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

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**RECOMMENDATION:**

- 1) THAT the report titled “Quality Management System – Management Review” be received;
- 2) THAT the Report on Quality Management System to Council - Management Review Outcome (Attachment “A”) be received;
- 3) 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;
- 4) THAT the reports titled “Operational Plan Revision 8.0 Summary” (Attachment “B”), “Changes to the Drinking Water Quality Management Standard” (Attachment “C”) and “Quality Management System Operational Plan Revision 8.0 (draft)” (Attachment “D”) be received;
- 5) 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
- 6) THAT Staff be authorized and directed to do all things necessary to give effect to this resolution.

**EXECUTIVE SUMMARY:**

Not applicable.

**PURPOSE:**

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 process.
- 2) To advise Council about the revisions made to the QMS Operational Plan.
- 3) To request Council, as the Owner of the City’s drinking water system to endorse the revised QMS Operational Plan.

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**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 & Fire Services and the Director of Environmental Services.

**QMS Operational Plan Revision**

The City of Markham's QMS Operational Plan conforms to the DWQMS standard. The Ministry of Environment issued the original standard on October 29, 2006 and it did not change since its release. Over the years, the Ministry and Ontario's water sector identified the need to update the standard to improve clarity and address considerations such as climate change. The Ministry released the new DWQMS standard (version 2.0) on April 6, 2017. The City of Markham's QMS Operational Plan Revision 8.0 (draft) has been revised to conform to the latest DWQMS standard.

**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 September 25, 2018, to review system performance for the time period of January 1 to June 30, 2018, and confirm the adequacy, suitability and effectiveness of the QMS.

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

**QMS Operational Plan Revision**

The updated QMS Operational Plan Revision 8.0 is being presented for endorsement as a result of the latest DWQMS standard. The revised Operational Plan also reflects the City of Markham's commitment to continually improve its QMS. The previous revision of the QMS Operational Plan was endorsed by Council and dated May 31 and June 1, 2016.

The changes reflected in this document for submission has been reviewed and approved by the Environmental Services Managers and process owners. The QMS Coordinator tracks all cosmetic and structural changes electronically. The Operational Plan Revision 8.0 Summary is included in this Report as Attachment "B". Changes to the Drinking Water Quality Management Standard is included in this Report as Attachment "C". The updated QMS Operational Plan Revision 8.0 (draft) is included in this Report as Attachment "D".

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

**FINANCIAL CONSIDERATIONS AND TEMPLATE:**

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.

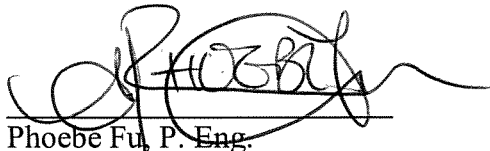
**BUSINESS UNITS CONSULTED AND AFFECTED:**

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 September 25, 2018, and the Top Management of the Operating Authority has reviewed and approved the revisions made to the QMS Operational Plan.*

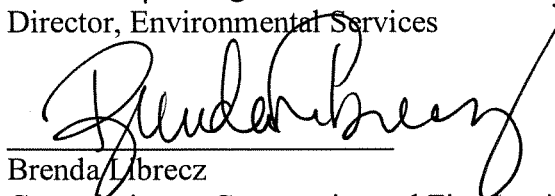
**RECOMMENDED**

**BY:**



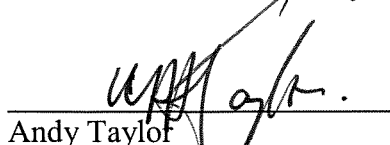
Phoebe Fu, P. Eng.

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 (September 25, 2018)

Attachment "B" – Operational Plan Revision 8.0 Summary  
Attachment "C" – Changes to the Drinking Water Quality Management Standard  
Attachment "D" – QMS Operational Plan Revision 8.0 (draft)