



Report to: General Committee

Meeting Date: June 11, 2019

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<b>SUBJECT:</b>	Quality Management System - Management Review
<b>PREPARED BY:</b>	Eddy Wu, Manager, Operations & Maintenance – ext. 2445 Vincent Feng, QMS Coordinator – ext. 2737

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**RECOMMENDATION:**

1. That the report titled “Quality Management System - Management Review” and be received; and,
2. That Council, as the Owner of the City’s drinking water system, acknowledge and support the outcome and action items identified from the Management Review; and further,
3. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

**EXECUTIVE SUMMARY:**

Not applicable.

**PURPOSE:**

To provide information outlining the results of the Management Review process. This report updates Council on the status of the drinking water Quality Management System (QMS). This report is required by the Ministry of the Environment, Conservation and Parks’ (MECP) Drinking Water Quality Management Standard (DWQMS).

**BACKGROUND:**

As per Element 20 of the DWQMS, under the Safe Drinking Water Act (SDWA), 2002, Top Management of the Operating Authority is required to report the results of the Management Review to the Owner on an annual basis. Top Management is defined as the highest level of management within the Operating Authority that makes decisions and recommendations regarding the QMS, and is comprised of the Chief Administrative Officer, the Commissioner of Community & Fire Services and the Director of Environmental Services.

**OPTIONS/ DISCUSSION:**

An annual management review is required by the DWQMS. Top Management uses this management review as an opportunity to assess the QMS. The review focuses on a set of specific components identified in the DWQMS. The following topics are legislated to be included in the review:

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<ul style="list-style-type: none"> <li>• Incidents of non-compliance with applicable regulations</li> </ul>	<ul style="list-style-type: none"> <li>• Previous Management Review meeting action items</li> </ul>
<ul style="list-style-type: none"> <li>• Incidents of adverse drinking-water tests</li> </ul>	<ul style="list-style-type: none"> <li>• Updates on action items identified between Management Review meetings</li> </ul>
<ul style="list-style-type: none"> <li>• Deviations from critical control point limits and corresponding actions taken</li> </ul>	<ul style="list-style-type: none"> <li>• Changes that could impact the QMS</li> </ul>
<ul style="list-style-type: none"> <li>• The effectiveness of the risk assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Consumer feedback</li> </ul>
<ul style="list-style-type: none"> <li>• Findings from internal and external audits</li> </ul>	<ul style="list-style-type: none"> <li>• Resources needed for QMS maintenance</li> </ul>
<ul style="list-style-type: none"> <li>• Emergency preparedness and response</li> </ul>	<ul style="list-style-type: none"> <li>• Results of the infrastructure review</li> </ul>
<ul style="list-style-type: none"> <li>• Operational performance</li> </ul>	<ul style="list-style-type: none"> <li>• The currency of the Operational Plan</li> </ul>
<ul style="list-style-type: none"> <li>• Trends in the quality of raw water supply and drinking-water</li> </ul>	<ul style="list-style-type: none"> <li>• Comments and suggestions</li> </ul>

This review process helps identify opportunities for continuous improvement of the QMS. Top Management met on April 30, 2019, to review system performance for the time period of July 1 to December 31, 2018, and confirm the adequacy, suitability and effectiveness of the QMS. Each of the managers provided detailed information on the City's water system to the Top Management in which there were no major issues identified and there were no outstanding items from previous reviews.

Outcome and action items identified during the review are indicated in the Report on Quality Management System to Council from Management Review, Attachment "A".

## **FINANCIAL CONSIDERATIONS**

Not applicable.

## **HUMAN RESOURCES CONSIDERATIONS**

Not applicable.

**ALIGNMENT WITH STRATEGIC PRIORITIES:**

Municipal Services – The QMS allows for the continual improvement of municipal service levels provided to City residents and businesses with regards to safe drinking water.

Excellence Markham – The continuous review and improvement of the QMS ensures that policies, documentation and practices remain current and reflect best management practices where applicable.

**BUSINESS UNITS CONSULTED AND AFFECTED:**

Not applicable.

*The undersigned represent the Top Management of the City of Markham's Drinking Water System and by signing below; the Top Management of the Operating Authority has reviewed and approved the outcome of the Management Review meeting held on April 30, 2019.*

**RECOMMENDED BY:**

Phoebe Fu, P. Eng.  
Director, Environmental Services

Brenda Librecz  
Commissioner, Community and Fire Services

Andy Taylor  
Chief Administrative Officer

**ATTACHMENTS:**

Attachment "A" – Report on Quality Management System to Council Management Review Outcome (April 30, 2019)