

OFFICE ORDER NO. III  
Series of 2024

**RECERTIFICATION AUDIT OF THE MWSS REGULATORY OFFICE (RO)  
EXISTING QUALITY MANAGEMENT SYSTEM (QMS)**

In the interest of the service, and in view of the TUV NORD's conduct of the recertification audit of the MWSS RO'S QMS under ISO 9001:2015 Standards on 17 September 2024, which will be held at the RO Building, Katipunan Road cor. H. Ventura St., Bgry. Pansol, Balara Quezon City, the following are hereby approved:

**A. Participation of the following RO Talents:**

Top Management/ MR/ Department Managers	
<ul style="list-style-type: none"> <li>- Chief Regulator Patrick Lester N. Ty</li> <li>- DA Claudine B. Orocio-Isorena</li> <li>- DA Evelyn B. Agustin</li> <li>- DA Lee Robert M. Britanico</li> <li>- ADA Christopher D. Chuegan/ MR</li> <li>- DM Maricris T. Laciste/ MR</li> <li>- DM Joel A. Dominguez</li> </ul>	<ul style="list-style-type: none"> <li>- DM Joan Michelle S. Antonio</li> <li>- DM Clarissa T. Jallorina</li> <li>- DM Francis Eduardo P. Ayapana Jr.</li> <li>- ADM Mark Billy B. Antonio</li> <li>- DM Joriel M. Dagsa</li> <li>- DM Crescenciano B. Minas, Jr.</li> <li>- DM Ramon A. Javier</li> </ul>
Process Owners	
<b>TRA</b> <ul style="list-style-type: none"> <li>- DM Maricris T. Laciste *</li> <li>- Michael D. Claassen</li> <li>- Dianne Kristine B. Avila</li> </ul> <b>OCR</b> <ul style="list-style-type: none"> <li>- DM Joan Michelle S. Antonio*</li> <li>- Marie Antonette D. Manuel</li> <li>- Leo James B. Abaloyan</li> </ul> <b>CSR</b> <ul style="list-style-type: none"> <li>- DM Clarissa T. Jallorina*</li> <li>- Maria Eloisa C. Garcia</li> <li>- Ma. Victoria M. Villarba</li> </ul>	<b>ALA</b> <ul style="list-style-type: none"> <li>- DM Crescenciano B. Minas, Jr.*</li> <li>- DM Ramon A. Javier *</li> <li>- Ranjev M. Garcia</li> <li>- Christian Bernard B. Marcelino</li> <li>- Ken Harold M. Turalba</li> <li>- Klea Rejoice D. Luz</li> <li>- Yolanda Vicente</li> <li>- Sir Gil P. Maravilla</li> </ul> <b>Internal Quality Audit</b> <ul style="list-style-type: none"> <li>- DM Francis Eduardo P. Ayapana Jr. (ATL)*</li> </ul>
Internal Audit Team, "Members" (Observers)	
<ul style="list-style-type: none"> <li>- Charmaine Shiela A. Adeva</li> </ul>	<ul style="list-style-type: none"> <li>- Israel C. Bungay</li> </ul>





<ul style="list-style-type: none"> <li>- Mary Ann Monic P. Rodriguez</li> <li>- Elena T. Cheng</li> <li>- Sheena L. Guinaling</li> <li>- Christine E. Navarro</li> <li>- Justine C. Ignacio</li> <li>- Georgia Mae G. Macabeo</li> <li>- Ray Karlo M. Bonita</li> <li>- Renato R. Rodriguez</li> </ul>	<ul style="list-style-type: none"> <li>- Jezreel H. Pucio</li> <li>- Aljohn Deo E. Quinajon</li> <li>- Rocel Claresses M. Estabillo</li> <li>- Fiameto Je A. Baring</li> <li>- Ma. Carla N. Benito</li> <li>- Rosemay T. Aquino</li> <li>- Patricia Paula A. Seriritan</li> </ul>
<b>Secretariat</b> <ul style="list-style-type: none"> <li>- Christine Agatha R. Villanueva</li> <li>- Catherine F. Morota</li> </ul> <b>Provision of 2 Drivers</b>	<b>Samplers and Assistants</b> <ul style="list-style-type: none"> <li>- Richelle C. Cruz</li> <li>- Raheemah A. Gomez</li> <li>- Cesalyn DG. Briones</li> <li>- Bennielil C. Blones</li> </ul>

Note: \*Talents with two or more functions.

The Secretariat shall be responsible in the documentation of the proceedings, coordination of administrative concerns and provision of logistical requirements.

**a. Schedule of the Audit:**

17 September 2024, Tuesday				
Time	Process	Auditee	Auditor	Observer (RO IQA Team)
09.00AM	Opening Meeting	TUV NORD- Joanne Paula Turiya (JT) – Team Leader, Karl Vincent Herradura (KH), Eden Manauis (EM) & Romarico Antonio Santos (RS) Top Management Department Managers Process Owners Observers		



17 September 2024, Tuesday

Time	Process	Auditee	Auditor	Observer (RO IQA Team)
09.30AM	<ul style="list-style-type: none"> <li>➤ <b>Top Management</b></li> <li>➤ <b>Harmonized Client Satisfaction Measurement In-House Survey (revised In-house Customer Satisfaction)</b></li> <li>➤ <b>Internal Audit</b> <ul style="list-style-type: none"> <li>- Context of the organization (Internal/External, Scope)</li> <li>- Leadership (Commitment/Policy/ Roles/Responsibilities &amp; Authorities)</li> <li>- Planning (Risks&amp; opportunities/ Objectives/Changes)</li> <li>- Resources</li> <li>- Communication</li> <li>- General documented information</li> <li>- Monitoring, measurement, analysis and evaluation (Customer satisfaction/ Analysis&amp;Evaluation)</li> <li>- Internal audit</li> <li>- Management review</li> <li>- Improvement</li> <li>- Follow up of previous finding (if applicable)</li> <li>- Checking of use of logo (if applicable)</li> <li>- Changes of the system</li> </ul> </li> </ul>	PNT COI EBA LMB CDC (MR) MTL (MR) *Dept. Managers	JT AND KH	S. Adeva E. Cheng  M. Rodriguez
09.30AM	<ul style="list-style-type: none"> <li>➤ <b>Service Requirement and Document Control Process</b> <ul style="list-style-type: none"> <li>- General documented information</li> <li>- Customer satisfaction</li> <li>- Analysis and evaluation</li> <li>- Handling of customer complaints</li> <li>- Operational planning and control</li> <li>- Production and service provision (control/ identification &amp; traceability/ customer &amp; external property/ preservation/ post-delivery activities/ changes control)</li> <li>- Release of products and services</li> <li>- Control of nonconforming outputs</li> <li>- Environment for the operation of processes</li> </ul> </li> </ul>	Ms. Marie Antonette D. Manuel	RS	S. Guinaling C. Navarro



17 September 2024, Tuesday				
Time	Process	Auditee	Auditor	Observer (RO IQA Team)
	- Follow up of previous finding (if applicable)			
09.30 AM	➤ <b>Internal and External Communication (PID)</b> <ul style="list-style-type: none"> <li>- Awareness</li> <li>- Communication</li> <li>- Requirements for products and services</li> <li>- Follow up of previous finding (if applicable)</li> </ul>	DM Joan Michelle S. Antonio	RS	J. Ignacio
11.00 AM	➤ <b>Control of Documented Information / Records (DCC)</b> <ul style="list-style-type: none"> <li>- General documented information</li> <li>- Creating and Updating</li> <li>- Control</li> <li>- Follow up of previous finding (if applicable)</li> </ul>	Klea Rejoice D. Luz  Yolanda Vicente	JT	G. Macabeo
11.00 AM	<b>MIS</b> <ul style="list-style-type: none"> <li>➤ <b>Website Development &amp; Maintenance</b></li> <li>➤ <b>IT</b> <ul style="list-style-type: none"> <li>- Infrastructure</li> <li>- General documented information</li> <li>- Follow up of previous finding (if applicable)</li> </ul> </li> </ul>	Leo James B. Abaloyan	KH	R. Bonita
11.00 AM	<b>Accounting (ALA)</b> <ul style="list-style-type: none"> <li>➤ <b>Cash Disbursement</b></li> <li>➤ <b>Fiscal Reporting</b> <ul style="list-style-type: none"> <li>- General documented information</li> <li>- Operational planning &amp; control</li> <li>- Requirements for products and services</li> <li>- Follow up of previous finding (if applicable)</li> </ul> </li> </ul>	Sir Gil P. Maravilla	RS	R. Rodriguez
11.00 AM	➤ <b>Procurement (ALA)</b> <ul style="list-style-type: none"> <li>- General documented information</li> <li>- Control of externally provided processes, products and services</li> <li>- Follow up of previous finding (if applicable)</li> </ul>	Ranjev M. Garcia	EM	I.Bungay
12.00 PM	<b>LUNCH BREAK</b>			
1.00 PM	<b>SO Monitoring (WQCD)</b> <ul style="list-style-type: none"> <li>➤ <b>Water Quality</b></li> </ul>		JT	J. Pucio



17 September 2024, Tuesday				
Time	Process	Auditee	Auditor	Observer (RO IQA Team)
	<b>➤ Wastewater Quality</b> <ul style="list-style-type: none"> <li>- General documented information</li> <li>- Operational planning and control</li> <li>- Production and service provision (control/ identification &amp; traceability/ customer &amp; external property/ preservation/ post-delivery activities/ changes control)</li> <li>- Release of products and services</li> <li>- Control of nonconforming outputs</li> <li>- Environment for the operation of processes</li> <li>- Follow up of previous finding (if applicable)</li> </ul>	DM Maricris T. Laciste  Michael D. Claassen  Dianne Kristine B. Avila	EM	A. Fulgueras
1.00 PM	<b>➤ Preventive and Corrective Maintenance of FEV (ALA)</b> <ul style="list-style-type: none"> <li>- Infrastructure</li> <li>- General documented information</li> <li>- Monitoring and measuring resources</li> <li>- Follow up of previous finding (if applicable)</li> </ul>	DM Ramon A. Javier	KH	D. Quinajon
1.00 PM	<b>➤ Annual Adjustment of CPI-based Items (FRA)</b> <ul style="list-style-type: none"> <li>- General documented information</li> <li>- Operational planning and control</li> <li>- Production and service provision (control/ identification &amp; traceability/ customer &amp; external property/ preservation/ post-delivery activities/ changes control)</li> <li>- Release of products and services</li> <li>- Control of nonconforming outputs</li> <li>- Environment for the operation of processes</li> <li>- Follow up of previous finding (if applicable)</li> </ul>	Emmaruth D. Bobila	RS	R. Estabillo
2.30 PM	<b>➤ Legal Service Management (Legal)</b> <ul style="list-style-type: none"> <li>- General documented information</li> <li>- Operational planning &amp; control</li> <li>- Requirements for products and services</li> <li>- Follow up of previous finding (if applicable)</li> </ul>	Atty. Crescenciano B. Minas		F. Baring
2.30 PM	<b>HR (ALA)</b>			



17 September 2024, Tuesday				
Time	Process	Auditee	Auditor	Observer (RO IQA Team)
	<div>➤ Recruitment, Selection and Placement</div> <div>➤ Learning and Development<ul style="list-style-type: none"><li>- People</li><li>- Competence</li><li>- Awareness</li><li>- Communication</li><li>- Follow up of previous finding (if applicable)</li></ul></div>	Ken Harold Turalba	RS	C. Benito
		Christian Bernard D. Marcelino		R. Aquino
2.30 PM	<div>➤ Customer Complaint Management (CSR)<ul style="list-style-type: none"><li>- General documented information</li><li>- Operational planning and control</li><li>- Production and service provision (control/ identification &amp; traceability/ customer &amp; external property/ preservation/ post-delivery activities/ changes control)</li><li>- Release of products and services</li><li>- Control of nonconforming outputs</li><li>- Environment for the operation of processes</li><li>- Follow up of previous finding (if applicable)</li></ul></div>	Clarissa T. Jallorina	EM	P. Seriritan
		Maria Eloisa C. Garcia		
16.00PM	Auditor's consolidation of findings	Audit Team (TUV NORD)		
	Closing meeting preparation			
16.45PM	Closing Meeting	MWSS RO and TUV NORD		
05.15PM	END OF AUDIT			
	5 ExeCom, 9 DMs, 11 PO, 17 IQA, 2 Secretariat, 4 Samplers & Assistant, 2 Drivers, 4 Auditors TUV NORD = 54			

### Budgetary Requirements

For this purpose, the amount of **Twenty-Six Thousand Seven Hundred Thirty Pesos (PhP 26,730.00)** is approved to cover for the meals of the RO Talents and TUV auditors, chargeable against the Department of Budget and Management approved Corporate Operating Budget for CY 2024.



**Estimated Cost**

AM Snack	PhP	100.00
Lunch	PhP	250.00
PM Snack	PhP	100.00
Meals per pax	<b>PhP</b>	<b>450.00</b>
<i>No. of pax</i>		<i>54</i>
<b>Total Meals</b>	<b>PhP</b>	<b>24,300.00</b>
<b>10% Contingency</b>	<b>PhP</b>	<b>2,430.00</b>
<b>Total Budget</b>	<b>PhP</b>	<b>26,730.00</b>

Likewise, Christine Agatha R. Villanueva is designated as Special Disbursing Officer (SDO) to draw the said amount as a one-time special cash advance subject to the usual accounting and auditing rules and regulations.

The designated SDO and Authorized Signatories shall comply with the Commission on Audit Circular No. 2012-001 dated 14 June 2012 and Office Order No. 77, Series of 2022 prescribing the "*Cash Advance Policies and Procedures*" of the MWSS RO.

The attached MEMORANDUM from the QMRs dated 10 September 2024 shall be made an integral part of this Office Order.

This Office Order shall take effect immediately.

12 September 2024, Quezon City.

  
**PATRICK LESTER N. TY**  
Chief Regulator 



**MEMORANDUM**

**FOR : PATRICK LESTER N. TY**  
Chief Regulator

  
**FROM : CHRISTOPHER D. CHUEGAN**  
Quality Management Representative

  
**MARICRIS T. LACISTE**  
Quality Management Representative

**SUBJECT : Recertification Audit of MWSS RO's Existing QMS**

**DATE : 10 September 2024**

The above subject will be conducted by TUV NORD on **17 September 2024** thru on-site audit to be held at the **MWSS RO, Katipunan Road cor. H. Ventura St., Pansol, Balara Quezon City**, the following are the proposed details of the said activity for your consideration:

**a. List of Participants:**

The Top Management, Process Owners, Internal Quality Auditors and other personnel necessary to assist the Audit related concerns, be required to be physically present on that date from **9:00 AM to 6:00 PM**, in order to facilitate the access of the QMS and other relevant documents that may be required by the Auditor.

Top Management/ MR/ Department Managers	
- Chief Regulator Patrick Lester N. Ty	- DM Joan Michelle S. Antonio
- DA Claudine B. Orocio-Isorena	- DM Clarissa T. Jallorina
- DA Evelyn B. Agustin	- DM Francis Eduardo P. Ayapana Jr.
- DA Lee Robert M. Britanico	- ADM Mark Billy B. Antonio
- ADA Christopher D. Chuegan/ MR	- DM Joriel M. Dagsa
- DM Maricris T. Laciste/ MR	- DM Crescenciano B. Minas, Jr.
- DM Joel A. Dominguez	- DM Ramon A. Javier





Process Owners	
<b>TRA</b> <ul style="list-style-type: none"> <li>- DM Maricris T. Laciste *</li> <li>- Michael D. Claassen</li> <li>- Dianne Kristine B. Avila</li> </ul> <b>OCR</b> <ul style="list-style-type: none"> <li>- DM Joan Michelle S. Antonio*</li> <li>- Marie Antonette D. Manuel</li> <li>- Leo James B. Abaloyan</li> </ul> <b>CSR</b> <ul style="list-style-type: none"> <li>- DM Clarissa T. Jallorina*</li> <li>- Maria Eloisa C. Garcia</li> <li>- Ma. Victoria M. Villarba</li> </ul>	<b>ALA</b> <ul style="list-style-type: none"> <li>- DM Crescenciano B. Minas, Jr.*</li> <li>- DM Ramon A. Javier *</li> <li>- Ranjev M. Garcia</li> <li>- Christian Bernard B. Marcelino</li> <li>- Klea Rejoice D. Luz</li> <li>- Yolanda Vicente</li> <li>- Sir Gil P. Maravilla</li> </ul> <b>Internal Quality Audit</b> <ul style="list-style-type: none"> <li>- DM Francis Eduardo P. Ayapana Jr. (ATL)*</li> </ul>
Internal Audit Team, "Members" (Observers)	
<ul style="list-style-type: none"> <li>- Charmaine Shiela A. Adeva</li> <li>- Mary Ann Monic P. Rodriguez</li> <li>- Elena T. Cheng</li> <li>- Sheena L. Guinaling</li> <li>- Christine E. Navarro</li> <li>- Justine C. Ignacio</li> <li>- Georgia Mae G. Macabeo</li> <li>- Ray Karlo M. Bonita</li> <li>- Renato R. Rodriguez</li> </ul>	<ul style="list-style-type: none"> <li>- Israel C. Bungay</li> <li>- Jezreel H. Pucio</li> <li>- Aljohn Deo E. Quinajon</li> <li>- Rocel Claresse M. Estabillo</li> <li>- Fiameto Je A. Baring</li> <li>- Ma. Carla N. Benito</li> <li>- Rosemay T. Aquino</li> <li>- Patricia Paula A. Seriritan</li> </ul>
<b>Secretariat</b> <ul style="list-style-type: none"> <li>- Christine Agatha R. Villanueva</li> <li>- Catherine F. Morota</li> </ul> <b>Provision of 2 Drivers</b>	<b>Samplers and Assistants</b> <ul style="list-style-type: none"> <li>- Richelle C. Cruz</li> <li>- Raheemah A. Gomez</li> <li>- Cesalyn DG. Briones</li> <li>- Bennielil C. Blones</li> </ul>

Note: \*Talents with two or more functions.

The Secretariat shall be responsible in the documentation of the proceedings, coordination of administrative concerns and provision of logistical requirements.



**b. Schedule of the Audit:**

17 September 2024, Tuesday				
Time	Process	Auditee	Auditor	Observer (RO IQA Team)
09.00 AM	Opening Meeting	TUV NORD- Joanne Paula Turija (JT) – Team Leader, Karl Vincent Herradura (KH), Eden Manauis (EM) & Romarico Antonio Santos (RS) Top Management Department Managers Process Owners Observers		
09.30 AM	<ul style="list-style-type: none"> <li>➤ <b>Top Management</b></li> <li>➤ <b>Harmonized Client Satisfaction Measurement In-House Survey (revised In-house Customer Satisfaction)</b></li> <li>➤ <b>Internal Audit</b> <ul style="list-style-type: none"> <li>- Context of the organization (Internal/External, Scope)</li> <li>- Leadership (Commitment/Policy/ Roles/Responsibilities &amp; Authorities)</li> <li>- Planning (Risks&amp; opportunities/ Objectives/Changes)</li> <li>- Resources</li> <li>- Communication</li> <li>- General documented information</li> <li>- Monitoring, measurement, analysis and evaluation (Customer satisfaction/ Analysis&amp;Evaluation)</li> <li>- Internal audit</li> <li>- Management review</li> <li>- Improvement</li> <li>- Follow up of previous finding (if applicable)</li> <li>- Checking of use of logo (if applicable)</li> <li>- Changes of the system</li> </ul> </li> </ul>	PNT COI EBA LMB CDC (MR) MTL (MR) *Dept. Managers	JT AND KH	S. Adeva E. Cheng  M. Rodriguez
09.30 AM	<ul style="list-style-type: none"> <li>➤ <b>Service Requirement and Document Control Process</b> <ul style="list-style-type: none"> <li>- General documented information</li> <li>- Customer satisfaction</li> <li>- Analysis and evaluation</li> </ul> </li> </ul>	Ms. Marie Antonette D. Manuel	RS	S. Guinaling C. Navarro



17 September 2024, Tuesday				
Time	Process	Auditee	Auditor	Observer (RO IQA Team)
	<ul style="list-style-type: none"> <li>- Handling of customer complaints</li> <li>- Operational planning and control</li> <li>- Production and service provision (control/ identification &amp; traceability/ customer &amp; external property/ preservation/ post-delivery activities/ changes control)</li> <li>- Release of products and services</li> <li>- Control of nonconforming outputs</li> <li>- Environment for the operation of processes</li> <li>- Follow up of previous finding (if applicable)</li> </ul>			
09.30AM	➤ <b>Internal and External Communication (PID)</b> <ul style="list-style-type: none"> <li>- Awareness</li> <li>- Communication</li> <li>- Requirements for products and services</li> <li>- Follow up of previous finding (if applicable)</li> </ul>	DM Joan Michelle S. Antonio	RS	J. Ignacio
11.00 AM	➤ <b>Control of Documented Information / Records (DCC)</b> <ul style="list-style-type: none"> <li>- General documented information</li> <li>- Creating and Updating</li> <li>- Control</li> <li>- Follow up of previous finding (if applicable)</li> </ul>	Klea Rejoice D. Luz  Yolanda Vicente	JT	G. Macabeo
11.00 AM	<b>MIS</b> <ul style="list-style-type: none"> <li>➤ <b>Website Development &amp; Maintenance</b></li> <li>➤ <b>IT</b> <ul style="list-style-type: none"> <li>- Infrastructure</li> <li>- General documented information</li> <li>- Follow up of previous finding (if applicable)</li> </ul> </li> </ul>	Leo James B. Abaloyan	KH	R. Bonita
11.00 AM	<b>Accounting (ALA)</b> <ul style="list-style-type: none"> <li>➤ <b>Cash Disbursement</b></li> <li>➤ <b>Fiscal Reporting</b> <ul style="list-style-type: none"> <li>- General documented information</li> <li>- Operational planning &amp; control</li> </ul> </li> </ul>	Sir Gil P. Maravilla	RS	R. Rodriguez



17 September 2024, Tuesday				
Time	Process	Auditee	Auditor	Observer (RO IQA Team)
	<ul style="list-style-type: none"> <li>- Requirements for products and services</li> <li>- Follow up of previous finding (if applicable)</li> </ul>			
11.00 AM	<ul style="list-style-type: none"> <li>➤ <b>Procurement (ALA)</b> <ul style="list-style-type: none"> <li>- General documented information</li> <li>- Control of externally provided processes, products and services</li> <li>- Follow up of previous finding (if applicable)</li> </ul> </li> </ul>	Ranjev M. Garcia	EM	I.Bungay
12.00 PM	<b>LUNCH BREAK</b>			
1.00 PM	<b>SO Monitoring (WQCD)</b> <ul style="list-style-type: none"> <li>➤ <b>Water Quality</b></li> <li>➤ <b>Wastewater Quality</b> <ul style="list-style-type: none"> <li>- General documented information</li> <li>- Operational planning and control</li> <li>- Production and service provision (control/ identification &amp; traceability/ customer &amp; external property/ preservation/ post-delivery activities/ changes control)</li> <li>- Release of products and services</li> <li>- Control of nonconforming outputs</li> <li>- Environment for the operation of processes</li> <li>- Follow up of previous finding (if applicable)</li> </ul> </li> </ul>	DM Maricris T. Laciste  Michael D. Claassen  Dianne Kristine B. Avila	JT EM	J. Pucio A. Fulgueras
1.00 PM	<ul style="list-style-type: none"> <li>➤ <b>Preventive and Corrective Maintenance of FEV (ALA)</b> <ul style="list-style-type: none"> <li>- Infrastructure</li> <li>- General documented information</li> <li>- Monitoring and measuring resources</li> <li>- Follow up of previous finding (if applicable)</li> </ul> </li> </ul>	DM Ramon A. Javier	KH	D. Quinajon
1.00 PM	<ul style="list-style-type: none"> <li>➤ <b>Annual Adjustment of CPI-based Items (FRA)</b> <ul style="list-style-type: none"> <li>- General documented information</li> <li>- Operational planning and control</li> <li>- Production and service provision (control/ identification &amp; traceability/ customer &amp; external property/ preservation/ post-delivery activities/ changes control)</li> </ul> </li> </ul>	Emmaruth D. Bobila	RS	R. Estabillo



17 September 2024, Tuesday				
Time	Process	Auditee	Auditor	Observer (RO IQA Team)
	<ul style="list-style-type: none"> <li>- Release of products and services</li> <li>- Control of nonconforming outputs</li> <li>- Environment for the operation of processes</li> <li>- Follow up of previous finding (if applicable)</li> </ul>			
2.30 PM	➤ <b>Legal Service Management (Legal)</b> <ul style="list-style-type: none"> <li>- General documented information</li> <li>- Operational planning &amp; control</li> <li>- Requirements for products and services</li> <li>- Follow up of previous finding (if applicable)</li> </ul>	Atty. Crescenciano B. Minas		F. Baring
2.30 PM	<b>HR (ALA)</b> <ul style="list-style-type: none"> <li>➤ <b>Recruitment, Selection and Placement</b></li> <li>➤ <b>Learning and Development</b> <ul style="list-style-type: none"> <li>- People</li> <li>- Competence</li> <li>- Awareness</li> <li>- Communication</li> <li>- Follow up of previous finding (if applicable)</li> </ul> </li> </ul>	Ken Harold Turalba  Christian Bernard T. Marcelino	RS	C. Benito  R. Aquino
2.30 PM	➤ <b>Customer Complaint Management (CSR)</b> <ul style="list-style-type: none"> <li>- General documented information</li> <li>- Operational planning and control</li> <li>- Production and service provision (control/ identification &amp; traceability/ customer &amp; external property/ preservation/ post-delivery activities/ changes control)</li> <li>- Release of products and services</li> <li>- Control of nonconforming outputs</li> <li>- Environment for the operation of processes</li> <li>- Follow up of previous finding (if applicable)</li> </ul>	Clarissa T. Jallorina  Maria Eloisa C. Garcia	EM	P. Seriritan
16.00PM	<i>Auditor's consolidation of findings Closing meeting preparation</i>	Audit Team (TUV NORD)		
16.45PM	<i>Closing Meeting</i>	MWSS RO and TUV NORD		
05.15PM	<b>END OF AUDIT</b>			



17 September 2024, Tuesday				
Time	Process	Auditee	Auditor	Observer (RO IQA Team)
	5 ExeCom, 9 DMs, 11 PO, 17 IQA, 2 Secretariat, 4 Samplers & Assistant, 2 Drivers, 4 Auditors TUV NORD = 54			

**c. Estimated Cost.**

AM Snack	PhP	100.00
Lunch	PhP	250.00
PM Snack	PhP	100.00
Meals per pax	<b>PhP</b>	<b>450.00</b>
<i>No. of pax</i>		<b>54</b>
<b>Total Meals</b>	<b>PhP</b>	<b>24,300.00</b>
<b>10% Contingency</b>	<b>PhP</b>	<b>2,430.00</b>
<b>Total Budget</b>	<b>PhP</b>	<b>26,730.00</b>

The foregoing considered, may we recommend approval of the following:

1. List of Participants;
2. Schedule of the Audit;
3. Budgetary requirement in the amount of *Twenty Six Thousand Seven Hundred Thirty Pesos Only (Php 26,730.00)* to be charged against the approved budget for Trainings and Seminars for CY 2022 subject to the usual accounting and auditing rules and regulations;
4. The designation of **Ms. Christine Agatha R. Villanueva** as the Special Disbursing Officer to handle the amount of *Twenty Six Thousand Seven Hundred Thirty Pesos Only (Php 26,730.00)* as a one-time cash advance. Ms. Villanueva shall comply with Office Order No. 77, Series of 2022, prescribing the "Cash Advance Policies and Procedures" of the MWSS RO; and
5. Provision of transportation/shuttle service for the TUV NORD auditors.

For your consideration.

**APPROVED / DISAPPROVED:**

  
**PATRICK LESTER N. TY**  
 Chief Regulator