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01 100 2034753

Audit Report as per

ISO 9001:2015

for

Angat Water District

269 M. A. Fernando St. Sta. Cruz, Angat,

Bulacan,

Philippines

Client	Standard	Certification Number	Audit Type
Angat Water District	ISO 9001:2015	01 100 2034753	Surveillance Audit

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Client's representative	ARTURO Torres
Audit (team) leader	Maribeth Lucanas (Lead Auditor)
Audit team	Elisa Cruz (Auditor)
Audit date	2024-10-03 - 2024-10-03

1. Audit result

Management system effectiveness was verified by an appropriately selected audit team. This applies in particular to the compliance of workflows with standard requirements and descriptions in the management system documentation. The audit objectives as mentioned in the audit plan, the special features of the organization's business activities, the applicable statutory and regulatory requirements set forth in other generally applicable documents were also take into account. This was done by means of a sampling approach, by conducting interviews and reviewing the appropriate documentation. Audit findings and recommendations regarding opportunities for improvement have been set forth in section 4 of this report.

Nonconformities from last audit	There were no nonconformities revealed during last audit.
Nonconformities current audit	The current audit did not reveal any nonconformities.
Re-Audit	A re-audit is not required. In case the current audit did reveal nonconformities please refer to the nonconformity report for more details.
Stage 1 Audit	The current audit is a surveillance audit. Hence, a stage 1 audit was not performed.

The organization has established and maintains an effective system to ensure compliance with its policy and objectives. The audit team confirms in line with the audit targets that the organization's management system complies with, adequately maintains and implements the requirements of the standard.

Recommendations:

- Maintenance of the existing certification

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2. Scope

2.1. Description of the organization

Local Water Utilities Administration issued the Conditional Certificate of Conformance Number 292 on June 11, 1987. The Angat Water District and the worn-out facilities of the Municipal Water System were turned over to the AWD. The district was classified under the depressed Category with 250 water connections.

Late 1990s, the AWD had successfully secured the financial and technical assistance from the Local Water Utilities Administration for the construction of a new water system to replace the battered one. The management promised the water users of 10 hours of service instead of 2 hours upon completion of the project. After the completion of the new water system, 24 hours of service were given, thereby the increase in water connections. The AWD continues to grow and increase its service connections. An additional reservoir and support well were constructed.

Through the combined efforts and sacrifices of the personnel, the AWD was chosen by the LWUA as the Most Outstanding Water District in the Philippines (Average Category) in 1995 and 2001. In 2006 the AWD bagged the Outstanding Water District Award (Medium Category) Nationwide and the Top Water District Performer Award (Medium Category) in 2007.

On June 27, 2019, the AWD received the Certificate of Categorization as a Category B Water District from the Local Water Utilities Administration for achieving 10,091 active service connections as of December 31, 2018.

From the 250 service connections under the depressed category in 1987, the district is now classified under Category B Water District with 11 pumping stations serving 14 out of 16 barangays with 10, 578 active concessionaires

Vision

One Hundred Percent Area Coverage and consumers' satisfaction.

Mission

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To develop more water sources and maintain highest level of operations. (e.g. products, services), key processes/activities, affiliation with corporations, key accounts, clientele, etc.

2.2. Scope of certification

Standard	Scope of certification
ISO 9001:2015	Provision of Water Services to Concessionaires of Angat, Bulacan.

The audit took appropriate account of multi-shift operations and sampled documented information and records considering the activities performed during the shifts.

Office-based: Monday to Friday, 1 shift (8am – 5pm)

Pump Stations: Monday to Sunday, 3 shifts (8 hours per shift)

The audit has not been carried out in the context of a multi-site certification.

The audit was done on-site and didn't include any remote auditing activities.

Locations audited during the audit are marked accordingly within the table in the Annex to this report.

3. Changes in the management system / Contract review

No major changes have been made to the management system and the management system documentation since the last audit. However, changes on the vision and mission statement to include septage management under Quality Management Manual rev 01 Effective August 13, 2024.

The order details which form the basis of the audit (including number of employees, scope and sites) reflect the actual situation in the organization.

The description of the scope in the certificate appropriately reflects the scope of the management system.

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The audit plan was not changed during the audit.

4. Audit findings

The audit findings related to the audited standard are listed in the Annex to this report. In view of the sampling approach applied to the audit, weaknesses and nonconformities may still exist which have not been identified during the audit.

No.	Location / Department / Process	Positive findings
1.	/ / Awards and Recognition	<p>Certificate of Appreciation given by LWUA in recognition of invaluable support to the success of Cleanup Drive celebration of World Earth Day 2024 held on April 30, 2024</p> <p>Certificate of Appreciation given by DEPED Region III central Luzon schools division for dedication, outstanding efforts and generosity for donating school handwashing and drinking station on April 18, 2023</p> <p>Certificate of Appreciation given by Alternative Learning System in recognition and appreciation for unwavering support and contribution as partners / stakeholders to the success implementation of ALS programs, projects and activities in the district of Angat during school year 2022-2023 given on May 30, 2024 & August 1, 2024</p>
2.	/ / Management	Consistent COA Unmodified opinion on fairness of presentation of the financial statements since 2018 to date

The following recommendations and opportunities for improvement were identified during the audit and are intended to contribute to the continuous improvement of the management system.

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No.	Location / Department / Process	Opportunities for improvement
1.	/ / Internal Audit Process	Consider to set timeliness of audit activity phases to ensure process control is in place (planning, findings closure, issuance of CAR, audit deliverables, etc.
2.	/ / Calibration – Water Meters	Ensure that the calibration provided by the supplier includes traceability to measurement standards. This traceability ensures the accuracy and reliability of the measurements, which is crucial for maintaining the integrity of the water meters.
3.	/ / Production	Further improve the mitigating plan by ensuring that in the event of failed water quality results, the safety plan is promptly implemented.
4.	/ / Customer Account and Services	<p>Process and guidelines from meter reading, distribution and billing should be ensured and in place.</p> <p>Consistently secure evidence of the activity accomplishments or receipt (SR – receive time and other monitoring) including abnormal observation during meter reading.</p> <p>Similarly, ensure to keep evidence of receipt or distribution of bill notices to the concessionaire.</p>
5.	/ / Design and Development	The validation conducted on the pressure surrounding the proposed project site needs to be properly documented to ensure accurate records are maintained for future reference and verification.
6.	/ / Risk Assessment	There is a need to improve identification of risk associated to the activity and achievement of objectives/targets.

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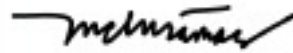
		Likewise, existing control should be defining specifically instead general approach ("Seminar/training ")
7.	/ / External provider	To ensure confidence level, evidence of competency of the outsource provider may also consider e.g., programmer.

5. Dates

Due date for the next audit	2025-10-24
Agreed date for the next audit	2025-10-24
Audit release date	2024-10-14

2024-10-03

Signature date



Signature

All information gained during the audit will be treated with strict confidentiality by the audit team and the certification body.

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Annex ISO 9001:2015

Context of the organization
<p>The organization has determined internal and external issues related to the following subject areas:</p> <ul style="list-style-type: none"> - Water meter missing - Waiting for Septage fee LWUA not yet approved - Non-completion of projects due to improper implementation - Non-completion of projects due to problem of funds - Non-completion of projects due to contractor delays - Improper planning and designing of projects due to lack of training of employees - Non-communication with Division Heads & Sections - hazardous environment due to extreme weather/climate change <p>"The organization has adequately considered climate change as part of the analysis of internal and external issues and the requirements of interested parties and has aligned the management system accordingly."</p> <p>The organization has identified interested parties and the requirements of these parties. Examples for such parties are:</p> <p>Interested Parties Needs and Expectations Customers - Quality and Safe Water Employees/Customers - Salary and benefits Regulatory Agencies - Compliance of requirements Management - Efficiency and Productivity External Providers - Payment and continued business Local Government Units - Compliance to Requirements</p>
Policy and objectives
<p>Top management has declared its MS-policy binding and implemented. The MS-policy is appropriate and provides a framework for the respective objectives. It commits all employees to pursue continuous management system improvement. The objectives are measurable and are controlled, communicated and updated regularly. Key objectives include:</p> <p>Engineering & Operation</p> <ul style="list-style-type: none"> - 100% Compliance to all PBB Requirements - 90% Collection Ratio

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- 100% Monitoring of daily Chlorine Residual of random water samples met the 0.2 to 0.4 ppm for chlorine dioxide allowed by PNSDW
- Maintained the NRW to $\leq 20\%$
- 100% Maintenance of pumps, motors, control panels and other pump equipment
- 100% Good working condition of all standby generators
- 100% passed on the monthly bacteriological test of water sample from concessionaire
- All AWD Pumping stations' cleanliness are 100% properly maintained

Construction and Maintenance

- 100% On time preparation of plans, designs and program of work for AWD projects
- Achieved 82.69 % of household will have access to potable water against the total number of household within the coverage area of the AWD
- Maintained $\leq 30\%$ of Non Revenue Water (NRW)
- Restored water supply within 72 hours
- 100% passed on the physical/chemical test of water source and consumer tap sample
- 100% passed on the monthly bacteriological test of water sample from concessionaire
- 100% Ensure that equipment's are properly maintained in good working condition
- 100% Ensure that water meters were properly calibrated to ensure the good working condition of water meter

Customer Accounts & Services

- 100% Accuracy & On-time Scheduling of Due Dates
- 100% On-time meter reading, encoding/accuracy allowance for errors (0.20%)
- 100% on-time printing & preparation of bill notices for distribution
- 100% on-time distribution of bill notices
- 100% on-time posting accuracy of bill collections
- 100% on time & accurate remittance of collections
- 100% on-time posting of bill penalties
- 90% Disconnection
- 90% Collection Efficiency
- 90% Collection Ratio
- 100% Reconnection
- 100% Backing up (files) of the billing system
- 100% Customer complaints acted upon receipt of complaint
- 100% response on queries/service requests
- 4.0 Customer Satisfaction
- 20 new service connections per month

Process control incl. outsourced processes

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The processes available in the organization have been identified and documented. Process workflows and interactions have been described and appropriately controlled. The processes are evaluated at regular intervals by means of key performance indicators. Key processes within the scope of product realization include:

- Top Management
- Internal Audit
- Document Control
- HR (Training / Recruitment)
- Purchasing
- Warehouse / Storage
- Commercial
 - Meter Reading
 - Billing and Collection
 - New connections
 - Disconnection/Reconnections
- Customer Service
 - Customer Satisfaction
 - Customer Complaints
- Accounting, Cash Management and Budget
- Production & Engineering
 - Planning
 - Design and Development
 - Construction
 - Repair and Maintenance (Pipelines)
 - Calibration (water meters)
- Water Generation and Quality Assurance
 - Maintenance (Pump Stations)
 - Calibration (Flowmeters and other measuring equipment inside PS)

The following processes have been outsourced and are appropriately reviewed and controlled:

- Water Testing - Ameer Diagnostic Laboratory
- Water testing Pesticide – CRL environment Corporation
- Calibration – Maynilad Water services Inc.
- Security - KF Security
- Consultant – Full force consultancy
- Maintenance –(Submersible) – Pump Asia Industrial Co.

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- PMS of Genset JRCO Industrial Machiner trading
- Programmer Alfredo Caldejon Jr.
- Septage Management – Baliwag Water district

Risk-based thinking

The requirements for risk-based thinking are being realized in the organization as follows:

Risk-based thinking has been applied for the following processes:

- Pump Station Operation
- Administration
- Human Resource
- Purchasing
- Engineering
- Administration
- Commercial
- Finance

Examples of risks and opportunities of processes identified are:

- Unable to detect the high-risk areas and other weaknesses of the division due to weak Internal audit
- Weak internal audit due to absence of the assigned internal auditor
- Unavailability of the auditee/s on the scheduled audit due to WFH arrangement during pandemic
- Unavailability of Auditors that will lead to delay in the audit schedule
- Lapses on the audit date that will lead to renewal of certificate
- Corruption of files due to computer virus
- Inability to trace records due to absence of the assigned personnel
- Use of highly confidential record as scrap that will lead to violation against the DPA of 2012
- Failed bidding resulting to delayed procurement
- Quoted items are already phase out during serving of purchase order due to long process of procurement
- Difficulty in implementation of ISO 9001:2015 policy for the second surveillance audit due to negligence of employees
- Delay in publication of vacant positions vacated by incumbents that were promoted to higher positions due to late approval of submitted appointments by CSC
- No attendance to trainings due to unavailability of needed trainings from CSC accredited agencies
- On time preparation & submission Physical targets/accomplishment to LWUA on time/ Grant PBB
- Accurate meter reading to eliminate errors and customer complaints
- Posted early announcements on water interruptions, programs, activities to disseminate information to the public

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- Water interruption due to power interruption during calamity
- No maintenance assistance on personal vehicle used by WRFO performing their official duties & responsibilities
- Damage to property or lost of something valuable in the PS because of Unsecured pumping stations due to absence of 24/7 security of PS
- Difficulty in Resolving Relevant Climate Change issues due to unavailability of funds
- Failure to pass the PNSDW Standards due to Contamination of water sample due to improper handling of water sample
- Incompliance to PNSDW Standards due to Collected water sample failed to pass the Daily Chlorine residual test (0.5-1.5ppm) due to less amount of Chlorine mixture fed
- Complaints on high consumption caused by wrong meter reading due to stuck-up meter
- stolen/missing water meter due to the brass content
 - Inaccurate water billing due to stolen/missing water meter
- hazardous environment due to extreme weather/climate change
- Dangerous animal bite
- Not wearing safety gear
 - Unsatisfied employees due to mistreatment or bias decisions of supervisors
- Wrong salaries due to Late submission of OT authorization

Examples of measures taken to react on identified risks are:

Monitoring of LWUA Policy and date of submission of reports & document requirements

- Monitor the implementation of IATF MCs and AWD Policy on Covid-19 Response Measures
- Monitor AWD Citizens' Charter & RA 11032
- Monitor the implementation of RA 9275/ AWD-Baliwag WD MOA on Desludging & Treatment Services, Purchase AWD own Vacuum Truck, Request for additional capacity to BWD if possible
- Inform supplier to submit requirements together with the price quotation or look for other suppliers who can provide the complete requirements
- Expedite procurement process the earliest possible time as indicated in RA 9184
- Monitor the implementation of ISO 9001:2015 Policy
- Monitor the follow-ups of appointment status to CSCFO
- Monitor Training Plan & Develop in-house training based on the needs of employees & look for webinars
- monitoring of errors of meter readings per zone
- On-time dissemination of information /advisories on water interruption, programs, activities
- Continue follow up Meralco on the reported power interruption for proper action
- Monitor the providing maintenance assistance in case the personal service used in performing their official duties & responsibilities that needs repair
- Monitor the building of fences and properly locked gates

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- To replace water meter from brass to plastic
- To monitor reading consumption from the previous months
- Monitor working hours of the employees
- Provide assistance and monitor employee who was bitten
- Wear proper safety gear
- Implementation & Monitoring of CSC Laws and Rules
- Monitoring of submission of OT authorization

Examples of risks and opportunities concerning the context of the organization are:

- Incompliance to LWUA requirements due to late submission and not achieving the required Performance target of AWD
- Compliance to 8888, Did not act on complaints within 72 hours upon receipt due to negligence
- Septage Fee is not yet approved by the LWUA

Concerning risk based thinking the following tools are used:

- SWOT Analysis
- Risk Register updated July 2, 2024

Customer-related and other requirements

The organization analyses and evaluates customer requirements and/or enquiries and any documented, assumed, statutory and regulatory requirements within the scope of a production and feasibility study performed in a team. The person who prepared the offer reviews the contract to ensure its compliance with the offer and documents this compliance in an order confirmation. The same procedure applies to amendments.

The following process requirements significantly affect product or service quality:

- Water quality inspection - chlorine residual, water pressure,
- Microbiological Water Analysis
- Maintenance activity
- Quality equipment and calibration
- Pump station maintenance
- Availability and competence of manpower
- Availability operation materials
- Ontime, accurate and complete payment collection
- Calibration of newly installed / replace meter
- Customer support

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- Planning, Design and Construction
- Allowable extraction
- Flowmeter reading
- Generator Permit to operate
- Pump efficiency Test
- Accuracy of water meter reading

Key regulatory, statutory and customer-related requirements include:

- Local Water Utilities Administration (LWUA)
- The Philippine National Standard for Drinking Water 2017 DOH
- The Guidelines for Monitoring the Bacteriological Quality of Drinking Water in the Philippines DOH
- RA 9184 (Government Procurement Act)
- Qualification Standard of Civil Service Commission, revised 1997
- Energy Regulatory Commission
- Environmental Compliance Certificate
- National Water Resource Board Water Permits

Customer satisfaction and complaints

The organization maintains documented and effective procedures governing the handling of information, data analyses, improvement actions and responses to customer feedback.

Overall Customer Satisfaction 2024 – 4.6 equivalent to excellent

Overall Employee Satisfaction 2024 – 4.7 equivalent to excellent

Total Complaints received is 17

A. NO Water - 5

B. Low Pressure - 10

C. Dirty Water - 2

All complaints were addressed at the time of audit.

Internal audit and management review

The organization measures the implementation, maintenance and effectiveness of the management system by means of annually scheduled system audits. The organization reliably carries out these audits on May 13 – 17 & 20, 2024 with five (5) auditors.

Audit Results

NE – 5

OFI – 30

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NC – 0

All findings are still open with actions in-progress.

Top management reviews the organization's management system at regular intervals and in line with the requirements to ensure its continuous suitability, adequacy and effectiveness. The management review was carried out in accordance with the requirements and was effective.

Date of last management review: 2024-08-22

Use of certificate and logo

The organization uses the logo and/or the certificate (e.g. on business cards, company brochures, websites etc.) in compliance with the requirements.

Standard Clause	4.1	4.2	4.3	4.4	5.1	5.2	5.3	6.1	6.2	6.3		
Rating *	1	1	1	1	1	1	1	1	1	1		
Major nonconformity	0	0	0	0	0	0	0	0	0	0		
Minor nonconformity	0	0	0	0	0	0	0	0	0	0		
Standard Clause	7.1	7.2	7.3	7.4	7.5	8.1	8.2	8.3	8.4	8.5	8.6	8.7
Rating *	1	1	1	1	1	1	1	1	1	1	1	1
Major nonconformity	0	0	0	0	0	0	0	0	0	0	0	0
Minor nonconformity	0	0	0	0	0	0	0	0	0	0	0	0
Standard Clause	9.1	9.2	9.3	10.1	10.2	10.3						
Rating *	1	1	1	1	1	1						
Major nonconformity	0	0	0	0	0	0						
Minor nonconformity	0	0	0	0	0	0						

* Rating:

1 = conforming

2 = not audited in this audit

3 = nonconformity (see nonconformity report)

4 = not applicable

Audit Report

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The following sites and their scopes are included in the scope of certification:

Certificate No.	Name / Address of site	Employees	Language	Scope of certification	Audited
01 100 2034753	Angat Water District 269 M. A. Fernando St. Sta. Cruz, Angat, Bulacan, Philippines	53	English	Provision of Water Services to Concessionaires of Angat, Bulacan.	<input checked="" type="checkbox"/>