



PROCESS MANUAL

METROPOLITAN WATERWORKS AND
SEWERAGE SYSTEM
Regulatory Office

RO-PM-05-05

Issuance Number: 1

Revision Code: 0

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Section: **MAI PROCESSES**

Effectivity Date: January 2016

Subject: **PREVENTIVE ACTION PROCEDURE**

1. PURPOSE:

To ensure that potential problems are identified and prevented from occurring.

2. SCOPE:

This procedure starts with the identification of potential causes of problems up to the implementation of action plans.

3. DEFINITION OF TERMS:

3.1 Management Team – MWSS-RO's management team consists of the Chief Regulator, DAs and DMs of TRA, ALA, CSR and FRA.

4. RECORD:

4.1 Preventive Action Forms

4.2 Monthly Performance Reports

4.3 Minutes of Management Review Meetings

5. REFERENCES:

5.1 ISO Clause Reference, ISO 9001: 2008 Clause 8.5.3

PREPARED BY: QMR

REVIEWED AND APPROVED BY: CHIEF REGULATOR



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6. PROCEDURE:

ACTIVITY FLOW	RESPONSIBLE	DETAILS
 START IDENTIFY IMPLEMENTATION OF PREVENTIVE ACTION PLANNING	Management Team	Preventive action planning is done when the following occur: <ul style="list-style-type: none">• New or revised product/service• New training environment• Any potential risk in process or risk
 CONDUCT POTENTIAL PROBLEM ANALYSIS	Management Team	List potential causes of problems. Use appropriate preventive action tool. Accomplish for preventive action. Use form FM-GEN-
 PREPARE PREVENTIVE MEASURES	Management Team/ Staff Concerned	Action plans are documented through the appropriate forms. Identify responsible function to implement preventive actions. Evaluate impact of preventive action on the other product/services. Preventive measures are submitted for management review.
 IMPLEMENT PREVENTIVE MEASURE A	All Concerned	Action plans are disseminated to all concerned for implementation.

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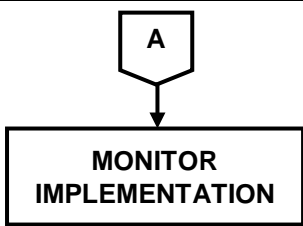
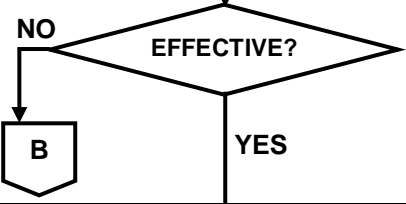
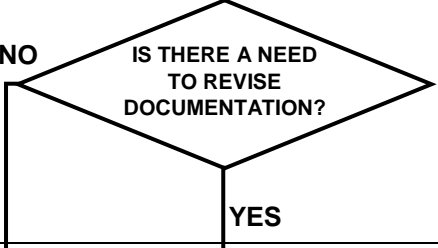
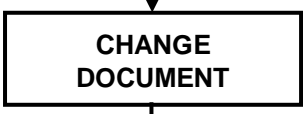

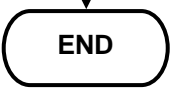
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ACTIVITY FLOW	RESPONSIBLE	DETAILS
	Management Team	Results of preventive measures are reviewed during the next Management Review and Month Performance Meeting (MPM). These are recorded in the minutes of the meeting. As needed, the preventive actions are reviewed to determine whether they are effective.
		
		
	Quality Management Representative (QMR)	To make sure changes are documented and done consistently, these are incorporated into the receptive documents following Document Control Procedure (PM-RMCI 02-05).
	Quality Management Representative (QMR)	
		

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REVIEWED AND APPROVED BY: CHIEF REGULATOR