

	<b>NATIONAL WATER RESOURCES BOARD</b>	Document Code	
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	<b>MANAGEMENT REVIEW AGENDA &amp; MINUTES</b>	Revision No.	00
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**Minutes of the First NWRB Management Review Meeting**

**ISO 9001:2015 Quality Management System**

December 22, 2017; 10:00 am

VSP Hall, 8<sup>th</sup> Floor, NIA Bldg., EDSA, Diliman, Quezon City

**ATTENDANCE :**

**NWRB Execom:**

<u>Dr. Seville D. David, Jr.</u>	<u>Executive Director</u>
<u>Engr. Jorge M. Estioko</u>	<u>Deputy Executive Director</u>
<u>Atty. Elenito M. Bagalihog</u>	<u>Chief, Water Rights Division</u>
<u>Atty. Juan Y. Corpuz, Jr.</u>	<u>Chief, Water Utilities Division</u>
<u>Engr. Ramon G. Romero</u>	<u>Chief, Monitoring &amp; Enforcement Division</u>
<u>Engr. Isidra D. Peñaranda</u>	<u>Chief, Policy &amp; Program Division</u>
<u>Ms. Belen T. Tormon</u>	<u>Chief, Administrative and Financial Division</u>
<u>Ms. Flerilynn Estorninos-De Leon</u>	<u>President, NWRB Employees Association</u>

**ISO Committee Members:**

<u>Ms. Susan P. Abaño</u>	<u>IQA Team Member</u>
<u>Ms. Dalisay C. Basilio</u>	<u>IQA Team Member</u>
<u>Ms. Josephine R. Billones</u>	<u>IQA Team Member</u>
<u>Ms. Flerilynn Estorninos - De Leon</u>	<u>IQA Team Member</u>
<u>Ms. Arlene C. Diaz</u>	<u>IQA Team Member</u>
<u>Ms. Helena Claire P. Espina</u>	<u>IQA Team Member</u>
<u>Ms. Avecita O. Garcia</u>	<u>IQA Team Member</u>
<u>Ms. Judith R. Ponce</u>	<u>IQA Team Member</u>
<u>Ms. Jesusa T. Roque</u>	<u>IQA Team Member</u>
<u>Ms. Marilyn A. San Pedro</u>	<u>IQA Team Member</u>
<u>Mr. Roel Montesa</u>	<u>ISO Committee Secretariat</u>
<u>Ms. Porsche E. Piscasio</u>	<u>ISO Committee Secretariat</u>
<u>Ms. Vilma A. Vergara</u>	<u>ISO Committee Secretariat</u>

Agenda	Highlights	Actions/Decisions/ Agreements	Responsible Staff/Unit
I. Call to Order	The meeting was called to order with Executive Director Dr. Seville D. David, Jr. presiding		
II. Adoption of Agenda	<ul style="list-style-type: none"> <li>➤ Presentation of revised Quality Manual</li> <li>➤ Presentation of Procedure and Work Instruction Manual (PAWIM)</li> <li>➤ Presentation of Internal Quality Audit (IQA) Results</li> </ul>	<ul style="list-style-type: none"> <li>➤ The Agenda was approved with additional agenda on next steps.</li> </ul>	
III. Discussion of the Agenda  a. Revised Quality Manual   b. Procedure and Work Instruction Manual (PAWIM)   c. Internal Quality Audit (IQA) Results	<ul style="list-style-type: none"> <li>➤ Presentation of updated Quality Manual (QM)</li> <li>➤ Presentation of proposed PAWIM</li> <li>➤ Presentation of IQA Results i.e. permitting process, observations/findings, and recommended corrective actions and opportunities for improvement</li> </ul>	<ul style="list-style-type: none"> <li>➤ Approved updated QM with minor revisions i.e., some issues and concerns were considered as opportunities for improvement</li> <li>➤ Approved with minor revisions on the water permit procedures and applicable forms and inclusion of pertinent policies on new schedule of fees and charges and streamlining</li> <li>➤ The Management will consider the observations/findings of the audit team as opportunities for improvement</li> <li>➤ Formulate appropriate policies to implement the said findings</li> </ul>	Policy and Program Division   Policy and Program Division   Policy and Program Division

<p>IV. Changes in the Issues Relevant to the Quality Management System</p> <p>a. Internal Issues (Water Permit Process)</p> <p>b. External Issues (Water Permit Process)</p>	<ul style="list-style-type: none"> <li>➤ Non-submission of required documents/additional requirements.</li> <li>➤ Non-approval to process the WPA within 4-6 months</li> <li>➤ Delayed submission of Comments from deputized agencies</li> <li>➤ Some of the submitted data were not validated (e.g. different location of source in the data sheet, different barangay name)</li> </ul>	<ul style="list-style-type: none"> <li>➤ Committee suggested to send communications to ensure the submission of documents/ additional requirements</li> <li>➤ Committee agreed to review the WPA process</li> <li>➤ Develop an action plan to address the issues</li> <li>➤ Establish a system of validation of data</li> </ul>	<p>Water Rights Division</p>
<p>V. Performance and Effectiveness of the Quality Management System</p> <p>a. Non-conformities and Corrective Actions</p>	<ul style="list-style-type: none"> <li>➤ Non-use of e-log system by some concerned NWRB personnel</li> <li>➤ Issues on typographical or grammatical errors and omissions</li> </ul>	<ul style="list-style-type: none"> <li>➤ Issuance of memorandum by the Executive Director directing the use of e-log system</li> <li>➤ Review and address the issues on typographical or grammatical errors and omissions</li> </ul>	<p>Administrative and Financial Division</p> <p>Water Rights Division</p>
<p>b. Quality Objective, Targets Monitoring and Measurement Results</p>	<ul style="list-style-type: none"> <li>➤ Achieve clients' satisfaction</li> <li>➤ Monitoring and Measurement of</li> </ul>	<ul style="list-style-type: none"> <li>➤ Continuous conduct and evaluate the results of Client Satisfaction Survey</li> <li>➤ Submission of the following:</li> </ul>	<p>Policy and Program Division</p>

	processes	<ul style="list-style-type: none"> <li>a. Work and Financial Plan (WFP)</li> <li>b. Office Performance Commitment and Review (OPCR)</li> <li>c. Division Performance Commitment and Review (DPCR)</li> <li>d. Individual Performance Commitment and Review (IPCR)</li> <li>e. Accomplishment Reports</li> <li>f. Monitoring &amp; Evaluation Reports</li> <li>g. Financial Reports</li> </ul>	
<ul style="list-style-type: none"> <li>c. Internal Audit Results</li> <li>d. Client Satisfaction Survey Results</li> <li>e. Issues on/with External Providers / Interested Parties</li> <li>f. QMS Process Performance</li> </ul>	<ul style="list-style-type: none"> <li>➤ Findings on issues as to quality and timeliness in the process</li> <li>➤ Client satisfaction is determined through NWRB Client Satisfaction Survey Forms</li> <li>➤ Delayed delivery of goods and services which affects both financial and physical accomplishments</li> <li>➤ Timeliness and quality of the WPA process</li> </ul>	<ul style="list-style-type: none"> <li>➤ To review and revise the internal procedures and guidelines</li> <li>➤ Development of various systems to improve the WPA process</li> <li>➤ For further evaluation and analysis to improve the quality of service</li> <li>➤ Monitoring and strict implementation of penalties as stipulated in the contract</li> <li>➤ Review and implement the QMS process performance</li> </ul>	Executive Committee
VI. Adequacy of Resources	➤ Inadequate human resource	➤ Hiring of additional staff for the timely delivery of	

		services	
VII. Effectiveness of Actions in Addressing Risks / Opportunities	<ul style="list-style-type: none"> <li>➤ Political risks, accessibility, no bidders</li> </ul>	<ul style="list-style-type: none"> <li>➤ Establish risk management plan for each issue</li> </ul>	
VIII. Identification of Continual Improvement Actions			
a. Continual Improvement Opportunities	<ul style="list-style-type: none"> <li>➤ Some documents are untraced</li> <li>➤ Attachments in the water permit folder are difficult to locate</li> <li>➤ Inconsistent entry of location in water permit application and water permit</li> <li>➤ Delayed issuance of water permit from its approval. Only one person is tasked to prepare the CWP and WP</li> <li>➤ Sending and receiving of communication (notices, orders, endorsement etc.) to and from the deputized agents take time because only registered mail is utilized</li> </ul>	<ul style="list-style-type: none"> <li>➤ Enhancement of tracking system</li> <li>➤ Inclusion of checklists/table of contents in every folder</li> <li>➤ Chronological arrangement of documents must be applied.</li> <li>➤ Check/Validate data submitted (Location, latitude, longitude, etc.); data sheet should be countersigned or notarized</li> <li>➤ Additional staff, machine generated CWP and WP</li> <li>➤ Provide official electronic communication in addition to registered mail</li> </ul>	<p>AFD</p> <p>WRD/AFD</p> <p>WRD/AFD</p> <p>WRD</p> <p>AFD/WRD</p> <p>WRD</p>
b. Changes needed to the Core Secretariat QMS, including resource needs	<ul style="list-style-type: none"> <li>➤ The new QMS structure based on the ISO 9001:2015 must be applied</li> <li>➤ Timely delivery of</li> </ul>	<ul style="list-style-type: none"> <li>➤ QMS organizational structure revised consistent with ISO 9001:2015</li> <li>➤ Increase manpower</li> </ul>	

	services	complement ➤ Strict implementation of Project Procurement Management Plan	
IX. Instructions/Next Steps		➤ The concerned divisions shall prepare an Action Plan to implement the Agreements/Recommended Actions including timeliness ➤ Periodic Monitoring of the implementation of the recommended actions	Concerned Division  Audit Team
X. Adjournment	➤ There being no other matters to discuss, the meeting was adjourned at around 6:00 PM.		

Prepared by:

**ISO Core Team Secretariat**

*Porsche E. Piscasio*  
 Confirmed / Certified Correct:

*Jorge M. Estioko*  
**ENGR. JORGE M. ESTIOKO**  
*Quality Management System Leader*