

Management Committee (ManCom)
Minutes of the Meeting

Venue : Board Room, Line 2 Depot, Santolan, Pasig City
Date & Time : Wednesday, 27 December 2017 at 1:46 pm

Attendees:

LRTA:

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|-----|---------------------------------|---|---|
| 1. | Gen. Reynaldo I. Berroya | - | Administrator |
| 2. | Atty. Jose Jobel V. Belarmino | - | Officer-In-Charge (OIC), Deputy Administrator for Administrative, Finance and AFCS Services/Concurrent Department Manager A, Legal Department |
| 3. | Mr. Felix Gerard R. Leyson | - | OIC, Deputy Administrator for Operations & Engineering/Concurrent Department Manager A and Head, CAMT |
| 4. | Atty. Hernando T. Cabrera | - | Corporate Secretary/ManCom Secretariat Chairperson |
| 5. | Ms. Prima M. Tapia | - | Manager, Internal Audit Department/QMS Quality Audit team |
| 6. | Ms. Eleanore T. Domingo | - | Manager, Planning Department/QMS Secretariat Head |
| 7. | Ms. Marilou B. Liscano | - | Manager, Finance Department |
| 8. | Mr. Nicolas G. Ombao | - | Manager, AFCS Department |
| 9. | Mr. Felix Gerard R. Leyson | - | Manager, Line 1 Operations Department |
| 10. | Engr. Federico J. Canar | - | Manager, Line 1 Rolling Stocks Division |
| 11. | Mr. Dominic F. Kabigting | - | OIC, Administrative Department |
| 12. | Mr. Neilson Villanueva | - | Head Executive Assistant/QMS Core Team Head/Leader |
| 13. | Mr. Maynard S. Tolosa Jr. | - | Manager, Asset Management Division, QMS Quality Audit |
| 14. | Ms. Maria Corazon C. Pascual | - | Manager, Budget Division |
| 15. | Ms. Divina J. Guison | - | Manager, HRMD |
| 16. | Mr. Eduardo A. Abiva | - | Manager, Procurement Division |
| 17. | Ms. Evelyn P. Janeo | - | Manager, Public Relations Division |
| 18. | Mr. Jose Novier Bayot | - | Division Manager A, CAMT/CAMG |
| 19. | Mr. Sherwin Biscocho | - | Division Manager A, CAMT/QMS Quality Audit Team |
| 20. | Ms. Evelyn L. Macalino | - | Manager, Accounting Division |
| 21. | Ms. Jenlyn P. Malapo | - | Manager, Treasury Division |
| 22. | Engr. Fernando P. Salvador | - | Division Manager A, FROG-Ticket Management & Production |
| 23. | Mr. Ricardo Panlasigui | - | Division Manager A, Line 2 Station Operations Division |
| 24. | Mr. Joseph E. Hagos | - | Division Manager A, Line 2 Traffic Control Division |
| 25. | Engr. Santos G. Abrazado | - | OIC, Line 2 RSIS Division |
| 26. | Ms. Ma. Estela S. Boquiren | - | Manager A, IAD Financial and Management Division/QMS IQA Team Member |
| 27. | Engr. Alfredo G. Jingco Jr. | - | Manager A, IAD Operations & Compliance Division/QMS IQA Team Member |
| 28. | Mr. Jimmy Chua | - | OIC - Safety & Security Division |
| 29. | Engr. Ferdinand Quiambao | - | Project Implementation Officer |
| 30. | Engr. Lorlie L. Reyes | - | Project Manager, PMO Line 2 West Extension Project |
| 31. | Engr. Dexter Joseph Buenconsejo | - | Project Manager, PMO Line 2 East Extension Project |
| 32. | Mr. Raymond C. Vasquez | - | Manager A, Train Operations Division/QMS Risk Management Team Head |
| 33. | Mr. Allan A. Arquiza | - | OIC-Corp. Planning & Research Division/QMS Training & Advocacy Team Head |
| 34. | Mr. Leo Mangampo | - | Representative/Resource Person, General Services Division |
| 35. | Ms. Emalyn Basibas | - | Representative/Resource Person, FROG TMP |
| 36. | Ms. Ma. Fatima Cajungon | - | Representative/Resource Person, FROG TMP |
| 37. | Ms. Celerina M. Lumbres | - | Member, QMS Secretariat |
| 38. | Ms. Cristy P. Climaco | - | Member, QMS Secretariat |
| 39. | Ms. Melody Camitan | - | Member, QMS Secretariat |
| 40. | Ms. Claire Cornelio | - | Member, QMS Secretariat |
| 41. | Ms. Alice Ferrer | - | Member, QMS Secretariat |
| 42. | Ms. Zhenele Faye C. Ganancial | - | QMS Knowledge Team Head |

Development Academy of the Philippines:


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| 1. | Mr. Arnel D. Abanto | - | Observer/Vice President, Productivity and Development Center |
| 2. | Mr. Samuel C. Rosal | - | Observer/DAP Representative |
| 3. | Mr. Jericho Jan E. Andres | - | Observer/DAP Representative |

ManCom Secretariat:

- | | | | |
|----|-----------------------|---|----------------------------|
| 1. | Ms. Sharon B. Mondala | - | Member, ManCom Secretariat |
| 2. | Ms. Rowena J. Ravelo | - | Member, ManCom Secretariat |
| 3. | Ms. Susan Rabosa | - | Member, ManCom Secretariat |
| 4. | Ms. Laila P. Apugan | - | Board Secretary IV |

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BUSINESS MATTERS



	For Action		Status/Action Taken	Responsible Unit/Person
	5	Conduct survey earlier for more substantive results. Target: Survey by October 2017	Survey conducted in December 2017. Initial results were presented. A more detailed discussion will be calendared in the ManCom meeting & LRTA Board meeting.	BDPRD-PRD
	6	Conduct public information campaign to inform the public of LRTA's efforts to improve its services	PRD Manager reported the action taken on this concern such as post of information campaign materials in the LRTA website, media coverage of project launching, etc. Instruction was given by the ManCom for the PRD to prepare and implement a Media Plan focused on this concern.	BDPRD-PRD
	7	Submission of procedures and quality plans by CAMT and PMOs.	Complied, adopting the ISO QMS 9001-2015 Standard.	<ul style="list-style-type: none"> ▪ CAMT Head ▪ PIO ▪ Project Managers
<p>*CAMT: Concession Agreement Monitoring Team PIO – Project Implementation Office or Officer PMOs: Project Management Offices</p>				
C. Issues/Challenges on the QMS Implementation		Ms. Domingo informed the body of the actions taken on the various issues/challenges on the implementation of the QMS. Following were the discussions made and further action to be done per instruction of Mancom:		
1. Procurement Process and Warehousing – Who should be responsible for the process after award		<ol style="list-style-type: none"> OIC-L2 Rolling Stock and Interrelated Systems Division (RSISD) issued Memorandum dated 12 December 2017 on the Procedures for the Delivery, Inspection and Acceptance Report (DIAR) pointing out that the responsibility and accountability of the Warehouse/Line 2 RSISD is limited only to spare parts per Officer Order No. 08 series of 2016. The OIC-L2 RSISD also recommended that the process owner of the DIAR should be the Asset Management Division (AMD) for check and balance purposes and that all deliveries shall be received by the AMD as to quantity and will turn over to the concerned offices/units together with the prepared DIAR. Procurement and other related procedures and/or work instructions, as recommended by Mr. Kabigting, will be prepared through the MIS Division, renamed as Knowledge Management Information Technology Div. (KMITD). A special order for this will be issued. 		
		<p>Target Completion & Approval: January 2018. Responsible Person/Unit: OIC-Administrative Department/MIS Division</p>		
		<ol style="list-style-type: none"> On the query of Ms. Liscano and Ms. Macalino, whether the Accounting Division is one of the signatories in the DIAR, the body agreed that a representative from the Accounting Division should act & sign as witness. Mr. Kabigting, agreed to take charge of the revision of the procedure or work instruction. 		
		<p>Target Completion & Approval: January 2018. Responsible Person/Unit: OIC-Administrative Department</p>		

<p>2. On the process owner for the remittance of statutory obligations.</p>	<p>Ms. Liscano and Ms. Macalino commented that currently, this is being done by the Accounting Division. For facility as well as proper check and balance, they asked if the Work Instruction could be assigned to the HRMD.</p> <p>The body, through Mr. Kabigting, agreed that the OIC Administrative Department will take charge of the revision of the appropriate final procedure or work instruction pursuant to the DBM, COA and NGAS guidelines, for approval of the ManCom and the appropriate signing authority. Corresponding coordination meeting will also be scheduled to finally thresh out this concern.</p> <p>Target Date: within January 2018. Responsible Person/Unit: OIC-Administrative Department</p>
<p>3. The Document Controllers (DC) and Deputy Document Controllers (DDC) will be under a new Team, namely, the Documented Information Team, and the Knowledge Management function will be assigned at the MIS Division, renamed as KMITD</p>	<p>Ms Domingo expounded on this issue. She reported on the following actions taken by the QMS Team Secretariat and the OIC-Administrative Department and as discussed with the Head of the ISO QMS Team:</p> <p>The QMS Secretariat and the Administrative Department are coordinating on the preparation of the revised Special Order (SO) to be issued amending the previous approved SOs on the related subject matter.</p> <p>Target Completion & Approval: January 2018. Responsible Person/Unit:</p> <ol style="list-style-type: none"> 1. On the Special Order renaming MIS Division - Administrative Department 2. On the Special Order renaming the QMS Knowledge Management Team to Documented Information Team – Head, QMS Team and QMS Secretariat Chairperson
<p>4. Current functions of some offices/ personnel are no longer aligned with the DBM-approved Org. Structure and given new developments, the issuance of Special Orders giving new designations and assignments to various units and officers/ employees including the creation of new units, is imperative</p>	<p>Ms. Domingo explained that the changes were mostly on the concession out of the operations and maintenance of LRT Line 1 and the automated fare collection system of Line 2, the implementation of infrastructure projects downloaded by the DOTr and other adjustments by Management in the DBM-approved LRTA Organizational Structure. These required the issuance of Special Orders for the appropriate deployment of manpower and other resources to be more responsive to the commitments of LRTA in the Concession Agreement and its stakeholders as well as for a strategic management of the affairs of LRTA.</p> <p>The general functions, as revised, were incorporated in the Quality Manual, subject to the final approval of the Administrator.</p> <p>Target: Approval by December 29, 2017. Responsible Person/Unit: Head, QMS Team, Chairperson, QMS Secretariat</p>
<p>5. The Risk Management function was lodged to the QMS Risk Management Team. This should have been incorporated in the function of the Planning Department through the CPRD</p>	<p>As the QMS matures, and as part of its continual improvement, the related function/responsibility of risk management will be incorporated in the Planning, Monitoring and Evaluation processes with the Planning Department through the CPRD as the focal unit in collaboration with the Risk Management Team. Ms. Domingo pointed out that even without the transition, the Planning Department-CPRD has already been requiring all departments and other concerned units to include their risk management plan in their Departmental Action Plans during the Corporate Planning for CY 2017. In the recently concluded Corporate Planning in November 2017, the same had been required to all the Departments. The Planning Department Manager, therefore, proposed for the appropriate amendment of the SO related to this concern.</p>

<p>6. Transfer of Management Review preparations and documentations from the QMS Secretariat and DC, respectively, to the Management Committee Secretariat.</p> <p>7. Delays in the preparation and approval of PAWIM and enrollment of records/ references</p> <p>8. Selection of Deputy Document Controllers for each department under the centralized records management system of LRTA</p> <p>9. Need to designate</p>	<p>Action Required: Amendment of the Special Order on the creation of the Risk Management Team Target: Approval by December 29, 2017. Responsible Person/Unit: Head, QMS Team, Chairperson, QMS Secretariat</p> <hr/> <p>Ms. Domingo explained that in the LRTA's QMS under the ISO 9001-2008 Standard, the Document Controller was in charge of the preparation of the Management Review Minutes. With the transition to the ISO 9001-2015 Standard, this function is no longer the DCs responsibility. It was learned during the Management Review training that the Management-designated Secretariat takes charge of this function and other related activities following what is actually practiced by the agency.</p> <p>On this note, Atty. Cabrera requested to be clarified about the requirements of a Management Review and how it relates to the functions of the ManCom Secretariat because the Secretariat had not previously performed this additional duty. Ms. Domingo explained that the conduct of Management Review is a Management responsibility to ensure that the established QMS is responsive to the requirements of the agency's clients/stakeholders as well as its strategic objectives. This is done at least semi-annually by LRTA or as may be needed in a regular ManCom meeting to tackle specific concerns that require immediate action by Management. Because it is the ManCom Secretariat's responsibility to prepare the Agenda folder, take the Minutes and prepare the written/official Management Committee Minutes, then it will have to do the same when there is a Management Review of the QMS.</p> <p>This new assignment of the ManCom Secretariat will be documented and properly disseminated to all concerned. For this initial MR for the ISO QMS 9001-2015 transition, the QMS Secretariat and the ManCom Secretariat have agreed to collaborate and perform the following:</p> <p>QMS Secretariat - To take charge of the preparation and issuance/distribution of the Notice of Meeting and Agenda folders.</p> <p>Mancom Secretariat – To take charge of the preparation of the MR Minutes.</p> <p>Ms. Domingo explained the challenges experienced and the actions taken emphasizing the following:</p> <ol style="list-style-type: none"> 1. Revision of the Document and Records Control Procedures was assigned to the MIS Division, as earlier discussed by Mr. Kabisigting. This is to incorporate the Electronic Data Management System (EDMS) currently being adopted by the Records Section. 2. Deadlines have to be met by submitting the requirements and documentations particularly the quality manual and procedures on 29 December 2017 for uploading in the LRTA website on or before 31 December 2017 or the next working day. <hr/> <p>Target: on or before 31 December 2017 or the next working day Responsible Person/Unit: Head, QMS Team, Chairperson, QMS Secretariat</p> <hr/> <p>Ms. Domingo reported that on August 1, 2017, the DC made a presentation to the ManCom on the proposed Document and Records Control Processes. During the said meeting, the managers agreed to designate the respective secretary of each department to become the Deputy Document Controller of their department/office. Alternates were also recommended to assist the DDCs. For this purpose, Special Order No. 202 dated 11 September 2017 had been issued.</p> <p>Appropriate IQA training was provided to the additional members with the corresponding</p>
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<p>additional members of the IQA Team because most of the members are multi-tasking and the QMS covers a full process scope.</p>	<p>amendment of Special Order No. 203 dated 11 September 2017.</p>
<p>10. Assurance in meeting the set deadline on issuance of ISO certificate. The amount of ₱1.7million shall be reimbursed by LRTA if the target is not met. Hence, inclusion of the budget under 2018 COB is necessary.</p>	<p>Action Required: To be discussed in another ManCom meeting in January-February, 2018 Responsible Person/Unit: Finance Department in another ManCom meeting.</p>
<p>11. Capability of the Document Controller to handle the enrolment of all controlled documents.</p>	<p>Action Required: Review the Document and Records Control process to assess the manpower loading of the Records Section and resolve how assistance could be provided to the DC. Target Date: within January 2018. Responsible Person/Unit: OIC-Administrative Department</p>
<p>D. Client Satisfaction & Feedback</p>	<p>On the query of Atty. Belarmino and Atty. Cabrera on the action required by Management on the presented issues/challenges and result of previous Management Review, Ms. Domingo explained that what she presented were the actions taken by the concerned responsibility centers during the implementation of the QMS. She stressed that the ManCom members could review/assess the actions taken or recommend other solutions during the meeting or submit their comments or recommendations to the ManCom Secretariat, for deliberation in the next meeting.</p> <p>Ms. Paragas made a comparative report on the complaints received relative to the Line 2 System's operation (CY 2017 Vs CY 2016) as well as the initial result of the Customer Satisfaction Survey conducted by a third party. Copy of her reports are made part of the Management Review agenda folder and marked as <u>Annex B</u> (Line 2 Passenger Complaints, January – December 2017 with Comparative Data for 2017 and 2016) and <u>Annex C</u> (Top Line Report Customer Satisfaction Survey) in this Minutes. Her report is summarized as follows:</p> <ol style="list-style-type: none"> 1. A total of 1,358 complaints were received from passengers, of which 1,285 complaints representing 95% of the total are related to train/ticket and train related issues while 45 or 3% refer to frontline service-related concerns and the remaining 28 or 2% concerns safety and security issues. Compared to 2016, the number of passenger complaints received in 2017 increased by about 221%. This could be attributed to the poor airconditioning units inside LRT trains and the need to rehabilitate various systems and facilities. 2. Both lines received 81% score this 2017 and despite LRT1 receiving a lower score this year, the score it received remains at par with the score it received last year. LRT2 received a higher score this year than the score last 2016. 3. The complaints could further increase unless the airconditioning system inside the trains are replaced. Likewise, the need to implement stop-gap measures for the coming summer season is imperative. <p>Atty. Cabrera underscored the need for LRTA to devise a tool to better monitor the</p>

performance of the Line 1 Concessionaire other than the required KPIs per the Concession Agreement.

Mr. Leyson pointed out that Line 1 Concessionaire gets high ratings in terms of KPI and reliability so there is a need for the PRD to identify the specific parameters or criteria where it received a low score so that we would know how we could appropriately address the problem and provide the correct solution.

The ManCom directed the Public Relations Division to come up with a Public Relations Plan on how to properly disseminate information to the riding public during train breakdowns, airconditioning malfunctions and other operational problems

1. Action Required: Public Relations Plan regarding technical malfunctions/operational problems/issues

Target Date: Not later than February 2018.

Responsible Person/Unit: Public Relations Division

2. Action Required: Fast track the rehabilitation of the L2 systems and facilities

Target Date: Not later than February 2018.

Responsible Person/Unit: Public Relations Division

F. Audit Results

Ms. Tapia presented the results of the conducted quality audit of all processes. Copy of the Internal Quality Audit Team's Audit Report is made part of the Management Review agenda folder and attached in the Minutes as **Annex D**. In brief, following were discussed by Ms. Tapia:

1. On audit findings and observations, out of 381 total audit criteria clauses/sub-clauses, there were 528 total number of audit findings and observations, 396 Conformity and 111 Non-conformity, respectively.
2. Approval of the Quality Manual and the updating of various documents and other requirements of the QMS need to be expedited. The revised Quality Manual should be approved by the end of December 2017.
3. Overall assessment: Certifiable as Top Management and key personnel are familiar with the requirements and 100% of the requirements can be fulfilled if given sufficient time to prepare/implement planned counter measures to make up for the possible non-conformities or improvement concerns.

Action Required: to submit their reply for Request for Actions (RFAs).

Target Date: Within seven (7) days from receipt of RFA.

Responsible Person/Unit: All departments, divisions, offices and units issued with RFAs.

G. Status of Improvement Plans as of 31 October 2017

A summary of the status of the improvement plans of the different departments/units as of 31 October 2017 were initially presented by Ms. Domingo. Copy of the report is made part of the Management Review agenda folder and in this Minutes as Annex E. Briefly, she reported the following:

1. For the Internal Audit Department, 100% of activities planned were accomplished as of 30 June 2017. The IQA was included in the revised plans of the Department for the 2nd semester. The results of the Audit Results were discussed under item D.
2. For Line 2 Operations Department and Engineering Departments – to be reported

<p>H. Status of the Transition and Way Forward</p> <p>I. DAP Comments on the Management Review</p>	<p>next ManCom Meeting so that full coverage of the 2nd semester's accomplishments</p> <p>3. For Planning Department and PMOs – to be reported in the next Management Review</p> <p>Mr. Arquiza gave the report. Copy of the report is made part of the Management Review agenda folder and attached to this Minutes as <u>Annex F</u>. He informed the body of the remaining activities and proposed schedules of the cascading activities. He said that should the Department/Division/PMO Managers and Heads of offices/Units require more time to review their audit readiness status, they may do so at their convenient time provided that by February 2017, all issues and audit requirements have been complied with and all cascading activities have been performed/undertaken.</p> <p>Vice-President Arnel Abanto of DAP presented the following comments/observation on the conducted Management Review:</p> <p>QMS Scope: Light Rail Transit Operations Management as Core Process including Management and Support Processes</p> <ol style="list-style-type: none"> 1. As part of the regular ManCom activities, top management shall review the QMS to ensure the continuing suitability, adequacy, effectiveness of the system. 2. Check alignment of the systems with the strategic direction of the organization (Clause 9.3.1) 3. The status of actions from previous management reviews – covered/discussed by LRTA today, 27 December 2017 4. Changes in external and internal issues that are relevant to the QMS - Will be asked during the subsequent reviews the information on the performance and effectiveness of the QMS, including trends. 5. Customer Satisfaction Feedback- discussed by LRTA but no discussion on objectives, targets and OPCR results. LRTA should ensure that these items are included in the attainment of quality/process objectives. 6. Actions taken, non-conformities, corrective actions, audit findings and improved actions - LRTA should ascertain if actions taken are moving toward the attainment of improved objectives. 7. Monitoring and measurement results – no data on this. To demonstrate monitoring and measurement, trends should be looked at. Weekly or monthly monitoring of customer feedback is an information critical for management action. 8. Audit results – covered/discussed. 9. The performance of external providers - not discussed. Outsourcing of internal processes should also be discussed/covered. 10. The adequacy of resources (manpower, facilities, information, etc.) - needs to be lengthily discussed. These are important parameters to support improvement of proposals and action plans. 11. Opportunities for improvement – Discussed. This should relate in other agenda items in terms of adequacy and information. 12. Minutes of meeting should be formalized and approved.
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	<p>13. Opportunities for improvement - discussed.</p> <p>14. Any need for changes to the QMS – not much information.</p> <p>Ms. Domingo informed VP Abanto that the items that were not tackled in this Management Review such as the Operational and Financial Accomplishments Vs. Targets, Status of Project management, Risk Assessment and Mitigation Plans, among others, will be scheduled in the succeeding ManCom Meetings and during the presentation to Management of the Annual Operating Plan for CY 2018-2020 as well as the deliberation of the Budget Proposal for FY 2019.</p>
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77 **III. OTHER MATTERS:**
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79 For information: Letter dated 15 December 2017 re: Free Ride on New Year's Day and Timetable for
80 Christmas Day, Rizal Day, December 31 and New Year's Day.
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82 **IV. ADJOURNMENT:**
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84 There being no other matters to be discussed, the meeting was adjourned at 3:44 in the afternoon.
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87 Prepared By:

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91 **LAILA P. APUGAN**
92 Board Secretary IV

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92 **SHARON B. MONDALA**
93 Public Relations Officer IV

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92 **MARY JANE L. GUTIEREZ**
93 Admin. Services Assistant III

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92 **ROWENA J. RAVELO**
93 Admin. Services Officer A

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96 Reviewed by:

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99 **ATTY. HERNANDO T. CABRERA**
100 Chairperson, ManCom Secretariat
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106 **NOTE:** Ratified by the LRTA Mancom during its meeting held on January 29, 2018 at the LRTA
107 Board Room, L2 Depot, Marcos Highway, Santolan, Pasig City
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“ANNEX A”

Management Review

Light Rail Transit Authority STATUS OF ACTIONS FROM PREVIOUS MANAGEMENT REVIEW (Conducted on 27 June 2017)

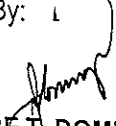
For Action	Status/Action Taken	Responsible Unit/ Person
<p>1. Received comments of the Development Academy of the Phils. (DAP) on the submitted Minutes of Management Review (under the ISO QMS 9001-2008 Standard) with the following recommendations: <u>Opportunities for Improvement:</u></p> <ol style="list-style-type: none"> 1. The process performance should be discussed through the presentation of the accomplishment of each office vis-à-vis the targets or quality objectives. The attainment and non-attainment of targets shall be noted and corrective action plan for unattained targets shall be discussed. 2. There should have been a report on the performance of external providers. 3. Status of corrective action on internal audit results should be reported. 4. Non-conformities and OFIs identified during the Readiness Assessment conducted by the DAP should have been documented in RFAs for appropriate tracking of the actions taken. 	<p>To be reported in the next ManCom Meeting based on outputs/reports adopting the ISO QMS 9001-2015 Standard.</p>	<ul style="list-style-type: none"> ▪ Head, ISO QMS ▪ QMS IQA Team ▪ All Dept./Div./Proj. Managers, PIO, Corp. Secretary ▪ Document Controller (DC)/Deputy Document Controllers (DDC)
<p>2. To conduct quality audit not only on the core processes but also on the management & support processes</p>	<p>Done. This was conducted by the QMS IQA Team on December 6 – 18, 2017.</p>	<p>QMS Internal Quality Audit Team (QMS IQA Team)</p>
<p>3. Promote LRTA as a caring organization by doing customer relation works.</p>	<ul style="list-style-type: none"> • Employee Relations Program held for birthday celebrants every month. • Rose-offering to women on St. Valentine's Day • Relevant LRT2 operation/station information and Christmas Greetings to all passengers displayed in the Passenger Assist Railway Display System (PARDS) installed inside the trains. • Gift-giving to passengers before Christmas Day. 	<ul style="list-style-type: none"> ▪ BDPRD-Public Relations Div.(PRD) -do- ▪ BDPRD-PRD ▪ Office of the Administrator – Bus. Devpt. Div. (BDD) ▪ BDPRD-PRD

Light Rail Transit Authority
STATUS OF ACTIONS FROM PREVIOUS MANAGEMENT REVIEW
 (Conducted on 27 June 2017)


For Action	Status/Action Taken	Responsible Unit/ Person
	<ul style="list-style-type: none"> ▪ Medical assistance provided to passengers in case of accident or illness while in the train or at the platform area. 	<ul style="list-style-type: none"> ▪ Admin. Dept- Medical Benefits Unit
4. Fast track implementation of Rehabilitation Projects.	<p>Completion of the following projects as of December 2017:</p> <ul style="list-style-type: none"> ▪ Upgrading and replacement of defective ACU at LRT 2 depot and revenue stations ▪ Installation of lightning protection along LRT 2 revenue line. ▪ Supply, delivery, installation, testing and commissioning of Security Surveillance System. ▪ Systematic replacement of gantry anchor bolts at LRT 1 revenue line and connecting line. ▪ Systematic replacement of gantry anchor bolts at LRT 1 revenue line and connecting line. ▪ Replacement of turn-out at LRT 2 depot and revenue line. ▪ Acquisition of new re-railing equipment specifically for narrow spaces such as Katipunan station ▪ Replacement of REJ at LRT 2 depot and revenue line. ▪ Refurbishment of Brake Operating Unit System of LRT 2 Trainsets. ▪ Replacement of 13 escalators at Recto Station and 32 elevators at 11 stations. 	Proj.Mgt. Office – Rehabilitation Project

Light Rail Transit Authority
STATUS OF ACTIONS FROM PREVIOUS MANAGEMENT REVIEW
 (Conducted on 27 June 2017)

For Action	Status/Action Taken	Responsible Unit/ Person
5. Conduct survey earlier for more substantive results. Target: Survey by October 2017	<ul style="list-style-type: none"> Survey conducted in December 2017 as the award for a 3rd-Party Customer Satisfaction Survey Consultant was only during the later part of the 4th quarter although preparations for the procurement were done as early as the 3rd quarter. Survey Results expected before the year ends. 	BDPRD-PRD
6. Conduct public information campaign to inform the public of LRTA's efforts to improve its services	<ul style="list-style-type: none"> Posted in the LRTA website Reported in the LRTA Employees' Year-end Forum on 18 December 2017 With media coverage during the launching and completion of projects such as that of the conveyance systems. 	BDPRD-PRD
7. Concession Agreement Monitoring Team (CAMT) and the Project Management Offices (PMOs) to submit their procedures and Quality Plans	<ul style="list-style-type: none"> Complied, adopting the ISO QMS 9001-2015 Standard. 	<ul style="list-style-type: none"> CAMT Head Proj. Implementation Officer (PIO) Project Managers

Prepared By: 

ELEANORE T. DOMINGO
 QMS Secretariat Head

Noted By: 

ENGR. NELZON P. VILLANUEVA
 Head, ISO QMS Team

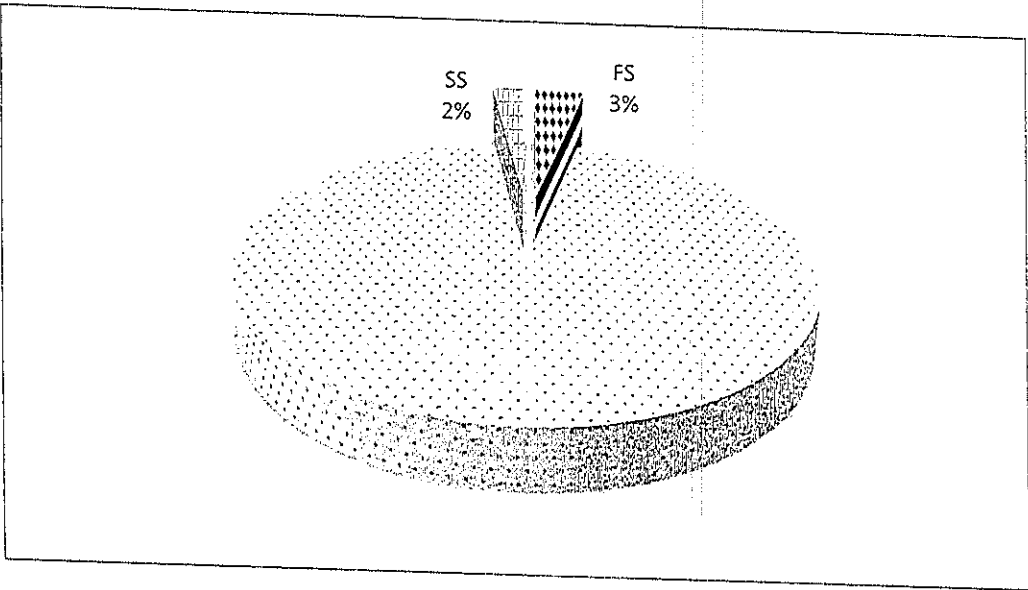
“ANNEX B”

Light Rail Transit Authority
Business Development & Public Relations Department
PUBLIC RELATIONS DIVISION
Line 2 Passenger Complaints
January – December 2017

The Public Relations Division handles passenger inquiries and complaints. Complaints are filed through different modes such as walk-in, phone-in, email, SMS and Social Media (Facebook and Twitter) and classified into the following categories:

- **Frontline Service-Related** – complaints of this nature include any comment or observation on train, station and security personnel in dealing with passengers such as discourtesy, arrogance, short-changing, wrong issuance of tickets and door-pinning.
- **Train/ Ticket/ Station-Related** – these are complaints which are associated with or in relation to the implementation of the existing policies, procedures, guidelines and regulations of the Authority with respect to fares, ticketing system, operating schedules, policies and other operational concerns, and or lack of, or defective trains, stations and facilities.
- **Safety and Security Related**- Refers to safety & security policies and procedures, accidental falls, slippages, being accidentally trapped in the elevator and other similar incidents.

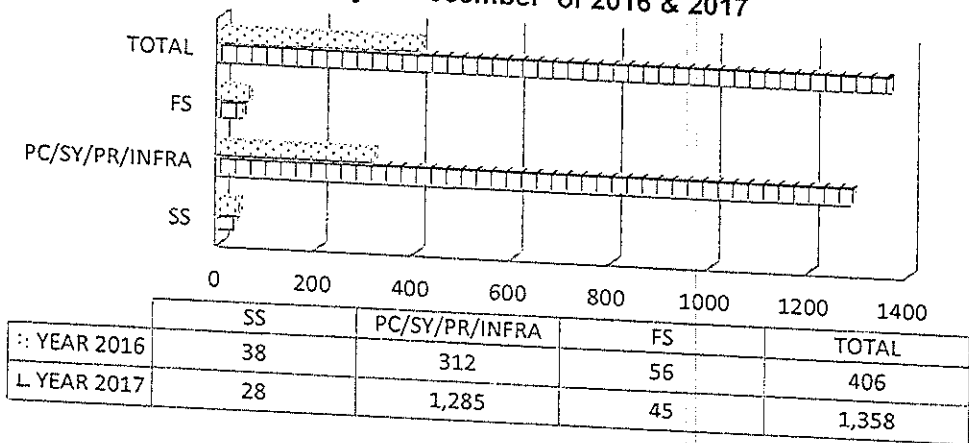
Nature of Complaints	Number of Complaints
Frontline Service-Related (FS)	45
Train/ Ticket/ Station-Related (TR/TI/ST)	1,285
Safety & Security Related (SS)	28
Total Number of Complaints	1,358



COMPARATIVE DATA
January to December
2016 - 2017

Nature of Complaints	2016	2017	Variance
FRONTLINE SERVICE-RELATED (Discourtesy of Station Teller/Security Guard, lack-assistance/ negligence of duty, short-changing, wrong issuance of ticket, dishonesty, refusal of passenger entry, proper PA, insufficient no. of station tellers open for selling)	56	45	(20%)
TRAIN/ TICKET/ STATION-RELATED (Poor air-conditioning system, defective escalators/ elevators, defective trains/additional trains, train delays, loud & annoying warning buzzer sound, Defective ticket, Policy on unreadable SV ticket, common ticketing system, ticket refund policy, limited/ unavailability of BEEP cards, defective TVM, non-functional/ non-functional & stinky comfort room and proper signage, defective AFCS gates)	312	1,285	312%
SAFETY & SECURITY-RELATED CONCERNS (Policy on SBA, long queuing, defective x-ray, pick-pocket incident, over-crowding inspection policy)	38	28	(26%)
TOTAL	406	1,302	221%

Comparative Number of Passenger Complaints Received
January to December of 2016 & 2017



*Exclusive of complaints received through SMS.

ANALYSIS

A total of **1,358 complaints** were received from passengers through walk-in, phone-in, e-mail, SMS/text message and Facebook/Twitter during the period from January 1 to November 24, 2016. **One thousand two hundred eighty five (1,285) complaints representing 95%** of the total are related to train/ ticket and station-related issues while **forty five (45) or 3%** refer to frontline service-related concerns and the remaining **twenty eight (28) or 2%** concerns safety & security issues.

Based on the above, it is apparent that majority of the complaints received are still related to train operations and procedures, defective equipment, and non-functional station facilities, and ticket concerns. Such complaints, although resolved temporarily from explanations given to the complainants, are expected to persist until the rehabilitation projects of the Authority are completed.

Further, out of the forty five (45) frontline service-related complaints, thirty five (35) were considered withdrawn/dismissed due to disinterest or refusal of the complainants to attend the clarificatory meeting, lack of merit or invalid contact details/numbers given by the complainants, resolved during the clarificatory meetings and satisfaction on the actions taken by Management. On the other hand, ten (10) were considered unresolved due to failure of several passenger-complainants to reply on the request for a clarificatory meeting as well as the inability of some complainants to attend the clarificatory meetings due to conflict in schedule although they are still interested to pursue the complaint. If, however, they are still unable to attend the meeting after three (3) consecutive notices, the complaint is considered resolved.

Compared to data generated from year 2016, an increase of about 221% on the total number of passenger complaints received and processed in January to December 2017 is noted. This can be attributed to the poor air-conditioning unit of LRT trains, long queuing, and the pending delivery of spare parts needed for the restoration of equipment and station facilities that led to dissatisfaction of passengers. The ultimate solution depends on the completion of the rehabilitation projects of LRTA at the soonest time possible.

COMPLAINTS AND THE ACTIONS TAKEN BY MANAGEMENT

Nature of Complaint	Action Taken
Train's poor air-conditioning system (complaints worsen during summer)	<ul style="list-style-type: none"> • Replacement of train's compressors and filters • Bidding for the Systematic Replacement of all train ACUs (Procurement Stage)
Non-functional elevators and escalators	<ul style="list-style-type: none"> • Replacement of defective elevators in all stations and 13 escalators at Recto station last was completed October 2017 • Finalization of TOR on bidding for the replacement of remaining non-functional escalators in other stations
Long queuing	<ul style="list-style-type: none"> • Installation of x-ray machines at Recto and Santolan Station • Prohibition of meal breaks to on-duty personnel during peak hours • Deployment of Security Officer Assistance

“ANNEX C”

Light Rail Transit Authority
Business Development & Public Relations Department
PUBLIC RELATIONS DIVISION
TOP LINE REPORT
CUSTOMER SATISFACTION SURVEY

The Light Rail Transit Authority (LRTA) through its Public Relations Division (PRD) engaged the short term services of Market Relevance Corporation to conduct satisfaction survey for the LRT Lines 1 & 2 systems.

The objectives of the survey are:

- To measure overall satisfaction on LRT-1 and LRT-2 in their current areas of services
- To identify each LRT line's strength and weaknesses
- To determine areas for improvement.

There are 6 Key Performance Indicators (KPI's) measured, covering the important aspects of LRT operations:

- Train
- Station Facilities/Equipment
- Employees Performance
- Safety and Security
- Feedback Mechanism
- Ticketing System

The survey was conducted at all LRT1 & 2 stations last December 13-20, 2017 during peak and non - peak hours. A total of 390 (195 per line) respondents participated in the survey.

The final report of the Customer Satisfaction Survey will be submitted and presented during the 1st MANCOM meeting on January 2018.

Below is the TOPLINE Summary:

This 2017, a 5pt satisfaction rating scale was implemented to measure the satisfaction of the riders of the LRT 1 and 2 lines - wherein 5 means very satisfied; 4 means satisfied; 3 means neutral; 2 means dissatisfied; and 1 means very dissatisfied.

For the unweighted overall satisfaction rating, LRTA received the following scores:

Management Review

	Both Lines	LRT 1	LRT 2
(Very Satisfied + Satisfied)	81%	72%	90%
Mean	4.2	3.9	4.4

Eight out of ten respondents are satisfied with the services of LRTA, with nine out of ten riders of the LRT 2 line significantly contributing more than the riders of LRT 1 to the high total satisfaction rating. There's also no notable difference between weekday and weekend riders, with LRTA still getting an 80-81% top-2 box score.

OVER-ALL SATISFACTION 2016 VS. 2017

	Both Lines (2016)	Both Lines (2017)
(Very Satisfied + Satisfied)	80%	81%

Both lines received an 81% top 2 box score this year (a 1% increase from last year's score). Despite LRT 1 receiving a lower score this year, the score it received remains at par with the score it received last year. On the other hand, LRT 2 received a significantly higher score this year than its score last year.

Reported By:


Evelyn P. Janeiro
Manager/PRD

“ANNEX D”

Light Rail Transit Authority
INTERNAL QUALITY AUDIT TEAM'S REPORT
RESULTS OF AUDIT
December 6-18, 2017

I. OBJECTIVE

The Internal Quality Audit activity aims to determine LRTA's conformance with the requirements of ISO 9001:2015 Quality management System (QMS); specifically, it aims to:

1. Check/validate that LRTA QMS conforms with the requirements of ISOQMS 9001:2015
2. Consistently provide services that meet customer satisfaction and the applicable statutory and regulatory requirements;
3. Keep LRTA Key personnel and employees on the readiness for a 3rd party audit QMS ISO 9001:2015 Standard Certification.

II. SCOPE

The Internal Quality Audit covers the processes of the Light Rail Transit Operations Management including related support and management processes and its externally-provided products and services and processes, as follows:

1. Management Process
 - Office of the Administrator
 - Deputy Administrator for Operations and Engineering
 - Deputy Administrator for Administrative finance & AFCS
 - Office of the Corporate Secretary
 - Internal Audit Department
 - Document Controller
 - Planning Department
 - Corporate Planning & Research Division
2. Core/Operations Process
 - Station Operations Division
 - Traffic Control Division
 - Traffic Operations Division
3. Support Services
 - Finance Department
 - Accounting Division
 - Budgeting and Financial Planning Division
 - Treasury Division
 - Administrative Department
 - Human Resource Management Division

- Asset Management Division
 - General Services Division
 - Procurement Division
 - Business Development and Public Relations Department
 - Business Development Division
 - Public Relation Division
 - Engineering and Maintenance Department
 - Rolling Stock and Interrelated Systems Division
 - Fare Revenue and Operations Group
 - Concession Agreement Monitoring Group
 - Safety and Security Division
 - Legal Services Department
 - Management Information System Division
 - Project Management
4. Externally-Provided Products, Services and Processes
- AFCS Maintenance, Ticket Supply, Clearing and Settlement Service, Maintenance & Security Contractor and Contracted Services

III. METHODOLOGY

The current strengths and specific needs of the LRTA's QMS shall be gathered as follows:

1. Audit and validate documented QMS with reference to LRTA Quality Manual, Procedures and Work Instructions and other related documents, based on the following criteria:
 - Conformity © - requirement has been met and no action required
 - Opportunity for Improvement (OFI) – statement of fact or condition does not signify a failure in the system but need to be addressed.
 - Non-Conformity (NC) – Failure to meet one requirement of a clause of ISO 9001:2015 or set criteria: a lapse in the system that needs improvement
2. Evaluation of the management and staff's understanding on LRTA's Quality Policy and objectives, Citizen's Charter, and Departmental Procedures and Work Instructions;
3. Interview with the relevant key personnel to determine monitoring and status of corresponding functional and quality objectives;
4. On-site observation of current practices;
5. Recording of facts and Data;

Management Review

IV. AUDIT SCHEDULE AND ITINERARY

DEPARTMENT/ DIVISION/OFFICE/UNIT	PROCESS	AUDITEE	TIME	AUDITORS
Office of the Administrator (OOA)	Planning, Policy Formulation and Implementation. Communication and Feedback Management Performance Review, Documentation Management	Administrator Head Executive Assistant Executive Assistant QMS Head	Dec. 6-18, 2017	Team Leader: Ms. Maria Estela Boquiren Members: Mr. R. Vazquez Mr. R. Panlasigui Mr. W. Arzadon
Line 1 & 2 Engineering & Maintenance Department (EMD)	Engineering and Maintenance Management and externally-Provided Products, Services and Processes	Engr. Federico J. Canar		
- Line 2 Rolling Stock and Interrelated System Division (RS2)		Engr. Santos Abrazado		
Procurement Division (PCD)	Procurement Management	Mr. Eduardo A. Abiva		
Safety and Security Division (SSD)	Safety and Security Management	Mr. Jimmy chua		
Office of the Deputy Administrator for Administrative, Finance and AFCS (ODA)	Planning Management, Performance Review, Policy Formulation and Implementation, Documentation Management	OIC, DA Felix Gerard R. Leyson	Dec. 6-18, 2017	Team Leader: Mr. Maynard Tolosa Members: Mr. M. Ganadillo Mr. J. Hagos Mr. G. Monteclaro Ms. A. Castillo
Office of the Deputy Administrator for Operations and Engineering (ODO)	Planning Management, Performance Review, Policy Formulation and Implementation, Documentation Management	OIC, DA Atty. Jose Jobel Balarmino		
Legal Department (LED)	Legal Services Management	Atty. Jose Jobel Belarmino		
Internal Audit Department (IAD)	Internal Audit Management Internal Quality Audit	Ms. Prima M. Tapia		
- Financial & Management Division (FMD)		Ms. Ma. Estela Boquiren		
- Operations and Compliance Division (OCD)		Engr. Alfredo G. Jingco		
Document Controller	Documentation Management	Ms. Zhenele Faye C. Ganancial		

Management Review

Finance Department (FID) - Budget and Financial Planning Division (BFD) - Accounting Division (ACD) - Treasury Division (TRD)	Finance Management	Ms. Marilou Liscano Ms. Corazon Pascual Ms. Evelyn L. Macalino Ms. Jennilyn P. Malapo	Dec. 6-18, 2017	Team Leader : Ms. Heizel Sharon Afable Members: Ms. E. Basibas Ms. M. Flores Ms. G. Panotes
Concession Agreement Management Team (CAMT) - KPI Monitoring Unit (KMU) - Inspection and General Monitoring Unit (IGU) - Safety KPI Monitoring Unit (SMU)	Concession Agreement Management	OIC, DA Felix Gerard R. Leyson		
Project Management Office Rehabilitation Project (LRP) - LRT Line 2 West Extension Project (WEP)	Project Management	PIO Engr. Fernando Quiambao Engr. Julito Bernales Engr. Lorelie Reyes		
Office of the Corporate Secretary	Communication and Feedback Management	Atty. Hernando T. Cabrera		

DEPARTMENT/ DIVISION/OFFICE/UNIT	PROCESS	AUDITEE	TIME	AUDITORS
Business Development & Public Relations Department (BDP) - Public Relations Division (PRD) Business Development Division (BDD)	Communication and Feedback Management Public Relations Management	Ms. Annabelle C. Ganancial Ms. Evelyn P. Janeo	Dec. 6-18, 2017	Team Leader : Mr. Sherwin Biscocho Members: Ms. E. Dizon Mr. M. Gallardo Mr. J. Chua Mr. E. Aliman
	Business Development Management	Ms. Edith Amado		
Administrative Department (ADD) - Human Resource Management Division (HRD) - General Services Division (GSD) - Asset Management Division (AMD)	Human Resource Management	Mr. Dominic Kabigting Ms. Divina J. Guison		
	Documentation Management General Services Management	Mr. Benedicto Avendano		
	Asset Management	Mr. Maynard Tolosa		

Management Review

Planning Department (PLD) - Corporate Planning and Research Division (CPD)	Planning Management Policy Formulation and Implementation, Performance Review	Ms. Eleanore T. Domingo Mr. Allan A. Arquiza	Dec. 6-18, 2017	Team Leader: Ms. Marivic Tuason Members: Ms. KJ Loterina Ms. L. Caraan Atty. N. Laxinto Mr. L. Mangampo
- Management Information Systems Division (MIS)	Communication and Feedback Management Information Technology Management	Mr. Randale Orille		
Station Operations Division (SO2)	Station Management	Mr. Ricardo Paniasigue		
Fare Revenue Operations Group (FRO) - Ticket Management & Sales Collection Unit (TMS)	AFCS Management and Externally-Provided Procts. Services and Processes	Mr. Nicolas Ombao		
Reconciliation and Settlement Unit (RSU) - Systems Administration and Standards Compliance Unit (SAS)		Engr. Fernando Salvador		
		Engr. Fernando Salvador Ms. Catherine Lopez		

Line 2 Operations Department (OD2) - Train Operations Division (TO2) - Traffic Control Division (TC2)	Light Rail Transit Operations Management Train Management Traffic Management	Mr. Antonio R. Laigo Mr. Ramon Vasquez Mr. Joseph Hagos	Dec. 6-18, 2017	Team Leader : Ms. Jennifer Beronilla Members: Ms. N. Arcilla Ms. J. Cruz Engr. A. Jingco Ms. W. Magas
Project Management Office - LRT Line 1 South Extension Project (SEP) - LRT Line 2 East Extension Project (EEP)	Project Management	PIO Engr. Fernanco Quiambao		
		Engr. Federico Canar		
		Engr. Lorelie Reyes		
Medical Services	Medical Services Management	Dr. Edgar Comandao		

V. AUDIT FINDINGS AND OBSERVATIONS (AFOR)

Dept/Div/office/Unit	Total audit Criteria/ Clauses/Sub-Clauses identified	Total AFOR	Conformity (C)	Opportunity for Improvement (OFI)	Non-Conformity (NC)
Office of the Administrator	26	53	51	2	
D/A for Operations and Engineering	15	15	14	1	
D/A for Admin, Finance & AFCS	15	21	12	9	
CORSEC	26	29	15	14	
Document Controller	15	10	3	5	2
Internal Audit Department	16	16	15	1	
Procurement Division	15	21	19	2	
Human Resource Management	12	12	11	1	
Finance Department	26	35	27	8	
Management Info Systems (MIS)	17	24	16	3	5
Asset management Division	12	13	13		
General Services Division	12	13	12	1	
Safety & Security Division	19	43	18	15	10
Fare Revenue Operations Group	16	22	15	3	4
Eng'g. & Maint. Department	20	51	49	2	
Business Development Div.	12	13	13		
Public Relations Division	12	13	12	1	
Legal Services Division	17	20	13	7	
CMT	26	40	28	12	
PIO/PMO – West Extension Proj	26	30	21	9	
-Rehabilitation Project	26	34	19	15	
Planning Department/CPRD					
Station Operation Division					
Traffic Control Division					
Traffic Operation Division					
Medical Services					
GRAND TOTAL	381	528	396	111	

NOTE: Detailed AFOR per clause/Sub-Clause and process owner is attached (Annex A)

VI. RECOMMENDATIONS

1. To facilitate the approval of the Quality Manual and other requirements of QMS 9001:2015 Standard.
2. To include the Safety and Security Management in the Process Map to determine their contribution as to the achievement of the whole SSD process.
3. To align Procedures and Work Instruction Manual (PAWIM) to other process owners in consideration to their functions as support to the core process.
4. Filling-up of Environmentalist position approved by the DBM under the office of the Safety and Security Division. The hiring of an Environmentalist is very vital in the operation to facilitate the application and processing of all permits, licenses and certification and other requirements and to comply with the requirements of LLDA, DENR, Bureau of Fire and other regulatory permit-granting Agencies for LRTA.
5. Continual commitment to ensure efficiency of its QMS by meeting statutory requirements and supporting other government agencies in the pursuit of good governance
6. To create a policy to resolve approval of documents specially on the compliance of LRTA obligations in the Concession Agreement
7. Disposal of obsolete documents in accordance with the National Archives Guidelines
8. Facilitate the improvement of workplace/work station of employees
9. Re-issuance of Special Order for detailed employees which are already beyond one-year as required by the Civil Service Commission
10. Conduct of 5s to all offices/facilities of LRTA.

VII. COMMENDATIONS/CITATIONS

1. LRTA through the HRMD was awarded a Certificate of Recognition by the Civil Service Commission (CSC) for obtaining Maturity Level 2 Accreditation for Recruitment, Selection and Placement, Learning and Development, Rewards and Recognition (PRIME HRM)
2. LRTA through the Finance Department was awarded BIR Commendations/Citations by the BIR Revenue Region No. 8 on January 28, 2013 for being chosen as one of the recipients of top collection contributors of RDO No. 51, Pasay City, which helped surpass the Regional Collection Goal for CY 2012. Commendation from the Office of the Ombudsman dated March 11, 2014 for consistently maintaining full liquidation of cash advances for two (2) consecutive years and for regular submission of Reports of Liquidation within 15 days after the close of the applicable quarter, without need of demand.
3. The Internal Quality Audit Team commended also the Train Operations Division in their effort to provide Train Driver & Dispatcher a quarterly refresher course and re-tooling seminar with the experts and Technical Resource Person/Supervisors from Line 2 Operations Department.
4. The IQA team also commended Public Relations Division for having the conduct of Customer Survey Satisfaction last January 2017 with comparative results from 2015 vs. 2016

VIII. CONCLUSION

1. Of the total 381 Audit Criteria and Clauses/Sub-Clauses, 528 audit findings and observations were identified of which 396 or 75% are in conformity or requirements were met and no action required; 111 or 21% are Opportunities for Improvement (OFI) or the condition that does not signify a failure in the system, but needs to be addressed; and 21 or 4% are Non-conformity (NC) or failure to meet one requirement of a clause of ISO 9001:2015 or set criteria; a lapse in the system that needs improvement.
2. Overall Assessment could be certifiable, as:
 - Top Management and Key personnel are involved and familiar with the requirements
 - 100% of the requirements can be fulfilled if given sufficient time to prepare/implement planned counter measures to make up for possible non-conformities or improvement concerns

“ANNEX E”

Light Rail Transit Authority
SUMMARY OF STATUS OF IMPROVEMENT PLANS
As of 31 October 2017

Office		Objective/Status	
1.	Internal Quality Audit Team/ Internal Audit Department	Objectives	Status
		<p>1. To conduct management and operations audit included in the approved Audit Plan to determine the degree of compliance with the mandate, policies, government regulations, established objectives, systems and procedures/processes and contractual obligations; and</p> <p>2. To effectively communicate to Top Management identified control gaps and areas for improvement to maximize its resources and opportunities and reduce risks in the operation.</p>	<p>Objectives met. 100% of the activities planned were accomplished as of 30 June 2017. However, the Internal Quality Audit was not part of the IAD's Audit Plan and were only added towards the 4th quarter. The IQA was conducted from December 6-18, 2017 with the Audit Results to be submitted during the Management Review. (Please see attached Report)</p>
2.	Finance Department	Objectives	Status
2.1	Accounting Division and Treasury Division	<p>1. To perform various Accounting, Budgeting/ Financial Planning and Treasury activities as planned (for details of plan, please refer to the attached Improvement Plan)</p> <p>2. To secure and safeguard cash and other financial instruments.</p>	<p>As is</p>
2.2	Budgeting/ Financial Planning Div.		
2.3	Treasury Division		
			<p>1. Physical inventory of TCTs and other documents at PNB, Pasay together with COA and Asset Management Division representatives on 03 May 2017.</p> <p>2. New Lease Contract with LBP Cash Dept., Main Office.</p>

Management Review

Office		Objective/Status	
		Objectives	Status
			3. Requested Engineering Dept. to consider construction of Cash and Vault rooms in the final lay out plan of the Improvement Project of LRT 2 Depot Offices.
3.	L2 Operations Department	To be reported next ManCom meeting	
4.	Engineering Department - L2 RSIS Division	To be reported next ManCom meeting	
5.	Planning Department	To be reported in the next Management Review. Targets are all for 2018. Copies of Improvement Plans are on file.	
6.	Project Management Offices	To be reported in the next Management Review. Targets are all for 2018 up to project completion. Copies of Improvement Plans are on file.	
7.	AFCSS Department/FROG	Objectives	Status
		1. Reduce submission time of Service level Agreement (SLA) Compliance Monitoring to Planning Department.	<ul style="list-style-type: none">• Ongoing SLA review• Bottlenecks identified such as reducing the time submission of attachment on every provision indicated in the SLA.
		2. Reduce submission time of Monthly Sales Collection Report to the Office of DA for Admin., Finance & AFCSS for signature (approval).	Ongoing installation of computers and networks at the station for beta testing on January 2018.
		3. Reduce submission time of daily Transaction Settlement Report (due LRTA and AFPI) to Finance Department	<ul style="list-style-type: none">• Bottlenecks identified such as Internet connection. This was already coordinated with the MISD and included in the SLA the early confirmation of Settlement amount on the ongoing SLA review.• Ongoing improvement of reconciliation after the implementattion of Ticket and Management System.
8.	Administrative Department	Improvement Plans of HRMD & Procurment Division for the 4 th quarter of 2017 will be scheduled for the next ManCom meeting while those targeted for 2018 will be in the next Management Review. Copies of Improvement Plans are on file. IPMS Project of the KMITD is for pre-procurement process while its Upgrade of	

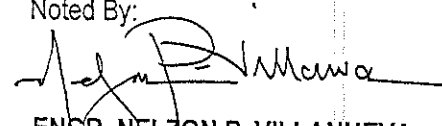
Management Review

Office		Objective/Status
		is under the pre-procurement process while its Upgrade of the Internet Project is already ongoing bidding.
9.	BDPRD – PR Division	Customer Satisfaction Survey conducted last 13-20 December 2017. The survey was conducted at all LRT 1 & 2 stations during peak and non-peak hours. A total of 390 (195 per line) respondents participated in the survey. The final report of the Customer Satisfaction Survey will be submitted and presented during the 1 st ManCom meeting on January 2018. For details of the initial Survey Report, please refer to item C in the Agenda folder.
10.	Line 1 Operations Department/Line 1 RSISD – (CAMT)	Of the targeted 91% compliance of Concessionaire to Performance Commitments, actual compliance as of the 3 rd quarter was 95.45%. For the rest of the Targets, CAMT registered a 100% accomplishment. For details, please refer to the attached Status Report of CAMT.

Reported by:


ELEANORE T. DOMINGO
QMS Secretariat Head

Noted By:


ENGR. NELZON P. VILLANUEVA
Head, ISO QMS Team

“ANNEX F”

Light Rail Transit Authority
STATUS OF THE TRANSITION & WAY FORWARD
 As of 27 December 2017

A. Remaining Activities:

Activities		Proposed Schedule	Responsible Unit(s)/ Person(s)
1	Management Review	27 December 2017	Head, ISO QMS Team
2	Basic Course on Productivity and Quality Approaches	January, 2018 (specific dates TBD but preferably 3 rd week)	<ul style="list-style-type: none"> ▪ DAP ▪ Head, ISO QMS Team ▪ QMS Secretariat
3	Readiness Assessment	February, 2018 (specific dates TBD - preferably 2 nd week)	<ul style="list-style-type: none"> ▪ DAP - Lead ▪ Head, ISO QMS Team ▪ QMS Secretariat ▪ QMS IQA Team
4	Certification of the Established QMS by an Independent Certifying Body	March, 2018	<ul style="list-style-type: none"> ▪ DAP – (Procurement of certifying body) ▪ Administrator - Champion ▪ Head, ISO QMS Team – Lead ▪ All LRTA Officers & employees ▪ All QMS Core Teams

*TBD – To be determined

B. Proposed Cascading Activities:

In connection with LRTA's preparation for the ISO QMS 9001:2015 3rd Party Audit, the Training and Advocacy Team (TAT) is proposing these cascading activities that will cover the following:

1. Review of ISO QMS 9001:2015 Standards
2. The IQA Results and Management Review Action Agenda
3. Quality Manual & Other Mandatory Procedures
4. Department and Division processes and procedures

The TAT will facilitate the conduct of this undertaking while the Department and Division/PMO Managers as well as the Unit/Office heads directly under the Office of the Administrator shall be the resource persons. The Internal Quality Audit Team may act as the observer.

Department/Division/PMO	Date	Time	TAT Facilitator
Line 2 Operations			
• Train Operations Division	January 4 & 5	9 am to 4 pm	Mr. Alex Gregorio
• Stations Operations Division	January 4,5,6 & 8	9 am to 4 pm	Mr. Allan Arquiza
• Traffic Control Division	January 4 & 5	9 am to 4 pm	Mr. Arnold Lira
Line 1 Operations Dept./ L1 RSISD (now CAMT)	January 4	9 am to 12 nn	Ms. Esther Soneja
AFCSS Department (now FROG)			
• Revenue & Production Reconciliation Division	January 4	9 am to 12 nn	Ms. Rosalea Revalo
• Ticket Production Division	January 4	1 pm to 4 pm	Ms. Rosalea Revalo
• Automated Fare Collection System Administration Division	January 5	1 pm to 4 pm	Atty. Nonie R. Laxinto
Administrative Department			
• Procurement Division	January 6	9 am to 12 nn	Ms. Esther Soneja
• General Services Division	January 6	1 pm to 4 pm	Mr. Alex Gregorio
• Human Resource and Management Division	January 8	9 am to 4 pm	Atty. Nonie Laxinto
• Asset Management Division	January 8	9 am to 12 nn	Ms. Rosalea Revalo
• Medical Unit	January 8	1 pm to 4 pm	Ms. Rosalea Revalo
• MIS Division (now KMITD)	January 10	9 am to 12 nn	Mr. Arnold Lira
Finance Department			
• Accounting	January 9	9 am to 12 nn	Mr. Allan A. Arquiza
• Budget and Financial Planning Division	January 9	1 pm to 4 pm	Mr. Allan A. Arquiza
• Treasury Division	January 10	9 am to 12 nn	Mr. Esther Soneja
Engineering Department	January 9	9 am to 12 nn	Alex Gregorio
Legal Department	January 10	1 pm to 4 pm	Atty. Nonie R. Laxinto
Planning Department	January 10	9 am to 12 nn	Mr.Allan A. Arquiza

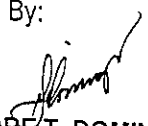
Management Review

B. Proposed Cascading Activities: (Continuation)

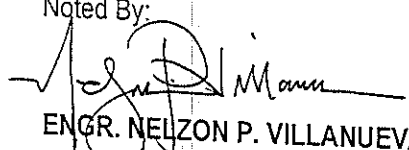
Department/Division/PMO	Date	Time	TAT Facilitator
Business Development & Public Relations Department			
• Public Relations Division	January 10	1 pm to 4 pm	Mr. Allan A. Arquiza
Office of the Administrator			
• Business Development Division	January 10	1 pm to 4 pm	Ms. Esther Soneja
• Office of the HEA / Head, ISO QMS Team	-do -	-do -	-do -
Safety and Security Division	January 11	9 am to 12 nn	Mr. Alex Gregorio
Office of the Corporate Secretary	January 11	1 pm to 4 pm	Atty. Nonie R. Laxinto
Internal Audit Department			
• Financial Management Division	January 11	9 am to 12 nn	Mr. Arnold Lira
• Operations and Compliance Division	January 11	1 pm to 4 pm	Mr. Allan A. Arquiza
PIO / PMOs	January 12	1 pm to 4 pm	Atty. Nonie R. Laxinto/Mr. Arnold Lira

Should the Department/Division/PMO Managers and Heads of Offices/Units require more time to review their audit readiness status, they may do so at their own convenient time, provided that by February, 2017, all issues and audit requirements have been complied with and all cascading activities have been performed/undertaken.

Reported By:


ELEANORE T. DOMINGO
QMS Secretariat Head

Noted By:


ENGR. NELZON P. VILLANUEVA
Head, ISO QMS Team