



CERTIFICATION

The undersigned certifies that a comprehensive Internal Quality Audit (IQA) on the Zamboanga City Water District's (ZCWD) core, management and support processes has been conducted on 14 December 2017. The conduct of the IQA is in compliance to the requirements stated in the ISO 9001:2015 Clause 9.2.

The results of the audit activity generally show that while several of the ZCWD's processes have been documented, effective mechanisms on customer feedback, performance monitoring and continual improvement needs to be established or improved. With these in place, the ZCWD shall then be equipped to develop, implement and sustain its Quality Management System (QMS).

This certification is issued on 29 December 2017 in accordance to F.Y. 2017 Performance-Based Bonus (PBB) guidelines.



Leonardo Rey D. Vasquez
General Manager