



Report to: General Committee

Meeting Date: November 19, 2024

---

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

---

**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 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 Services and the Director of Environmental Services. Starting October 10, 2024, Prathapan Kumar assumed the role of Acting Director of Environmental Services during Director Wu’s absence.

**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 8, 2024 to review system performance for the

time period of January 1 to June 30, 2024, and confirmed 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 8, 2024), Attachment “A”.

**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 8, 2024.*

**RECOMMENDED BY:**

Prathapan Kumar, P. Eng.  
Acting Director, Environmental Services  
Sr. Manager, Infrastructure

Morgan Jones  
Commissioner, Community Services

Andy Taylor  
Chief Administrative Officer

**ATTACHMENTS:**

Attachment “A” – Report on Quality Management System to Council Management Review Outcome (October 8, 2024)