



Report to: General Committee

Meeting Date: November 15, 2021

SUBJECT: Quality Management System – Management Review
PREPARED BY: Daphne Ross, Acting Business Administration Manager - ext. 3360
Vincent Feng, QMS Coordinator - ext. 2737

RECOMMENDATION:

- 1) That the report titled “Quality Management System – Management Review” be received; and
- 2) That the “Report on Quality Management System to Council - Management Review Outcome (October 5, 2021)” (Attachment “A”) be received; and
- 3) That the reports titled “QMS Operational Plan Revision 9.0 Summary” (Attachment “B”) and “Quality Management System Operational Plan Revision 9.0 (draft)” (Attachment “C”) be received; and
- 4) That Council, as Owner of the City’s drinking water system, acknowledges and endorses the revisions made to the City’s Quality Management System Operational Plan; and
- 5) That the briefing note titled “Water Assets Capital Reinvestment Comparison (September 20, 2021)” (Attachment “D”) be received; and
- 6) 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
- 7) 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).

The purpose of this report is:

- 1) To provide information outlining the results of the Management Review meeting.
- 2) To advise Council about the revisions made to the QMS Operational Plan.

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- 3) To request Council, as the Owner of the City's drinking water system to endorse the revised QMS Operational Plan.
 - 4) To provide information outlining the results of water assets capital reinvestment comparison with other municipalities.

BACKGROUND:**QMS Management Review Outcome**

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 Services and the Director of Environmental Services.

QMS Operational Plan Revision

The City of Markham's QMS Operational Plan conforms to the DWQMS version 2.0 standard. The QMS Operational Plan is periodically updated to ensure that the information is current and accurate. References to sections, positions and documents were also updated throughout the document to reflect the current organization.

Water Assets Capital Reinvestment Comparison

During the Management Review meeting on April 30, 2021, staff were asked to provide additional information related to Markham's capital reinvestment. Council expressed interest in this review and requested to see the results of a capital reinvestment comparison with other municipalities. Staff prepared the briefing note, "Water Assets Capital Reinvestment Comparison (September 20, 2021)" and it was reviewed in the October 5, 2021 Management Review meeting.

OPTIONS/ DISCUSSION:**QMS Management Review Outcome**

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. This review process helps identify opportunities for continuous improvement of the QMS. Top Management met on October 5, 2021 to review system performance for the time period of January 1 to June 30, 2021, and to confirm the adequacy, suitability and effectiveness of the QMS.

Outcome and action items identified during the review are indicated in the Report on Quality Management System to Council Management Review Outcome (October 5, 2021), Attachment "A".

QMS Operational Plan Revision

The updated QMS Operational Plan Revision 9.0 is being presented for endorsement. The previous revision of the QMS Operational Plan was endorsed by Council on November 12, 2018.

The changes reflected in this document have been reviewed and approved by the Environmental Services Department management team. The QMS Coordinator tracks all cosmetic and structural changes electronically. The Operational Plan Revision 9.0 Summary is included in this Report as Attachment “B”. The updated QMS Operational Plan Revision 9.0 (draft) is included in this Report as Attachment “C”.

The QMS Operational Plan will be updated on the Markham Intranet and Internet subsequent to Council endorsement.

Water Assets Capital Reinvestment Comparison

Briefing Note Water Assets Capital Reinvestment Comparison is included in this report as Attachment “D”. The briefing note is intended to inform Council members and senior management on Markham’s water assets capital reinvestment. Markham’s water assets capital reinvestment percentage (0.71%) is comparable to other municipalities reporting their capital reinvestment data to National Water Wastewater Benchmarking Initiative (NWWBI). Markham’s capital reinvestment is also comparable to NWWBI’s recommendation of renewing 1% of water system assets annually as a best management practice. Markham’s water assets capital renewals are proactive and planned based on the age of infrastructure, location, number of breaks, other capital projects, etc. and are not accelerated by the increase in watermain breaks.

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 October 5, 2021.

RECOMMENDED BY:

Eddy Wu, P. Eng.
Director, Environmental Services

Morgan Jones
Commissioner, Community Services

Andy Taylor
Chief Administrative Officer

ATTACHMENTS:

Attachment "A" – Report on Quality Management System to Council Management Review Outcome (October 5, 2021)

Attachment "B" – QMS Operational Plan Revision 9.0 Summary

Attachment "C" – Quality Management System Operational Plan Revision 9.0 (draft)

Attachment "D" – Briefing Note Water Assets Capital Reinvestment Comparison (September 20, 2021)