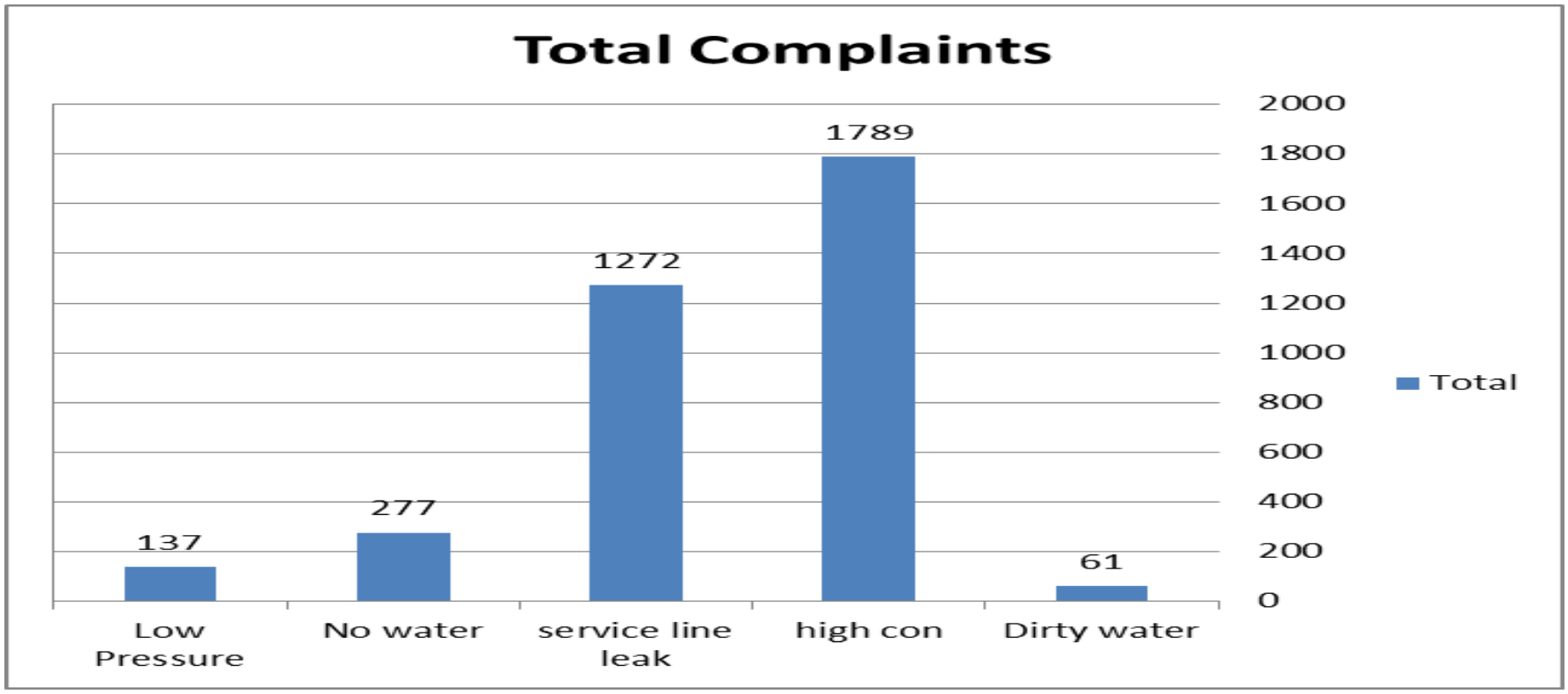


Analysis:The month of January has the highest service request.As depicted on the graph,it lessened for three months but increased again after a month (May).The month of January and May have the highest service request with 507 and 457, respectively.

COMPLAINT

Month	Low Pressure	No water	service line leak	high con	Dirty water	Average
Jan	12	48	129	282	1	472
Feb	8	23	146	134	3	314
Mar	10	14	157	120	2	303
Apr	9	13	123	231	2	378
May	24	12	148	267	2	453
Jun	15	4	116	172	2	309
Jul	11	59	101	111	23	305
Aug	12	15	74	120	1	222
Sep	18	35	83	135	2	273
Oct	11	17	86	89	4	207
Nov	7	37	109	128	19	300
Dec						0
Total	137	277	1272	1789	61	3536





Analysis: The graph shows the complaints of customers for the year 2017 are high consumption which has been the major and consistent concern. On the other hand, as stated on the graph, dirty water was the least among complaints. The month of January had the most number of complaints. As time progresses, it is evident on the graph that complaints were given corrections and well-addressed as the number of complaints decreases per month.

PHY-CHEM TEST RESULT

CONSTITUENT	PNSDW Maximum Level (mg/L) or Characteristic	Constituent Level (mg/L) or Characteristic							
		NAME SOURCE / LOCATION							
		Basagan	Boring	Nagsipit I	Nagsipit II	SA Well #1	SA Well #2	Karangahan Well	Bognabong Well
I. Priority Parameters									
Physical									
1. Color Apparent	10 Color Units	5	5	5	5	5	5	20	5
True	5 Color Units								
2. Turbidity	5 NTU	0.88	0.76	0.81	0.72	0.87	0.81	0.9	1.39
Chemical									
3. pH	6.5 - 8.5 5.0 - 7.0 for product w ater tha undergone RO of distillation	6.46	6.53	6.82	6.88	7.64	7.44	7.87	7.4
4. Nitrate	50	<MDL	<MDL	<MDL	<MDL	<MDL	<MDL	<MDL	<MDL
5. Sulfate	250	2.2	2.4	2.2	4.1	17	12	5.9	10.6
6. Chloride	250	7	7	7	7	7	7	7	7
7. Total Dissolved Solids	500 <10 for product w ate that undergone RO or distillation	94	86	76	68	88	82	118	108
8. Iron	1.0	<MDL	<MDL	<MDL	<MDL	<MDL	<MDL	0.70	0.38
9. Manganese	0.4	<MDL	<MDL	<MDL	<MDL	<MDL	<MDL	0.07	0.40
10. Arsenic	0.05	<MDL	<MDL	<MDL	<MDL	<MDL	<MDL	<MDL	<MDL
11. Lead	0.01	<MDL	<MDL	<MDL	<MDL	<MDL	<MDL	<MDL	<MDL
12. Cadmium	0.003	<MDL	<MDL	<MDL	<MDL	<MDL	<MDL	<MDL	<MDL
13. Benzene	0.01	nil	nil	nil	nil	nil	nil	nil	nil

MICRO BIOLOGICAL TEST RESULT

TABACO CITY WATER DISTRICT
SUMMARY REPORT ON MICROBIOLOGICAL TEST
MONTH OF JANUARY 2017

1. Production actually served by utility
   (No. of service connections x average no. of persons per service connection) — 85,988
   (i.e. 13,229 x 6.5)

2. Required minimum number of sample — 18
   (Based on the following table)

Population Served	Minimum frequency of sampling
Less than 5,000	One (1) sample monthly
5,000 – 100,000	One (1) sample per 5,000 population monthly
More than 100,000	20 samples plus 1 sample per 10,000 population monthly

3. Sample Requirement:
   a. Number. of samples examined — 18
   b. Percent (%) to the minimum required — 100%
   c. Meets Standard (✓) Yes ( ) No
   (If b is 100% or more, check Yes)

4. Method — Method Used
   4.1 Multiple Tube Fermentation Technique (MTFT)
   a. Number of samples showing presence of coliform group — 0
   b. Percent (%) to samples examined (4.1a / 3.a X 100) — 0%
   c. Meets Standard (✓) Yes ( ) No
   (If b is 5% or less, check Yes)

   4.2 Membrane Filter Technique (MFT)
   a. Number of samples showing presence of coliform colonies
   b. Percent (%) to the total number of samples analyzed (4.2a / 3.a X 100)
   c. Meets Standard ( ) Yes ( ) No
   (If b is 5% or less, check Yes)

   4.3 Fecal Coliform Test (FCT)
   a. Number of samples showing presence of fecal coliform organism with MPN/100 ml value of 1.1 or more — 0
   b. Meets Standard (✓) Yes ( ) No
   (If a is zero, check Yes)

   4.4 Heterotrophic Plate Count (HPC)
   a. Number of HPC test conducted — 18
   b. Number of samples showing HPC value < 500 CFU/ml — 18
   c. Percent (%) to the number of test conducted (b / a X 100) — 100%
   d. Meets standard (✓) Yes ( ) No
   (If c is 100%, check Yes)

Noted by:

Engr. NOEL G. BIEN
General Manager
2/07/17
Date

Prepared by VABColumma 2/6/2017 4:20 PM

TABACO CITY WATER DISTRICT
SUMMARY REPORT ON MICROBIOLOGICAL TEST
MONTH OF FEBRUARY 2017

1. Production actually served by utility
(No. of service connections x average no. of persons per service connection) — 86,222
(i.e. 13,265 x 6.5)

2. Required minimum number of sample
(Based on the following table) — 18

Population Served	Minimum frequency of sampling
Less than 5,000	One (1) sample monthly
5,000 - 100,000	One (1) sample per 5,000 population monthly
More than 100,000	20 samples plus 1 sample per 10,000 population monthly

3. Sample Requirement:
a. Number. of samples examined — 18
b. Percent (%) to the minimum required — 100%
c. Meets Standard (✓) Yes ( ) No
(If b is 100% or more, check Yes)

4. Method
4.1 Multiple Tube Fermentation Technique (MTFT) — Method Used
a. Number of samples showing presence of coliform group — 0
b. Percent (%) to samples examined (4.1a / 3.a X 100) — 0%
c. Meets Standard (✓) Yes ( ) No
(If b is 5% or less, check Yes)

4.2 Membrane Filter Technique (MFT)
a. Number of samples showing presence of coliform colonies
b. Percent (%) to the total number of samples analyzed (4.2a / 3.a X 100)
c. Meets Standard ( ) Yes ( ) No
(If b is 5% or less, check Yes)

4.3 Fecal Coliform Test (FCT)
a. Number of samples showing presence of fecal coliform organism with MPN/100 ml value of 1.1 or more — 0
b. Meets Standard (✓) Yes ( ) No
(If a is zero, check Yes)

4.4 Heterotrophic Plate Count (HPC)
a. Number of HPC test conducted — 18
b. Number of samples showing HPC value < 500 CFU/ml — 18
c. Percent (%) to the number of test conducted (b / a X 100) — 100%
d. Meets standard (✓) Yes ( ) No
(If c is 100%, check Yes)

Noted by:

Engr. NOEL G. BIEN
General Manager
3/08/17
Date

Prepared by VABColumna 3/08/2017 4:39 PM

TABACO CITY WATER DISTRICT
SUMMARY REPORT ON MICROBIOLOGICAL TEST
MONTH OF MARCH 2017

1. Production actually served by utility
(No. of service connections x average no. of persons per service connection) — 86,242
(i.e. 13,268 x 6.5)

2. Required minimum number of sample — 18
(Based on the following table)

Population Served	Minimum frequency of sampling
Less than 5,000	One (1) sample monthly
5,000 - 100,000	One (1) sample per 5,000 population monthly
More than 100,000	20 samples plus 1 sample per 10,000 population monthly

3. Sample Requirement:
a. Number of samples examined — 18
b. Percent (%) to the minimum required — 100%
c. Meets Standard (✓) Yes ( ) No
(If b is 100% or more, check Yes)

4. Method
4.1 Multiple Tube Fermentation Technique (MTFT) — Method Used
a. Number of samples showing presence of coliform group — 0
b. Percent (%) to samples examined (4.1a / 3.a X 100) — 0%
c. Meets Standard (✓) Yes ( ) No
(If b is 5% or less, check Yes)

4.2 Membrane Filter Technique (MFT)
a. Number of samples showing presence of coliform colonies
b. Percent (%) to the total number of samples analyzed (4.2a / 3.a X 100)
c. Meets Standard ( ) Yes ( ) No
(If b is 5% or less, check Yes)

4.3 Fecal Coliform Test (FCT)
a. Number of samples showing presence of fecal coliform organism with MPN/100 ml value of 1.1 or more — 0
b. Meets Standard (✓) Yes ( ) No
(If a is zero, check Yes)

4.4 Heterotrophic Plate Count (HPC)
a. Number of HPC test conducted — 18
b. Number of samples showing HPC value < 500 CFU/ml — 18
c. Percent (%) to the number of test conducted (b / a X 100) — 100%
d. Meets standard (✓) Yes ( ) No
(If c is 100%, check Yes)

Noted by:

Engr. NOEL G. BIEN
General Manager
4/10/17
Date

Prepared by VABColumna 4/10/2016 9.07 AM

TABACO CITY WATER DISTRICT
SUMMARY REPORT ON MICROBIOLOGICAL TEST
MONTH OF APRIL 2017

1. Production actually served by utility
(No. of service connections x average no. of persons per service connection) — 86,547
(i.e. 13,315 x 6.5)

2. Required minimum number of sample — 18
(Based on the following table)

Population Served	Minimum frequency of sampling
Less than 5,000	One (1) sample monthly
5,000 - 100,000	One (1) sample per 5,000 population monthly
More than 100,000	20 samples plus 1 sample per 10,000 population monthly

3. Sample Requirement:
a. Number. of samples examined — 18
b. Percent (%) to the minimum required — 100%
c. Meets Standard (✓) Yes ( ) No
(If b is 100% or more, check Yes)

4. Method
4.1 Multiple Tube Fermentation Technique (MTFT) — Method Used
a. Number of samples showing presence of coliform group — 0
b. Percent (%) to samples examined (4.1a / 3.a X 100) — 0%
c. Meets Standard (✓) Yes ( ) No
(If b is 5% or less, check Yes)

4.2 Membrane Filter Technique (MFT)
a. Number of samples showing presence of coliform colonies
b. Percent (%) to the total number of samples analyzed (4.2a / 3.a X 100)
c. Meets Standard ( ) Yes ( ) No
(If b is 5% or less, check Yes)

4.3 Fecal Coliform Test (FCT)
a. Number of samples showing presence of fecal coliform organism with MPN/100 ml value of 1.1 or more — 0
b. Meets Standard (✓) Yes ( ) No
(If a is zero, check Yes)

4.4 Heterotrophic Plate Count (HPC)
a. Number of HPC test conducted — 18
b. Number of samples showing HPC value < 500 CFU/ml — 18
c. Percent (%) to the number of test conducted (b / a X 100) — 100%
d. Meets standard (✓) Yes ( ) No
(If c is 100%, check Yes)

Noted by:

Engr. NOEL G. BIEN
General Manager
6/07/17
Date

Prepared by VABColumna 5/4/2017 11:02 AM

TABACO CITY WATER DISTRICT
SUMMARY REPORT ON MICROBIOLOGICAL TEST
MONTH OF MAY 2017

1. Production actually served by utility
   (No. of service connections x average no. of persons per service connection) — 86,924
   (i.e. 13,373 x 6.5)

2. Required minimum number of sample — 18
   (Based on the following table)

Population Served	Minimum frequency of sampling
Less than 5,000	One (1) sample monthly
5,000 - 100,000	One (1) sample per 5,000 population monthly
More than 100,000	20 samples plus 1 sample per 10,000 population monthly

3. Sample Requirement:
   a. Number. of samples examined — 18
   b. Percent (%) to the minimum required — 100%
   c. Meets Standard (✓) Yes ( ) No
   (If b is 100% or more, check Yes)

4. Method
   4.1 Multiple Tube Fermentation Technique (MTFT) — Method Used
      a. Number of samples showing presence of coliform group — 0
      b. Percent (%) to samples examined (4.1a / 3.a X 100) — 0%
      c. Meets Standard (✓) Yes ( ) No
      (If b is 5% or less, check Yes)

   4.2 Membrane Filter Technique (MFT)
      a. Number of samples showing presence of coliform colonies
      b. Percent (%) to the total number of samples analyzed (4.2a / 3.a X 100)
      c. Meets Standard ( ) Yes ( ) No
      (If b is 5% or less, check Yes)

   4.3 Fecal Coliform Test (FCT)
      a. Number of samples showing presence of fecal coliform organism with MPN/100 ml value of 1.1 or more — 0
      b. Meets Standard (✓) Yes ( ) No
      (If a is zero, check Yes)

   4.4 Heterotrophic Plate Count (HPC)
      a. Number of HPC test conducted — 18
      b. Number of samples showing HPC value < 500 CFU/ml — 18
      c. Percent (%) to the number of test conducted (b / a X 100) — 100%
      d. Meets standard (✓) Yes ( ) No
      (If c is 100%, check Yes)

Noted by:

Engr. NOEL G. BIEN
General Manager
5/31/17
Date

Prepared by VABColumna 5/30/2016 4:16 PM

TABACO CITY WATER DISTRICT
SUMMARY REPORT ON MICROBIOLOGICAL TEST
MONTH OF JUNE 2017

1. Production actually served by utility
   (No. of service connections x average no. of persons per service connection) — 87,379
   (i.e. 13,443 x 6.5)

2. Required minimum number of sample
   (Based on the following table) — 18

Population Served	Minimum frequency of sampling
Less than 5,000	One (1) sample monthly
5,000 – 100,000	One (1) sample per 5,000 population monthly
More than 100,000	20 samples plus 1 sample per 10,000 population monthly

3. Sample Requirement:
   a. Number. of samples examined — 18
   b. Percent (%) to the minimum required — 100%
   c. Meets Standard (✓) Yes ( ) No
   (If b is 100% or more, check Yes)

4. Method
   4.1 Multiple Tube Fermentation Technique (MTFT) — Method Used
   a. Number of samples showing presence of coliform group — 0
   b. Percent (%) to samples examined (4.1a / 3.a X 100) — 0%
   c. Meets Standard (✓) Yes ( ) No
   (If b is 5% or less, check Yes)

   4.2 Membrane Filter Technique (MFT)
   a. Number of samples showing presence of coliform colonies
   b. Percent (%) to the total number of samples analyzed (4.2a / 3.a X 100)
   c. Meets Standard ( ) Yes ( ) No
   (If b is 5% or less, check Yes)

   4.3 Fecal Coliform Test (FCT)
   a. Number of samples showing presence of fecal coliform organism with MPN/100 ml value of 1.1 or more — 0
   b. Meets Standard (✓) Yes ( ) No
   (If a is zero, check Yes)

   4.4 Heterotrophic Plate Count (HPC)
   a. Number of HPC test conducted — 18
   b. Number of samples showing HPC value < 500 CFU/ml — 18
   c. Percent (%) to the number of test conducted (b / a X 100) — 100%
   d. Meets standard (✓) Yes ( ) No
   (If c is 100%, check Yes)

Noted by:

Engr. **NOEL G. BIEN**
General Manager
7/06/17
Date

Prepared by VALGCelumme 7/3/2017 4:22 PM

TABACO CITY WATER DISTRICT
SUMMARY REPORT ON MICROBIOLOGICAL TEST
MONTH OF JULY 2017

1. Production actually served by utility
   (No. of service connections x average no. of persons per service connection) — 87,847
   (i.e. 13,515 x 6.5)

2. Required minimum number of sample — 18
   (Based on the following table)

Population Served	Minimum frequency of sampling
Less than 5,000	One (1) sample monthly
5,000 - 100,000	One (1) sample per 5,000 population monthly
More than 100,000	20 samples plus 1 sample per 10,000 population monthly

3. Sample Requirement:
   a. Number. of samples examined — 18
   b. Percent (%) to the minimum required — 100%
   c. Meets Standard (✓) Yes ( ) No
   (If b is 100% or more, check Yes)

4. Method

	Method Used
4.1 Multiple Tube Fermentation Technique (MTFT)	
a. Number of samples showing presence of coliform group	0
b. Percent (%) to samples examined (4.1a / 3.a X 100)	0%
c. Meets Standard (✓) Yes ( ) No	
(If b is 5% or less, check Yes)	
4.2 Membrane Filter Technique (MFT)	
a. Number of samples showing presence of coliform colonies	
b. Percent (%) to the total number of samples analyzed (4.2a / 3.a X 100)	
c. Meets Standard ( ) Yes ( ) No	
(If b is 5% or less, check Yes)	
4.3 Fecal Coliform Test (FCT)	
a. Number of samples showing presence of fecal coliform organism with MPN/100 ml value of 1.1 or more	0
b. Meets Standard (✓) Yes ( ) No	
(If a is zero, check Yes)	
4.4 Heterotrophic Plate Count (HPC)	
a. Number of HPC test conducted	18
b. Number of samples showing HPC value < 500 CFU/ml	18
c. Percent (%) to the number of test conducted (b / a X 100)	100%
d. Meets standard (✓) Yes ( ) No	
(If c is 100%, check Yes)	

Noted by:

Engr. NOEL G. BIEN
General Manager
8/9/17
Date

Prepared by VABColumna 8/1/2017 7:54 AM

TABACO CITY WATER DISTRICT
SUMMARY REPORT ON MICROBIOLOGICAL TEST
MONTH OF AUGUST 2017

1. Production actually served by utility
   (No. of service connections x average no. of persons per service connection) — 88,205
   (i.e. 13,570 x 6.5)

2. Required minimum number of sample
   (Based on the following table) — 18

Population Served	Minimum frequency of sampling
Less than 5,000	One (1) sample monthly
5,000 100,000	One (1) sample per 5,000 population monthly
More than 100,000	20 samples plus 1 sample per 10,000 population monthly

3. Sample Requirement:
   a. Number of samples examined — 19
   b. Percent (%) to the minimum required — 106%
   c. Meets Standard (✓) Yes ( ) No
   (If b is 100% or more, check Yes)

4. Method
   4.1 Multiple Tube Fermentation Technique (MTFT) — Method Used
      a. Number of samples showing presence of coliform group — 0
      b. Percent (%) to samples examined (4.1a / 3.a X 100) — 0%
      c. Meets Standard (✓) Yes ( ) No
      (If b is 5% or less, check Yes)

   4.2 Membrane Filter Technique (MFT)
      a. Number of samples showing presence of coliform colonies
      b. Percent (%) to the total number of samples analyzed (4.2a / 3.a X 100)
      c. Meets Standard ( ) Yes ( ) No
      (If b is 5% or less, check Yes)

   4.3 Fecal Coliform Test (FCT)
      a. Number of samples showing presence of fecal coliform organism with MPN/100 ml value of 1.1 or more — 0
      b. Meets Standard (✓) Yes ( ) No
      (If a is zero, check Yes)

   4.4 Heterotrophic Plate Count (HPC)
      a. Number of HPC test conducted — 19
      b. Number of samples showing HPC value < 500 CFU/ml — 19
      c. Percent (%) to the number of test conducted (b / a X 100) — 100%
      d. Meets standard (✓) Yes ( ) No
      (If c is 100%, check Yes)

Noted by:

Engr. NOEL G. BIEN
General Manager
Date

Prepared by VABColumna 9/4/2017 3:52 PM

TABACO CITY WATER DISTRICT
SUMMARY REPORT ON MICROBIOLOGICAL TEST
MONTH OF SEPTEMBER 2017

1. Production actually served by utility
   (No. of service connections x average no. of persons per service connection) — 88,504
   (i.e. 13,616 x 6.5)

2. Required minimum number of sample — 18
   (Based on the following table)

Population Served	Minimum frequency of sampling
Less than 5,000	One (1) sample monthly
5,000 - 100,000	One (1) sample per 5,000 population monthly
More than 100,000	20 samples plus 1 sample per 10,000 population monthly

3. Sample Requirement:
   a. Number. of samples examined — 18
   b. Percent (%) to the minimum required — 100%
   c. Meets Standard (✓) Yes ( ) No
   (If b is 100% or more, check Yes)

4. Method
   4.1 Multiple Tube Fermentation Technique (MTFT) — Method Used
   a. Number of samples showing presence of coliform group — 0
   b. Percent (%) to samples examined (4.1a / 3.a X 100) — 0%
   c. Meets Standard (✓) Yes ( ) No
   (If b is 5% or less, check Yes)

   4.2 Membrane Filter Technique (MFT)
   a. Number of samples showing presence of coliform colonies
   b. Percent (%) to the total number of samples analyzed (4.2a / 3.a X 100)
   c. Meets Standard ( ) Yes ( ) No
   (If b is 5% or less, check Yes)

   4.3 Fecal Coliform Test (FCT)
   a. Number of samples showing presence of fecal coliform organism with MPN/100 ml value of 1.1 or more — 0
   b. Meets Standard (✓) Yes ( ) No
   (If a is zero, check Yes)

   4.4 Heterotrophic Plate Count (HPC)
   a. Number of HPC test conducted — 18
   b. Number of samples showing HPC value < 500 CFU/ml — 18
   c. Percent (%) to the number of test conducted (b / a X 100) — 100%
   d. Meets standard (✓) Yes ( ) No
   (If c is 100%, check Yes)

Noted by:

Engr. NOEL G. BIEN
General Manager
10/2/17
Date

Prepared by VABColumma 10/2/2017 4:04 PM

TABACO CITY WATER DISTRICT
SUMMARY REPORT ON MICROBIOLOGICAL TEST
MONTH OF OCTOBER 2017

1. Production actually served by utility
(No. of service connections x average no. of persons per service connection) — 88,855
(i.e. 13,670 x 6.5)

2. Required minimum number of sample
(Based on the following table) — 18

Population Served	Minimum frequency of sampling
Less than 5,000	One (1) sample monthly
5,000 - 100,000	One (1) sample per 5,000 population monthly
More than 100,000	20 samples plus 1 sample per 10,000 population monthly

3. Sample Requirement:
a. Number of samples examined — 18
b. Percent (%) to the minimum required — 100%
c. Meets Standard (✓) Yes ( ) No
(If b is 100% or more, check Yes)

4. Method
4.1 Multiple Tube Fermentation Technique (MTFT) — Method Used
a. Number of samples showing presence of coliform group — 0
b. Percent (%) to samples examined (4.1a / 3.a X 100) — 0%
c. Meets Standard (✓) Yes ( ) No
(If b is 5% or less, check Yes)

4.2 Membrane Filter Technique (MFT)
a. Number of samples showing presence of coliform colonies
b. Percent (%) to the total number of samples analyzed (4.2a / 3.a X 100)
c. Meets Standard ( ) Yes ( ) No
(If b is 5% or less, check Yes)

4.3 Fecal Coliform Test (FCT)
a. Number of samples showing presence of fecal coliform organism with MPN/100 ml value of 1.1 or more — 0
b. Meets Standard (✓) Yes ( ) No
(If a is zero, check Yes)

4.4 Heterotrophic Plate Count (HPC)
a. Number of HPC test conducted — 18
b. Number of samples showing HPC value < 500 CFU/ml — 18
c. Percent (%) to the number of test conducted (b / a X 100) — 100%
d. Meets standard (✓) Yes ( ) No
(If c is 100%, check Yes)

Noted by:

Engr. NOEL G. BIEN
General Manager

Date

Prepared by VABColumna 11/13/2017 4:15 PM

TABACO CITY WATER DISTRICT
SUMMARY REPORT ON MICROBIOLOGICAL TEST
MONTH OF NOVEMBER 2017

1. Production actually served by utility
   (No. of service connections x average no. of persons per service connection) — 89,479
   (i.e. 13,766 x 6.5)

2. Required minimum number of sample
   (Based on the following table) — 18

Population Served	Minimum frequency of sampling
Less than 5,000	One (1) sample monthly
5,000 - 100,000	One (1) sample per 5,000 population monthly
More than 100,000	20 samples plus 1 sample per 10,000 population monthly

3. Sample Requirement:
   a. Number. of samples examined — 18
   b. Percent (%) to the minimum required — 100%
   c. Meets Standard (✓) Yes ( ) No
   (If b is 100% or more, check Yes)

4. Method
   4.1 Multiple Tube Fermentation Technique (MTFT) — Method Used
      a. Number of samples showing presence of coliform group — 0
      b. Percent (%) to samples examined (4.1a / 3.a X 100) — 0%
      c. Meets Standard (✓) Yes ( ) No
      (If b is 5% or less, check Yes)

   4.2 Membrane Filter Technique (MFT)
      a. Number of samples showing presence of coliform colonies
      b. Percent (%) to the total number of samples analyzed (4.2a / 3.a X 100)
      c. Meets Standard ( ) Yes ( ) No
      (If b is 5% or less, check Yes)

   4.3 Fecal Coliform Test (FCT)
      a. Number of samples showing presence of fecal coliform organism with MPN/100 ml value of 1.1 or more — 0
      b. Meets Standard (✓) Yes ( ) No
      (If a is zero, check Yes)

   4.4 Heterotrophic Plate Count (HPC)
      a. Number of HPC test conducted — 18
      b. Number of samples showing HPC value < 500 CFU/ml — 18
      c. Percent (%) to the number of test conducted (b / a X 100) — 100%
      d. Meets standard (✓) Yes ( ) No
      (If c is 100%, check Yes)

Noted by:

Engr. NOEL G. BIEN
General Manager

Date

Prepared by VABColumna 12/12/2016 9:59 AM

COLLECTION EFFICIENCY		NRW
MONTH	RATE	
January	64.36%	16.89%
February	79.32%	17.56%
March	86.81%	17.84%
April	86.37%	14.25%
May	91.01%	19.11%
June	91.36%	17.04%
July	92.86%	17.69%
August	93.12%	17.88%
September	92.69%	11.54%
October	93.62%	17.72%
November	93.18%	15.53%
TOTAL	87.70%	16.64%

AVERAGE PER MONTH

As for the result of the Collection Efficiency , it shows that the district meet the requirement of LWUA of maintaining 90% on collection efficiency and Below 25% on NRW thus, corrective action shall be issued as to trace the root cause and provide measures to address the corrective action on this matter.

4) *Nonconformities and corrective actions;*

TCWD issued non-conformities and was given corrective actions. As for the complaints from the concessionaires, the district used a service order form that will determine the root cause, correction, corrective action on the service order form.

5) *Monitoring and measurement results;*

TCWD determines the Mean of all the evaluation conducted as to know the reason of the occurrence of the problem. The district uses the descriptive statistics in interpreting the data collected in order to provide factual information. As for the review input of the management, Supplier's Evaluation, Employee's Satisfaction Survey and Concessionaires' Satisfaction Survey are some of the tools used in order to gauge the performance of the district.

As for the effectiveness of the TCWD's QMS, the district designed a formula that would best measure the effectiveness of the QMS.

Criteria	Percentage
Concessionaires Satisfaction	**20%**
No. of Complaints Attended	**20 %**
Quality of water (Passing the Physical Chemical Test and Bacteriological Test)	**15%**
Percentage of risk reduced the likelihood	**15%**
Percentage of risk that occur	**15%**
Rating of OPCR, DPCR & IPCR	**15%**

6) Audit results;

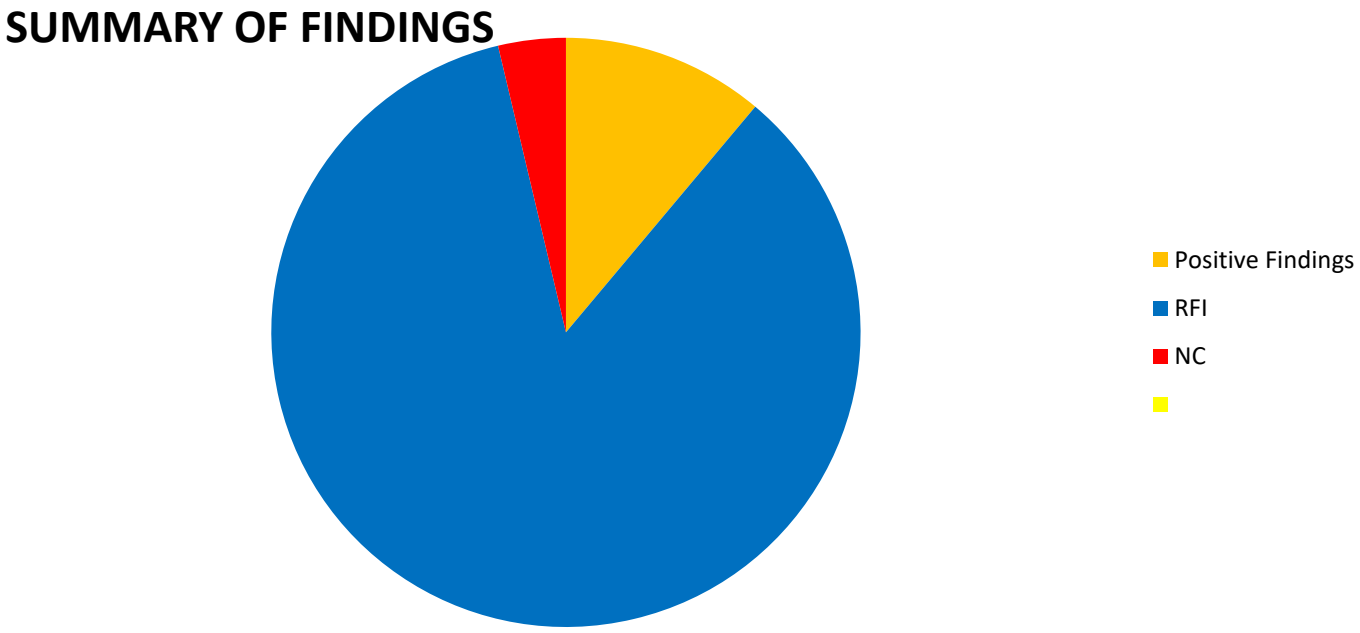
As for the audit result from the previous Internal Audit which was conducted last December 8, 11 & 12 , listed hereunder is the list of Findings:

DEPARTMENT	POSITIVE FINDINGS	RECOMMENDATION FOR IMPROVEMENT	NON-CONFORMITIES
TOP MANAGEMENT	All resources needed by the employees are well provided by the Top Management	May further determine the interested parties of the district to include association of water districts	
	Commitment of the Top Management is commendable	Consider to include the financial projection of the district on the business plan	
	2	**2**	**0**
ADMIN, HR and FINANCE	**Complete attachment on all disbursement**	**All materials should be properly labeled for easy identification**	
	All records are orderly filed	**Ensure that defective materials should be segregated and properly labeled to avoid unintended use**	
		Dispose all items that are not necessary	
		Check the safety data sheet of chemical and filtering materials	
		5S implementation	
		May further analyze the needs and expectations of interested parties	
		Revisit the risk register to include risks particularly on hiring/training	
		Ensure that training needs and analysis is conducted prior to preparation of training plan	
		Ensure that the signature of the approving body is indicated on all documented information	
		Indicate the target date of completion on the opportunities with action plan table	
		Ensure the preventive maintenance of all Equipments of the district e.g. Aircon, computer.	
		Ensure that all suppliers/External Providers are evaluated	
		Update the list of accredited suppliers	
		Ensure the RA. 9184 included on the list of external documents	
	2	**14**	**0**

COMMERCIAL DIVISION	There are two assigned personnel specifically conduct investigation for illegal connection and other services	Ensures the measurability of the target of accessing indicator e.g. to reduce the complaints by 0%	
	With Android software for meter reading	Should have separate logs for complaints via walk-in, fb, phone calls, etc	
		Ensure easy tracking of acted complaints	
		Ensure that all MOs endorsed to the Technical Division be closely monitored and should have its status within 3 days	
		Ensure that all returned MOs from the Technical Division should have acknowledgment by the concessionaries	
		Enhance checklist requirements for installation of new connections repair	
		Improve system of filing	
		Ensure date of review of investigation reports	
		Ensure complete data on the system for Service Requests re: number of hours and amount	
		Revisit risk register for Billing Section	
		Ensure to provide the copy of opportunities with action plan	
	2	**11**	**0**

		May consider to include other divisions on the interested parties	NRW is 27% for the month of October and 29% on August which is higher than the 25% requirement set by LWUA for water district's NRW.
		Further analyze the likelihood and severity of some risks on the risk register	
		Ensure that the risk on replacement of bridge crossing will be determined and must be included on the risk register	
		Target date of completion on the opportunity must be indicated	
		Ensure to update the list of external documents to include ISO standard and Data Privacy Act	
		Update the retention records of the division	
		Ensure the Preventive Maintenance Plan for the equipments such as genset must be provided.	
TECHNICAL DIVISION (CONSTRUCTION and MAINTENANCE / PRODUCTION)		May consider providing a monitoring tool for all work order and ensure to indicate the target date of completion and the actual date of completion on the work order report	
		Ensure the rating of the January to June 2017 DPCR	
		Ensure the availability of the mask, gloves and laboratory gown on all pump stations.	
		Ensure that the chlorination tank or drum is not directly exposed. It must be in a covered area.	
		Water Permits should be posted on all pump stations.	
		Gen Set must be properly covered.	
		Quality policy shall be posted on all pump stations	
		Ensure the maintenance of the pump control at San Antonio Well 1	
		Ensure that the Gen set on San Antonio Pump Station will be replaced.	
		Ensure the signature of the concessionaire on the maintenance order or service request forms.	
		Ensure to provide the report on all flushing done.	
	0	**19**	**2**

Dept.	Positive Findings	RFI	NC
TOP MANAGEMENT	2	2	0
ADMIN, HR and FINANCE	2	14	0
COMMERCIAL DIVISION	2	11	0
TECHNICAL DIVISION (CONSTRUCTION and MAINTENANCE / PRODUCTION)	0	19	2
Total	6	46	2



Audit Conclusion: Based on the internal audit conducted, it shows that there are 2 non conformity Findings, 6 Positive Findings and 46 Opportunities for Improvement. As concluded, the Technical Division has Non conformity findings . Corrective Action were issued accordingly and the OFI Findings will be included on the opportunities with action plan if applicable

7) *The performance of external providers;*

As for the performance of the external providers, all are rated in the level of the districts acceptability. As all supplier/external providers passed the PHILGeps requirements.

(Please refer to the evaluation of suppliers)

As for the result of the Supplier's/External Provider's Re-Evaluation, the over-all mean is **3.7** which is equivalent to **Very Good.** This means that the district is satisfied with the performance given by the external providers.

d) The adequacy of resources;

- Resources needed by TCWD were provided by the Top Management since all are included in the 2017 budget of the district.

e) The effectiveness of actions taken to added risks and opportunities;

- Evaluation of the effectiveness of the added risk and opportunities shall be reflected on the next management review since this is the first implementation of the Risk Assessment of TCWD.

REVIEW OUTPUT

a) Opportunities for improvement;

As for the improvement of the district:

- Conduct of hydraulic analysis to verify the demand of water supply in the Municipality of Tabaco City.

- commercial division will monitor the percentage of the response time on the actions for the complaints.

- Monitoring of the citizen's charter on all divisions.

Additional to this, the General Manager and Board of Directors shall be conducting a yearly accomplishment meeting for the accomplishment of TCWD's Business Plan.

b) Any need for changes to the quality management system

As for the plan of the district, This is to include the monitoring of the performance of the district with the main function of the district and that is the quality of the water distributed on the concessionaires of Tabaco City, Albay.

As audit conclusion, it shows that the district is continuously implementing its QMS effectively.

c) Resource needs.

All resources needed were indicated in the budget for 2018.

Prepared by:

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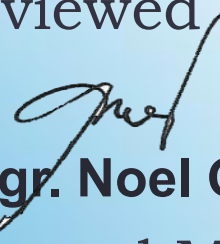

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General Manager