



WWRO OFFICE ADMINISTRATION

Quality Assurance Manual

for Implementation of Work Policies and
Procedures

April 2008

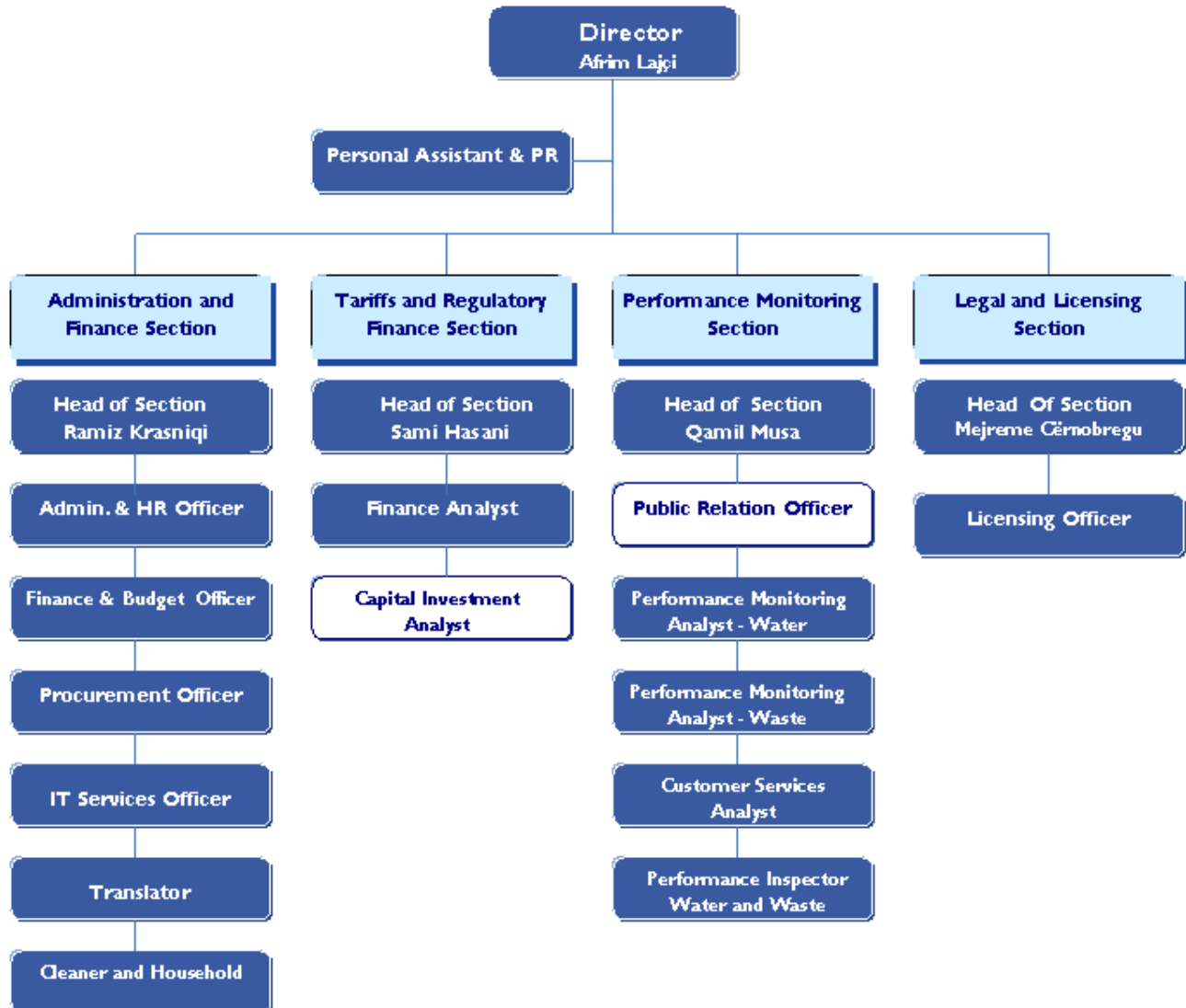
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1 The WWRO Organisational Structure

The current structure of the WWRO was revised in April 2007 and is shown below:



2 WWRO Correspondence

2.1 *Filing Procedure*

All incoming mail is received initially by WWRO Administration and recorded in the Protocol Book. Here it is given a sequential reference number and copies are taken for the relevant people/departments in the office.

All original incoming correspondence is filed by Administration, with each relevant department retaining a copy of correspondence in the files in their room.

All outgoing mail is recorded in the Protocol Book, and also given a reference number. The original correspondence is sent out, but copies are retained by all relevant people/departments as above.

Correspondence is filed in date order. Reference numbers can be cross-checked in the Incoming or Outgoing Mail Books to find dates; specific correspondence can then be traced accurately.

2.2 *Archive*

Files are archived usually at the end of each year, or when a particular file is full. If there are outstanding issues in a file then these will be completed before the file is sent to archive.

The archived files are referenced and archived in the basement of the WWRO offices so that they can be retrieved easily if required.

2.3 *Standard of Documentation*

It is critically important that all WWRO staff (and their consultants) follow the highest professional standards in carefully documenting their work. The general standard of documentation must be sufficient for another professional to be able to follow the findings and conclusions of any report from the working papers, and for all such conclusions to be adequately documented in all respects within the working papers.

2.4 *E-mail Folders*

All emails, whether incoming or outgoing, are printed out, recorded in the Incoming or Outgoing Mail Books, given a reference number, and filed with other correspondence as at 1.1 above.

3 WWRO Document Control

Official documents will all contain two separate 'version identifiers'.

Firstly they will have, within the header of the document (as can be seen above) details of the name of the document and the version number.

Secondly the last page of each document shall be a table into which the current version number will be recorded. Whenever a document is amended the new version shall be entered in this table, together with details of who drafted the new version, who authorised its circulation, who it was circulated to, and on what date.

These identifiers will ensure that the history of a document can be traced, and who has received a copy of the document to know the latest procedure or information.

4 Standard WWRO Document Formatting

As a minimum any WWRO correspondence shall contain the following details:

- The WWRO Logo;
- The WWRO address and phone number;
- Date on which the correspondence is being sent;
- Number of the protocol to which the correspondence relates;
- Who the correspondence is from;
- Who the correspondence is being sent to;
- The subject of the correspondence.

In addition there are standard WWRO formats for letters and memos, these formats are attached as an appendix to the QA Manual.

5 WWRO Meetings

Meetings which are to be held in the WWRO office shall be held in the meeting room on the top floor of the building.

Administration should be informed of all meetings being organised in order that two people cannot book the meeting room at the same time.

At all meetings there should be someone present who shall take notes in order that an accurate and objective record can be kept of the meeting detailing any matters which were discussed; problems raised; or issues solved. This person shall then type up 'minutes' of the meeting from their notes and circulate to the people who attended the meeting. This means that anyone who has attended the meeting will have an accurate record of what took place.

It is essential that any agreed actions to be taken are recorded including the person responsible and if possible a deadline for completing the action.

Minutes from meetings shall be filed as if they were incoming correspondence.
A typical format is included below:

6 WWRO Email Policy

6.1 *Email Addresses*

All office email addresses are firstname.surname@wwro-ks.org. No other 'in the office' email address combinations (e.g. firstinitial.surname etc.) should be used except this one.

6.2 *Email Policy*

It is recognised that employees can use email for personal means in certain circumstances. Email should be treated like any other form of written communication and, as such, what is normally regarded as unacceptable in a letter or memorandum is equally unacceptable in an email communication. It is legitimate for employees to make use of email outside of the normal working day for personal reasons to send messages that are in no sense obscene or defamatory or otherwise inappropriate. Personal email use should not interfere, either by its timing or extent, with the performance of the employee's duties.

Employees should be careful that before they open any attachment to a personal email they receive, they are confident that the content is in no sense obscene or defamatory. Equally, if an employee receives an obscene or defamatory email, whether unwittingly or otherwise and from whatever source, they should not intentionally forward the email to any other address.

The use of email for personal purposes to send or forward messages or attachments which are in any way defamatory, obscene or otherwise inappropriate will be treated as misconduct. In serious cases this could be regarded as gross misconduct and could lead to dismissal.

WWRO reserves the right to access an employee's email account in their unexpected or prolonged absence (e.g. due to sickness) in order to allow it to continue to undertake the employee's normal role. In normal circumstances, where it is possible to contact the employee concerned, this will be with their prior knowledge.

7 WWRO Internet Policy

The primary reason for the provision of internet access is the easy retrieval of information for work purposes in order to enhance the ability of its staff to undertake their roles. However, as with email it is legitimate for employees to make use of the internet in its various forms outside of normal working hours for personal purposes as long as it is not used to view or distribute improper material such as text, messages or images which are derogatory, defamatory or obscene.

It is recognised that there can be occasions where it is sensible for the employee to make occasional use of the internet for personal reasons such as a private transaction, rather than having to spend considerably more time out of the office. Examples of this might include a bank transaction or the booking of a holiday. As long as such personal use is confined to non-working hours, then it is permissible. Personal internet use should not interfere, either by its timing or extent, with the performance of the employee's duties.

Unauthorised use of the internet may be treated as misconduct under the appropriate disciplinary procedure. In serious cases it could be treated as gross misconduct and could lead to dismissal.

8 WWRO Website

The WWRO website can be found at <http://www.wwro-ks.org>. If WWRO staff have any new ideas, or have any updates for or notice any mistakes on the website they should contact Lule Gjonbalaj to enable the site to be updated.

9 WWRO Virus Protection

All PCs at WWRO are protected by regularly updated virus protection software operated by an external IT company (IPKO). This means that your PC should always have the most up to date virus protection, however if your virus software detects a virus on your PC, then please contact Ramiz Krasniqi as soon as possible, do not attempt to clean or remove the virus yourself.

The main way that viruses will come into WWRO is via e-mail, please observe carefully the following rules about opening or saving email attachments

The rules on opening email attachments are as follows:

- If you are not expecting an email attachment from someone then it should be treated with caution
- Receiving an email with an attachment, but with no message text (even from someone you know) should be treated with caution
- An email (with or without attachment) from someone you don't know should be treated with extreme caution
- Any email with a .VBS, .EXE, .COM .PIF or .BAT extension as an attachment should not be opened UNDER ANY CIRCUMSTANCES, even if you are expecting it

In all the above cases, please contact Ramiz Krasniqi before opening the email so she can advise the WWRO's external IT support.

10 WWRO Telephone System

WWRO's phone system is an internal system. For calls outside the WWRO office a PIN number is required. This is held by Lule Gjonbalaj.

If a problem occurs with the phone system then contact Lule Gjonbalaj who will contact the necessary people to try and identify where the problem lies.

All phone calls coming in to WWRO shall be received by a central number and will be redirected to the appropriate person.

11 WWRO Databases

Databases are kept by WWRO on:

Staff Details;
Company Contacts;
Correspondence.

These databases are maintained by Administration and HR Officer Sanita Jashari. Any queries as to how to use it, any problems encountered whilst using it, any suggested improvements or any other related queries (with the exception of data changes) should be channelled through the above.

11.1 *Staff Details Summary*

The names and details of staff are stored in an employment database.

11.1.1 *Purpose*

This database allows the WWRO to maintain records of, e.g. holidays, sick days, years of service, etc.

11.1.2 *Input*

Sanita Jashari will add or update these details.

11.2 *Company Contacts Summary*

The names and details of all company contacts are stored on the WWRO contacts database.

11.2.1 *Purpose*

This Database serves two purposes:

- a mailing list for briefing papers, newsletters, workshop invitations, etc.;
- an on-line reference for telephone numbers and addresses.

11.2.2 *Input*

Sanita Jashari will add or update contact details.

11.3 Correspondence Summary

Details of all correspondence will be recorded in the Protokol Books as detailed in 1.1. In addition a record of incoming and outgoing emails is kept on the computer system.

11.3.1 Purpose

These databases allow the easy retrieval of correspondence or information whenever it is required.

11.3.2 Input

Lule Gjonbalaj (email) or Sanita Jashari (Incoming and Outgoing Mail Books) will maintain these records.

12 WWRO Recruitment

12.1 *Specific Advertised Position*

The need for a position to be advertised will be discussed between the Director of the WWRO and the head of the department in which the position will be filled.

Advertisements for positions are placed in a national newspaper once the advert has been produced and a price obtained from the relevant publication. An employee is named on the advertisement to receive all the applications by a specific closing date, which is also placed on the advertisement.

The publication is then instructed to go ahead with the advertisement; applications will be received by Administration and HR Officer Sanita Jashari. A short list is then drawn up of people who a Commission appointed by the Director feel appropriate to be interviewed.

12.2 *References and Interview*

Before any employee is engaged by WWRO:

References will be taken up;

A copy of qualifications will be obtained;

They will be interviewed by an interviewing panel appointed by the WWRO Director preferably in person, but at least by telephone.

12.3 *Equal Opportunities*

It is WWRO's policy that all employees shall have equal opportunity for employment, training and advancement on the basis of their ability, qualifications and fitness for work.

There shall be no unlawful discrimination against any person in recruitment, promotion, or in any other way, on the grounds of age, sex, sexual orientation, marital status, colour, race, ethnic origin, nationality, religion or disability.

12.4 *Employment Contract*

If an offer of employment is made the employee will be required to enter an employment contract. The employment contract will contain full details of disciplinary, appeal and dismissal arrangements as appropriate.

13 Employee Induction and Performance Appraisal

13.1 Employee Induction

Every new WWRO employee shall receive an induction on their first day of employment. This will include:

- a tour of the office to be introduced to all other members of staff;
- an explanation of the role and work of the WWRO;
- a demonstration of the computer system;
- an explanation of all matters affecting their employment (e.g. holidays, sick days, etc.);
- emergency evaluation arrangements;
- security arrangements.

All new employees shall also receive an electronic copy of these office QA procedures.

13.2 Performance Appraisal

All WWRO employees will be evaluated for their performance by respective direct supervisor on regular basis – semi annually and annually – as per the performance appraisal form provided by the Administration.

14 WWRO Computer Back-Up

14.1 *Back-Up*

Every member of staff shall be required to back-up important files on their PC onto a CD at the end of every week (Friday afternoon). This CD shall be labelled with the date of the back-up and the name of the person making the back-up.

The back-up CDs shall then be stored by Administration.

A complete back-up of the entire WWRO system to an off-site server should also be discussed with the external IT company responsible for maintenance of the WWRO IT system.

14.2 *Fault Reporting*

If you have a fault or problem with your PC then this is the procedure for reporting it to Ramiz Krasniqi or (in his absence) Lule Gjonbalaj.

- Note down any error messages, pay particular attention to any error code – this can be invaluable in finding a solution, if none of this is available then give a brief description of the problem.
- Note the application that is giving the error, any other applications open and the last thing you were doing / working on before the problem occurred.

Once you have this information then either send an email to or call Ramiz Krasniqi or (in absence) Lule Gjonbalaj who will contact the external IT support who will solve the problem immediately or investigate the problem and come back to you with a fix to solve your problem.

15 WWRO Health and Safety Policy

All members of staff shall ensure that they work in the WWRO office, paying attention to their own safety and the safety of others. If a member of staff notices something which may threaten the safety of themselves or other staff they should bring that item to the attention of Ramiz Krasniqi.

At least one first aider (and preferably two) shall be nominated by the Director of the WWRO. These first aiders shall receive training in order that any minor injuries in the office can be treated by them, or any person injured in the office can receive treatment from them until medical aid arrives.

A first aid kit shall be held by each first aider.

The Director of the WWRO shall also nominate a Fire Officer who shall be responsible for conducting occasional fire drills (at least once every two months), and ensuring that all fire fighting equipment is in working order.

16 WWRO Environmental Policy

As the regulator of the Waste and Water Sector in Kosovo it is important for the WWRO to take the lead in matters relating to the environment and its own use of water and disposal of waste.

WWRO will endeavour to carry out all of its activities with due regard to minimising their impact on the local and wider environments. In this respect waste will be minimised; recycling (particularly of office products) will be maximised; utilisation of recycled products will be encouraged and the need for, and mode of, travel will be considered carefully.

17 WWRO Vehicles

The use of WWRO vehicles has to be done fully in accordance with the rules on procedures for use of WWRO Vehicles. These rules are circulated to all WWRO staff and the same comprise forms to complete with reasons for using the cars, mileage completed and so on.

The use of the WWRO vehicles should be done in full compliance with the rules and procedures set out in this document.

18 WWRO Complaints

18.1 *Complaints by staff*

If a member of staff has a complaint of any kind he or she shall raise the matter initially with the head of their department. If this is not possible they should speak to Ramiz Krasniqi or Afrim Lajçi. Every effort shall be made to solve the matter amicably.

18.2 *Complaints by Third Parties*

Complaints by third parties (e.g. service providers, etc.) shall be directed to Sanita Jashari in the first instance. She will then either take appropriate action, or pass the matter onto a person who may be better able to answer the particular query.

19 WWRO Security/ Reception

A security guard is always on duty during working hours. Any visitors will be greeted by the security guard who will contact the relevant person to inform them that there is a visitor waiting in reception.

A contract between the WWRO and the security company 'Bodyguard' governs the tasks of the security guards.

20 WWRO Quality Assurance Audit

The Director of the WWRO shall nominate a member of staff as 'QA Manager' (initially Sanita Jashari). This QA Manager shall be responsible for ensuring that the terms of the QA Manual are followed by the staff of the WWRO.

The QA Manager shall also carry out regular audits on relevant aspects of the QA Manual. Once a month the Director of the WWRO shall ask the QA Manager to monitor compliance with one of the sections of this QA Manual.

The QA Manager shall compile a brief report for the Director of the WWRO indicating how well the procedures are being complied with including any serious non-compliance, and any changes which are required.

Appendix 1: Letter Format



WATER AND WASTE REGULATORY OFFICE
ZYRA RREGULLATORE PËR UJË DHE MBETURINA
REGULATORNI URED ZA VODU I OTPAD

Date

Name
Organization/Company
Address

Dear Mr/Ms _____,

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Sincerely,

Afrim Lajçi
Director
Water and Waste Regulatory Office

