



Markham Distribution System
2010 FALL MANAGEMENT REVIEW
ACTION ITEM LIST
NOVEMBER 30, 2010

Champion: Jerry Klaus		Due: December 2011	Resolved: No	Date Resolved: Unknown
Decision / Deficiency #1	Waterworks need to establish Service Level Agreements (SLAs) for Engineering, Finance, Operations, HR and Legal Departments			
Action Item	<ul style="list-style-type: none"> ➤ Waterworks to work with Engineering, Finance, Operations, HR and Legal Departments, to establish the Service Level Agreement with each department ➤ Use the established SLAs with ITS and Asset Management as the basis, working team to be established with each department to work on the SLA 			
Action(s) Taken	➤			
Recommendation	<ul style="list-style-type: none"> ➤ This action item links to Action Item # 10 of Sep. 21, 2009 Management Review ➤ Update to be provided at 2011 Management Review 			



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Champion: Karen Dennison & Peter Solymos		Step 1 Due: December 2010 Step 2 Due: April 2011	Resolved: No Resolved: No	Date Resolved: Unknown Date Resolved: Unknown
Decision / Deficiency #2	Lack of action and no established communication protocol when Region of York / City of Toronto Combined Chlorine readings for Bayview and Milliken Mills Pumping Stations are below Markham's Critical Control Points (CCPs)			
Action Item	<ul style="list-style-type: none">➤ Step 1: Contact Region of York and City of Toronto to review communication protocol regarding CCPs for chlorine levels at pumping stations (Dec 2010)➤ Step 2: Determine if committee to be established			
Action(s) Taken	<ul style="list-style-type: none">➤ Set up meeting with O&M, SE & IMS			
Recommendation	<ul style="list-style-type: none">➤ Provide update to be provided at next 2011 Management Review			



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Champion: Peter Solymos		Due: April 2011	Resolved: No	Date Resolved: Unknown
Decision / Deficiency #3	Report work orders and customer service requests as percentage (%) completion for future Management Review			
Action Item	➤ To include percent (%) completed in work orders and service requests chart			
Action(s) Taken				
Recommendation	➤ Progress update to be provided in next 2011 Management Review			



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Champion: Ernie Ting		Due: September 2011	Resolved: No	Date Resolved: Unknown
Decision / Deficiency #4	Capital planning for Storm & Sanitary Sewer projects shall be aligned			
Action Item	➤ Work with Asset Management to develop joint effort for storm and sanitary capital projects in 2012			
Action(s) Taken				
Recommendation	➤ Progress update to be provided at next 2011 Management Review			



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Champion: Eddy Wu		Due: December 2010	Resolved: No	Date Resolved: Unknown
Decision / Deficiency #5	Uncertainty regarding the requirement of “at least 12 months” to hold the Management Review under DWQMS element 20 Management Review			
Action Item	➤ Clarify with the accreditation body CGSB regarding the 12 months requirement and boundaries for holding the Management Review			
Action(s) Taken				
Recommendation	➤ Progress update to be provided at next 2011 Management Review			



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Champion: Eddy Wu		Due: December 2011	Resolved: No	Date Resolved: Unknown
Decision / Deficiency #6	Fire Fighters shall be more aware of the relationship and impact between fire fighting activities and the water distribution system, especially from high volume fire flows			
Action Item	<ul style="list-style-type: none">➤ Fire Department to develop Standard Operating Procedures (SOPs) or Work Instructions (WI) regarding Back Flow Prevention when hooking up to a fire hydrant as part of their annual refresher training program.➤ QMS Controller (Eddy Wu) to work with Fire Chief Training Officer (Mike Bekking) to ensure annual training is completed and documented.			
Action(s) Taken				
Recommendation	<ul style="list-style-type: none">➤ Progress update to be provided at next 2011 Management Review			