



## Report on Quality Management System to Council From Management Review

Meeting Date: September 29, 2015

Attendees: Brenda Librecz, Peter Loukes, Daphne Ross, Ernie Ting, Noris Dela Cruz, Shu Min Gao, Eddy Wu, Cindy Coffin, Julianna Tso

RESULTS OF MANAGEMENT REVIEW	REPORT
Summary of Management Review	<ul style="list-style-type: none"><li>– Presentation and supporting documentation provided to Top Management covered all required items identified in the Standard and procedure.</li><li>– Top Management reviewed data from January 1 to June 30, 2015.</li></ul>
Deficiencies Identified	<ul style="list-style-type: none"><li>– None identified during the meeting.</li></ul>
Decisions Made	<ul style="list-style-type: none"><li>– Standardize the risk assessment and customer service survey methodologies with corporate initiatives, allowing for a more cohesive process.</li></ul>
Action Items	<ol style="list-style-type: none"><li>1. To standardize risk assessment with the Asset Management Plan.</li><li>2. To work with Andrea Cecchetto on customer experience survey to get cohesive feedback on corporate responsiveness, value, friendliness, etc.</li></ol>
Other QMS Issues Identified (including summary of corrective actions)	<ul style="list-style-type: none"><li>– None identified during the meeting.</li></ul>

Management Review Meeting Minutes are available upon request.