
SUBJECT: Quality Management System – Management Review Outcomes

PREPARED BY: Cindy Coffin, QMS Coordinator - ext 2737
Daphne Ross, Manager, Business Compliance – ext 3360

RECOMMENDATION:

- 1) That the report “Quality Management System –Management Review Outcomes” be received;
- 2) That the Quality Management System Management Review Outcomes be received;
- 3) That Council, as the Owner of the City’s drinking water system, acknowledge and support the outcomes and action items identified from the 2016 Management Reviews;
- 4) That Council Designate the QMS Coordinator as the QMS Representative as required by the Drinking Water Quality Management Standard; and further,
- 5) That Staff be authorized and directed to do all things necessary to give effect to this resolution.

EXECUTIVE SUMMARY:

Not applicable.

PURPOSE:

The purpose of this report is:

- 1) To provide information outlining the results of the Management Review process.
- 2) Confirm designation of the QMS Representative for the City of Markham Quality Management System.

BACKGROUND:

As required by the DWQMS, Management Review of the QMS is completed at least once per calendar year. Management Review is held to update Top Management on the status of the System. Management Review meetings were held on May 25, 2016 (to cover the time period of July 1 to December 31, 2015) and on September 29, 2016 (to cover the time period of January 1 to June 30, 2016). The results of the meetings are included in Attachment “A” and Attachment “B”.

OPTIONS/ DISCUSSION:

QMS Management Review Outcomes

An annual management review is required by the DWQMS and includes Top Management (Chief Administrative Officer, Commissioner of Community and Fire Services, and Director of Environmental Services). Management review is the process where Top Management considers various indicators within the QMS by being provided

sufficient data to make decisions about QMS, and to record decisions and/or action items to prompt changes and improvements in the QMS. The Management Review meetings were held on May 25 and September 29, 2016. The action items which were identified during the review are included in the reports in Attachment "A" and Attachment "B".

Quality Management System Representative

The DWQMS requires that a QMS Representative be identified in the Operational Plan. Top Management shall appoint and authorize a QMS Representative who, irrespective of other responsibilities, shall:

- a) administer the QMS by ensuring that processes and procedures needed for the QMS are established and maintained,*
- b) report to Top Management on the performance of the QMS and any need for improvement,*
- c) ensure that current versions of documents required by the QMS are being used at all times,*
- d) ensure that personnel are aware of all applicable legislative and regulatory requirements that pertain to their duties for the operation of the subject system, and*
- e) to promote awareness of the QMS throughout the Operating Authority.*

The QMS Representative is the link between management and staff, and also acts as the liaison internally and externally regarding the DWQMS. Resolution of Council dated March 4, 2008, appointed the Quality Management System Representative to be the QMS Controller. In 2012, the position title of QMS Controller was changed to QMS Coordinator, and appropriate QMS documentation was updated to reflect this title change. As a result of this title change, staff are requesting Council to appoint the revised title, QMS Coordinator as the designated QMS Representative for the City of Markham QMS.

FINANCIAL CONSIDERATIONS AND TEMPLATE: (external link)

Not applicable.

HUMAN RESOURCES CONSIDERATIONS

Not applicable.

ALIGNMENT WITH STRATEGIC PRIORITIES:

Municipal Services – QMS is a system to improve the municipal service levels provided to City residents.

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


BUSINESS UNITS CONSULTED AND AFFECTED:

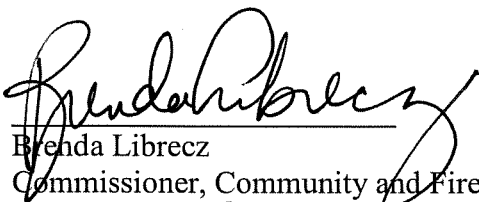
Not applicable.

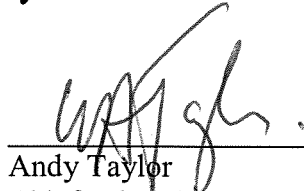
The undersigned represent the Top Management of the City of Markham's Drinking Water System (Distribution) and by signing below; the Top Management of the Operating Authority has reviewed and approved the outcomes of the Management Review meetings held on May 25 and September 29, 2016. As Top Management, we appoint and authorize the QM S Coordinator as the QM S Representative as required by the DWQMS.

RECOMMENDED

BY:


Peter Doukes, 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 from
Management Review (May 25, 2016)

Attachment "B" – Report on Quality Management System to Council from
Management Review (September 29, 2016)



Report on Quality Management System to Council From Management Review

Meeting Date: May 25, 2016

Attendees: Andy Taylor, Brenda Librecz, Peter Loukes, Daphne Ross, Ernie Ting, Noris Dela Cruz, Gord Miokovic, Eddy Wu, Cindy Coffin, Julianna Tso

RESULTS OF MANAGEMENT REVIEW	REPORT
Summary of Management Review	<ul style="list-style-type: none">– Presentation and supporting documentation provided to Top Management covered all required items identified in the Standard and procedure.– Top Management reviewed data from July 1 to December 31, 2015.
Deficiencies Identified	<ul style="list-style-type: none">– None identified during the meeting.
Decisions Made	<ul style="list-style-type: none">– More detail and/or labeling on the Water Quality dashboard under the Operational performance section of the presentation.
Action Items	<ol style="list-style-type: none">1. To add target on Water Quality dashboard.
Other QMS Issues Identified (including summary of corrective actions)	<ul style="list-style-type: none">– None identified during the meeting.

Management Review Meeting Minutes are available upon request.

Report on Quality Management System to Council From Management Review

Meeting Date: September 29, 2016

Attendees: Andy Taylor, Brenda Librecz, Peter Loukes, Daphne Ross, David Huynh, Noris Dela Cruz,
Gord Miokovic, Eddy Wu, Cindy Coffin, Julianna Tso

RESULTS OF MANAGEMENT REVIEW	REPORT
Summary of Management Review	<ul style="list-style-type: none"> – Presentation and supporting documentation provided to Top Management covered all required items identified in the Standard and procedure. – Top Management reviewed data from January 1 to June 30, 2016.
Deficiencies Identified	<ul style="list-style-type: none"> – None identified during the meeting.
Decisions Made	<ul style="list-style-type: none"> – Review of the development process required from a corporate approach. – Review of the hydrant inspection program for effectiveness and requirements of legislation – Update to Top Management on projects that impact the Markham system but are managed by York Region. – Review of communication process for infrastructure projects (from development, to shovel ready, to delay, to completion).
Action Items	<ol style="list-style-type: none"> 1. Review development process on pipe material used by developers, including storm sewers. 2. Develop a business case to evaluate the effectiveness of hydrant inspection being conducted twice each year. 3. Provide a briefing update for the Commissioner to present to York Region regarding the meter replacement project and the chlorine pilot project (projects are managed by City of Toronto/York Region, not City of Markham). 4. Review messaging and ensure communication is sent to residents for construction projects and delays in such projects, in a timely fashion.
Other QMS Issues Identified (including summary of corrective actions)	<ul style="list-style-type: none"> – None identified during the meeting.

Management Review Meeting Minutes are available upon request.