



Report to: General Committee

Date Report Authored: April 13, 2016

SUBJECT: Quality Management System Operational Plan and QMS Policy Endorsement

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

RECOMMENDATION:

- 1) That the report “Quality Management System Operational Plan and QMS Policy Endorsement” be received;
- 2) That Council, as the Owner of the City’s drinking water system, acknowledges and endorses the revisions made to the City’s Quality Management System (QMS) Operational Plan and QMS Policy;
- 3) 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 advise Council about the revisions made to the Quality Management System (QMS) Operational Plan and QMS Policy.
- 2) To request Council, as the Owner of the City’s drinking water system to endorse these revised controlled documents.

BACKGROUND:

As processes and activities change within the drinking water system, the Operational Plan and other controlled documents need to be updated. The Drinking Water Quality Management Standard (DWQMS) stipulates that all QMS documents be reviewed, updated, kept current and controlled.

The documentation procedures developed and implemented as a requirement of the DWQMS requires that the QMS Operational Plan and QMS Policy be endorsed by the Owner to become official controlled documents. The Operational Plan is included as Attachment “B” and the QMS Policy is included as Attachment “C” for endorsement.

OPTIONS/ DISCUSSION:

Quality Management System (QMS) Document Review

The document review process contributes to the continual improvement requirement of the DWQMS. This process engages the process owners, Top Management, and/or personnel responsible for the task identified in the specific controlled document to review the document within the prescribed frequency to ensure that the document is current and valid.

The last revision of the QMS Operational Plan was endorsed by Council and dated October 27, 2015. The last revision of the QMS Policy was endorsed by Council and dated March 5, 2014. Updated revision of the QMS Operational Plan and QMS Policy is being presented for endorsement as a result of the following:

1. External and internal audit recommendations;
2. The annual document review program.

The changes reflected in this document for submission has been reviewed and approved by the Environmental Services Managers and the process owner. The QMS Coordinator tracks all cosmetic and structural changes electronically for each controlled document, and a summary of the revisions made to the QMS Operational Plan and QMS Policy is included in this report, as Attachment "A". The revised draft of the QMS Operational Plan is included in this report, as Attachment "B". The revised draft of the QMS Policy is included in this report, as Attachment "C".

The QMS Operational Plan and QMS Policy 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 – QMS is to improve the municipal service levels provided to City residents.

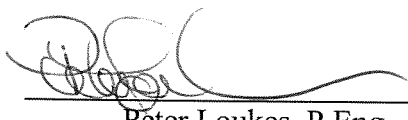
Excellence Markham – The continuous review and improvement of controlled documents established to ensure procedures are relevant and current. Each controlled document is reviewed annually or when the process changes, to ensure current practices are reflected in each procedure.

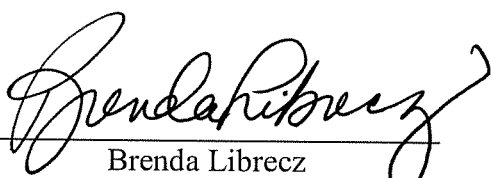
BUSINESS UNITS CONSULTED AND AFFECTED:

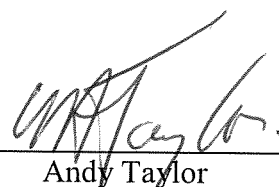
Not applicable.

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 revisions made to the QMS Operational Plan and QMS Policy.

RECOMMENDED BY:


Peter Loukes, P.Eng.
Director, Environmental Services


Brenda Librecz
Commissioner, Community and Fire Services


Andy Taylor
Chief Administrative Officer

ATTACHMENTS:

- Attachment "A" – Summary of QMS Changes requiring Council Endorsement
- Attachment "B" – QMS Operational Plan (Draft)
- Attachment "C" – QMS Policy (Draft)