

TERMS OF REFERENCE

- I. **SUBJECT:** Consultancy services for readiness and full certification guidance of MWSS Corporate Office for ISO9001:2015

II. RATIONALE

MWSS has started developing a Quality Management System based on ISO 9001:2008 version and had in fact developed and had approved a Quality Manual for it. The original intent was to prepare for certification the two processes identified as core processes which are project management and property management and the Quality Manual was in fact anchored on those two processes as core and the other services as support processes. However, changing management priorities coupled with the pending finalization of the reorganization has put the certification efforts in slow throttle.

For 2018, MWSS will seek full certification of project management for the ISO 9001:2015 version. This was in part also due to the certification being mandated by the GCG and IATF on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems as one of the requirements for the 2018 PBB. With the imminent lack of significant knowhow on ISO 9001;2015 version and the lack of an official unit or person in place responsible for certification in MWSS, management has recommended a support service via consultancy which has the experience to guide and support this certification process.

The Consultant is expected to be responsible for coordinating efforts towards certification with the ISO process owners and stakeholders on matters such as generation of documents, procedures and implementation of the required procedures for certification.

III. IMPLEMENTATION

The mode of procurement shall be negotiated procurement for highly technical consultants, pursuant to section 53.7 of R.A 9184.

IV. TERMS OF ENGAGEMENT

- a) Compensation: Fixed amount of Php 50,000 a month
- b) Terms : Six month contract renewable at the option of management

V. SCOPE OF WORK / DELIVERABLES

1. Full Gap Analysis
 - a. Define and identify the Full GAP elements in migrating to ISO9001:2015.
 - b. Cluster the GAP and prepare the team on the following areas of concern: Procedures and Records, Control of Documented information covering the whole MWSS scope
2. Training of the Process Owners ON Awareness for QMS, Risk Management, IQA internal Auditing, Records Management, 5S and related training requirements for full ISO9001:2015 certification.

3. Detailed Work Plans

- a. Delivery of detailed work Plan per week and per Month as the basis of deliverables. (Risk assessment detailed work)
- b. Manage the completion of weekly deliverables for Management Approval.

4. Audit

- a. Preparation of IQA requirements from procedures to audit to Management Review.
- b. Manage the MOCK Audit in preparation for the Stage 1 Audit.
- c. Manage the Stage 1 audit for Stage 2 Preparation (Certification stage).
- d. Complete closure of Audit Results and finalize all remaining deliverables.

5. RISK Management / Assessment

- a. Guides and assist ISO team on the program flow for Risk Assessment
- b. Preparation of Management control for Documented Information
- c. Guides and assists team and participants in crafting Plan and Implementation.
- d. Assist team in developing /Finalizing the procedure in Risk Management Planning to be used for the whole duration of ISO9001:2015 Version certification and surveillances.

VI. INDICATIVE TIMELINE - Next page

Proposed Timeline for the ISO 9001:2015 Metropolitan Waterworks and Sewerage System.

	June	July	August	Sept	Oct	Nov	Responsible
Work Coverage							
Step 1 - Preparation of Personnel	█						Rene/Ronald
Identifications of Work Activities	█						Rene/Ronald
Identification of Process Owners	█						Rene/Ronald
Identification of MwSS Support	█						Rene/Ronald
Step 2. Full GAP analysis		█					Rene
Deployment of Identified GAPS		█					Rene/Ronald
Step 4. Start of Training on Awareness		█					Rene
Training and Document Preparations		█	█				Rene
Step 6. Review and Start Modifying Quality Manual		█	█				Rene/Team/Ronald
Step 7. Itemized Area for Document Control		█	█	█			Rene/Ronald
Step 8. Training Doc Control		█	█	█			Rene
Step 9. 5S training for document Control		█	█	█			Rene
Step 10. Build Up/Start up of developing cluster Document control Process		█	█	█			Rene/Team
Step 11. Finalize Update of Quality Manual Based on develop actions		█	█	█			Rene/Ronald
Step 12. Prepare IQA team			█	█			Rene
Step 13. 1st IQA Audit			█	█			Team
Step 14. 1st Management Review			█	█			Ronald A
Step 15. Review and Finalize readiness for stage1 Audit by Certification Body			█	█			Rene
Step 16 Actual Stage 1 Audit			█	█			Certifying B
Step 17. Close all Findings in Stage 1			█	█			Rene / Team
Step 18. Stage 2 Audit			█	█			Certifying B
Step 19. Close Findings			█	█			Rene / Team
Step 20. Celebrate			█	█			Rene / Team