



CITY OF SAN FERNANDO  
WATER DISTRICT

## CITY OF SAN FERNANDO WATER DISTRICT QUALITY MANAGEMENT SYSTEM

Title : Quality Policy

Effective: December 31, 2016

Revision No. 0

### QUALITY POLICY

The Quality Policy statement of CSFWD is;

We are committed to the efficient and effective development, utilization and disposal of safe and reliable water resource that conforms to the Philippine National Standards on Drinking Water (PNSDW).

We shall continuously upgrade and improve our services by way of advanced technology in water development system towards a stable customer driven organization.

We commit ourselves to all statutory and regulatory requirements in pursuit of conducting our business venture.

In order to achieve the quality policy, we shall:

- Implement an effective Quality Management System (QMS) that adheres to international standards subject to periodic review in establishing a mutual business relationship to all CSFWD stakeholders.
- Strengthen our workforce by way of technical, financial, commercial and administrative trainings to match the local and global competency requirements for a water utility.
- Commit to total top management participation in the monitoring and measurement of the effectiveness of QMS in order to identify areas of continual improvement in delivering a more responsive public service.

This Quality Policy shall be:

1. maintained as documented information; and controlled through clause 7.5 Documented Information of this Quality Manual
2. communicated, understood and applied within the organization; through clause 7.3 Awareness of this Quality Manual
3. available to relevant interested parties, as appropriate.



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The above Quality Policy is communicated for understanding of all CSFWD employees mainly through our electronic network and meetings. Other means are employee orientation, memorandums, emails, training sessions, interactions, reviews and by displaying the policy at various locations.

The above quality policy is reviewed during management reviews for continuing suitability based on achieving the quality objectives and the effectiveness of the QMS.

  
**JORGE P. GUMBA**  
GENERAL MANAGER