

**STAFF REPORT:      ENGINEERING AND PUBLIC WORKS DEPARTMENT**

**REPORT TO:**                    Infrastructure and Recreation  
   Committee  
**MEETING DATE:**            June 12, 2012  
**REPORT NO.:**                 EPW.12.040  
**SUBJECT:**                     2012 Quality Management  
   System Review Outcomes  
**PREPARED BY:**             Meg Boyd, Compliance & Efficiency  
   Coordinator

**A.      Recommendations**

THAT Council receive Report No. EPW.12.040 entitled "2012 Quality Management System Review Outcomes" for their information.

**B.      Background**

The Municipal Drinking Water Licensing Program is a new approvals program established for municipal residential drinking water systems. The program requires Owners and Operating Authorities to incorporate quality management principles into the operations of their drinking water systems. The Town's Drinking Water Quality Management System (DWQMS) objectives are incorporated into Operational Plans through procedures and documentation.

The purpose of this report is to communicate the outcomes from the 2011 Management Review to the Owner (Town) and to update the Owner on the status of all outstanding actions items arising from the previous Management Review.

The Operational Plan is the document, prepared by the Operating Authority, detailing how the Town is complying with the PLAN, DO, CHECK, and IMPROVE components of the Drinking Water Quality Management Standard.

On June 24<sup>th</sup>, 2009 the Town applied for accreditation under the Limited Scope – Entire DWQMS accreditation option. This accreditation is based on the documentation review of twenty of the twenty one elements in the Operational Plan. The twenty first element, not incorporated in the Limited Scope – Entire DWQMS accreditation, deals with continual improvement of the DWQMS.

On September 12, 2012, the Town submitted an application to Canadian General Standards Board (CGSB), the External Auditor, for Full Scope – Entire DWQMS accreditation. In December 2011, the Town received notification that there were two corrective actions resulting from CGSB's surveillance audit of the Town's Operational Plan. The two corrective actions were addressed and on March 9, 2012, CGSB informed the Town that the Corrective Actions Reports were closed and the application had moved to the next stage of processing.

## Management Review

The requirement to conduct a management review is dictated by Element # 20 'Management Review' of the Ministry of the Environment (MOE) DWQMS. This standard requires that a management review be used to evaluate the continuing suitability, adequacy and effectiveness of the Quality Management System (QMS). The management review shall be conducted at minimum, on an annual basis. The Blue Mountains is committed to completing a DWQMS management review on an annual basis.

On May 1, 2012, a Management Review was conducted with the Director of Engineering & Public Works, the Manager of Water & Wastewater Services, the Water Supervisor and the Compliance & Efficiency Coordinator.

During the management review, the following items were assessed:

1. Incidents of Regulatory Non-Compliance
2. Incidents of Adverse Drinking Water Tests
3. Deviations from Critical Control Point Limits and Response Actions
4. Results of Internal and Third Party Audits and Corrective Action Reports
5. Results of Relevant Emergency Response Training
6. Operational Performance
7. Raw Water Supply and Water Quality Trends
8. Changes in Resource Requirements, Infrastructure, Process, Personnel, or Regulations that Could Affect the QMS
9. Resident Water Quality Concerns
10. Resources Needed to Maintain the QMS
11. Results of Infrastructure Review
12. Staff Suggestions
13. Operations Plan Currency, Content and Updates

The Management Review is structured to include all of the above required items as per the DWQMS. Documentation of compliance with these items is maintained by the Quality Management System Representative (Meg Boyd) for recording purposes and to demonstrate that the Town is compliant with Element # 20 – Management Review. The Management Review Information summary provided to Top Management during the review is designed to include all of the above required items as per the DWQMS.

The DWQMS requires the outcome of the Management Review be reported to the Owner. Council, as the Owner of the Town's drinking water system, has the overall responsibility and authority to ensure that the Town meets all legislative and regulatory requirements. As outlined in Element # 9 – Responsibilities, the Owner also has the responsibility and authority to provide infrastructure and QMS resources as recommended by Top Management.

For a complete listing of the action items arising from the meeting, refer to Attachment # 1.

## **Next Steps**

In March 2012, the Town received notification from the MOE that the ministry will be transitioning accreditation bodies over the next few months. A second letter was recently received indicating the once new accreditation bodies have been designated, the MOE will provide the Town with instructions on how to begin the transition to a new provider. The MOE has stated that the Town will be required to initiate transfer of accreditation before June 22, 2012 to minimize any disruption to current accreditation status.

Once a new accreditation body has been established, the Town's existing application will be processed and an External Audit of the QMS will be conducted. Following successful completion of this step, a Full Scope Accreditation Certificate will be issued. The accreditation body will monitor the ongoing conformity of the operating authority's QMS to the requirements of the Standard on a three-year review cycle. This will be accomplished through annual surveillance audits in years 1 and 2 and re-accreditation consisting of a complete systems audit and on-site verification audit in year 3.

## **C. The Blue Mountains' Strategic Plan**

The acceptance of this Report by Council furthers the Town Strategic Plan Goal # 6 "Providing a Strong, Well-Managed Municipal Government."

## **D. Environmental Impacts**

Reviewing the effectiveness of the Town's DWQMS will help further the Town's sustainability initiatives by ensuring that an adequate system of continuous improvement is applied to the production of the Town's drinking water. Many of the policies and procedures within the Town's Operational Plan encourage practices that can help prevent accidental releases of chemicals into the environment, protect Operations Staff from workplace injury and ensure the public receives safe drinking water.

## **E. Financial Impact**

There is no budgetary impact associated with conducting the management review.

## **F. In Consultation With**

None

## **G. Attached**

1. Attachment # 1 – 2012 Management Review Action Item Listing – May 2012

Respectfully submitted,

***Meg Boyd***  
\_\_\_\_\_  
Meg Boyd  
Compliance & Efficiency Coordinator  
Engineering & Public Works

***Reg Russwurm***  
\_\_\_\_\_  
Reg Russwurm  
Director, Engineering and Public Works

**The Blue Mountains' Water System  
2012 MANAGEMENT REVIEW  
ACTION ITEM LIST  
June 12, 2012**

<b>ACTION ITEM</b>	<b>ASSIGNED TO</b>	<b>PROPOSED DATE OF COMPLETION</b>
Revise DWQMS Operational Plan as identified in the Management Review and circulate for review	Meg Boyd	June 2012
Revise the Management Review Information Package for presentation to CAO , Mayor and Deputy Mayor	Meg Boyd	June 2012
Prepare and circulate DWQMS audit preparation test questions for CAO, Mayor and Deputy Mayor	Meg Boyd & Darren Shilvock	August 2012
Email a formal invitation to Council Members inviting them to take part in a tour of the Water Treatment Plant complete with a handout explaining their obligations/responsibilities and additional information that will ensure that they have a sufficient amount of applicable information during the tour	Darren Shilvock & John Caswell	June 2012