

	QUALITY MANUAL	Document Code:	2017.QM.CDQ.001
	Annex 4.3 Process Map Concession Agreement Monitoring	Page No.:	1 of 4
		Issue No.:	1
		Revision No.:	0
		Date Prepared:	01 August 2022
		Date of Effectivity:	01 OCT 2022

SOURCE OF INPUTS (PREDECESSOR PROCESSES e.g. at providers (internal or external) at customers, at other relevant interested parties)	INPUTS (MATTER, ENERGY INFORMATION, e.g. in the form of materials, resources, requirements)	ACTIVITIES	OUTPUTS (MATTER, ENERGY INFORMATION, e.g. in the form of product, service, decision)	RECEIVER OF OUTPUTS (SUBSEQUENT PROCESSES, e.g. at customers (internal or external), at other relevant interested parties)
<ul style="list-style-type: none"> • LRT 1 Project Concessionaire 	<ul style="list-style-type: none"> • Communications from the Concessionaire • Reports from the Concessionaire <ul style="list-style-type: none"> ○ Operational Reports ○ KPI Reports ○ Financial Reports ○ Reports on Engineering Works ○ Safety Reports ○ Ridership and Operational Statistics ○ Raw Data • Monitoring reports from Concession Monitoring Group 	<ul style="list-style-type: none"> • Review and Approval of Operational Plans • Data Gathering Activities <ul style="list-style-type: none"> ○ Site Monitoring and Data Recording ○ KPI Monitoring (including issuance of Citation and Failure Notice) • Validation Activities <ul style="list-style-type: none"> ○ Data Analysis and Computation ○ Comparison of data from the Concessionaire against Gathered Data by the CAMT 	Correspondences to DOTr and to the Concessionaire <ul style="list-style-type: none"> • Claims Validation Report • KPI Validations, Summary Reports. • Comments and Required actions to submitted Plans and Operational Statistics. • Observation Reports (for non-KPI related findings) • Accomplishment Reports 	<ul style="list-style-type: none"> • Co-Grantor (DOTr) • LRT 1 Project Concessionaire

	QUALITY MANUAL	Document Code:	2017.QM.CDQ.001
		Page No.:	2 of 4
		Issue No.:	1
		Revision No.:	0
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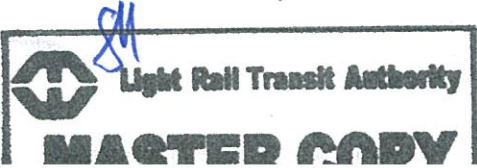
<ul style="list-style-type: none"> • LRT 1 Project Concessionaire • DOTr • Project IC • External Sources (LGU's) • GCG • Management • Other LRTA Concerned Offices • LRTA Board 	<ul style="list-style-type: none"> • Requests for inputs/ Positions relative to the Project • IC Findings • Line 1 Contract and Service related issues • Requests inputs from other LRTA offices 	<ul style="list-style-type: none"> • Preparation LRTA's positions, computation and recommendations/required actions 	<p>Correspondences to DOTr and to the Concessionaire</p> <ul style="list-style-type: none"> • Claims validation/ computed report • Concessionaire Performance Report • KPI Remarks and Recommendations on LRMC's Monthly Report, Summary Reports • Comments and Required actions to submitted Plans and Operational Statistics. • Observation Reports (for non-KPI related findings) • Accomplishment Reports • Comments and Required actions to IC Reports and Certifications • Referral of issues to concerned parties as may be required • Safety KPI Incident Reports 	<ul style="list-style-type: none"> • LRT 1 Project Concessionaire • DOTr • Project IC • LGUs other government • Management • Other LRTA Concerned Offices • LRTA Board
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	<h2>QUALITY MANUAL</h2>	Document Code:	2017.QM.CDQ.001
	<h3>Annex 4.3 Process Map Concession Agreement Monitoring</h3>	Page No.:	3 of 4
		Issue No.:	1
		Revision No.:	0
		Date Prepared:	01 August 2022
		Date of Effectivity:	01 OCT 2022

<ul style="list-style-type: none"> • Project IC • GCG • Management • Other LRTA Concerned Offices 	<ul style="list-style-type: none"> • IC Findings • Requests inputs from other LRTA offices 	<ul style="list-style-type: none"> • Review, Comment, Certification and Validation Findings 	<ul style="list-style-type: none"> • Correspondences to DOTr and to the Concessionaire <ul style="list-style-type: none"> ○ Claims validation report ○ Concessionaire Performance Report ○ Comments and Required actions to submitted Plans and Operational Statistics. ○ Observation Reports (for non-KPI related findings). ○ Accomplishment Reports ○ Comments and Required actions to IC Reports and Certifications 	<ul style="list-style-type: none"> • DOTr • Project IC • GCG • Management • PMO Cavex • Other LRTA Concerned Offices
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Controls and Check Points:
(Possible controls and check points to monitor and measure performance)

- Conduct of Coordination Meetings with Concessionaire, Co-Grantors, and Project IC
- Measure actual performance against set targets through IPCR/OPCR
- Review Reports and Certifications against Provisions set by the Concession Agreement
- Validate positions against Provisions of the Concession Agreement and Best Railway Practices
- Measure Concessionaire Performance against Performance Baseline set by the Concession Agreement.



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Document Code:	2017.QM.CDQ.001
Page No.:	4 of 4
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