



Report to: General Committee

Meeting Date: November 7, 2023

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<b>SUBJECT:</b>	Quality Management System - Management Review
<b>PREPARED BY:</b>	Danny Chan, Manager, Business Administration - ext. 2446 Vincent Feng, Supervisor, Continuous Improvement - ext. 2737

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**RECOMMENDATION:**

- 1) That the report titled “Quality Management System – Management Review” 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
- 3) 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 further
- 4) 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:**

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.

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### QMS Operational Plan Revision

The updated QMS Operational Plan Revision 10.0 (Draft) is being presented for endorsement. The QMS Operational Plan conforms to the DWQMS v.2 standard and it is periodically updated to ensure that the information is current and accurate. The previous revision of the QMS Operational Plan was endorsed by Council on November 9, 2021.

### **OPTIONS/ DISCUSSION:**

An annual management review is required by the DWQMS. Top Management uses this management review as an opportunity to assess the QMS and to provide feedback to staff. 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 3, 2023 to review system performance for the time period of January 1 to June 30, 2023, and confirmed the adequacy, suitability and effectiveness of the QMS. The Director of Environmental Services also attended the meeting as the Acting Commissioner of Community Services in the absence of Commissioner Jones. Commissioner Jones has reviewed the outcome of the management review since October 3, 2023.

Outcome and action items identified during the review are indicated in the Report on Quality Management System to Council Management Review Outcome (October 3, 2023), Attachment "A".

### QMS Operational Plan Revision

The changes reflected in the Operational Plan have been reviewed and approved by Environmental Services managers and Top Management. The two main changes include the clarifications of the review requirements of the QMS Policy (Element 2) and the specification of 25 years as the minimum long-term forecast period for major infrastructure maintenance, rehabilitation and renewal activities (Element 15). References to sections, positions and documents were also updated throughout the Operational Plan to reflect the current organization.

The updated QMS Operational Plan Revision 10.0 (Draft) is included in this Report as Attachment "B".

### **FINANCIAL CONSIDERATIONS**

Not applicable.

### **HUMAN RESOURCES CONSIDERATIONS**

Not applicable.

**ALIGNMENT WITH STRATEGIC PRIORITIES:**

Safe, Sustainable & Complete Community – The QMS allows for the continual improvement of municipal service levels provided to City residents and businesses with regards to safe drinking water.

**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 3, 2023.*

**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 3, 2023)

Attachment "B" – QMS Operational Plan Revision 10.0 (Draft)