



Report to: General Committee

Date Report Authored: March 30, 2015

SUBJECT: Quality Management System – QMS Operational Plan and
QMS Policy Endorsement and 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 – QMS Operational Plan and QMS Policy Endorsement and Management Review Outcomes” 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 Policy;
- 3) That the QMS Management Review Outcomes be received;
- 4) That Council, as the Owner of the City’s drinking water system, acknowledge and support the outcomes and action items identified from the 2015 Management Review; and,
- 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 advise Council about the revisions made to the Quality Management System (QMS) Operational Plan.
- 2) To provide information outlining the results of the Management Review process.
- 3) 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) stipulate 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. These are included in Attachments “B and C”.

As required by the DWQMS, Management Review of the QMS is completed at least once every twelve months. Management Review was completed on March 16, 2015 by Top Management. The outcomes of the meeting held are included in Attachment “D”.

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 December 18, 2012. The last revision of the QMS Policy was endorsed by Council and dated March 5, 2014. Updated revision of the QMS Operational Plan is being presented for endorsement as a result of the following:

1. Continuous improvement in operational processes;
2. Internal and external audits;
3. 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 is included in this report, Attachment “A”. The revised draft QMS Operational Plan is included in this report, Attachment “B”.

Additionally, a copy of the QMS Policy has been included in this report, Attachment “C”, for the current Council to endorse. No revisions have been made since last endorsed by the previous Council.

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

QMS Management Review Outcomes

An annual management review of the QMS is required by the DWQMS and includes top management (Chief Administration Officer, Commissioner of Community and Fire Services, and Director of Environmental Services) and the Managers of Waterworks. Management review is the process where top management takes into consideration various indicators within the QMS by being provided sufficient data to make decisions regarding the QMS, and to record decisions and/or action items to prompt changes and improvements in the QMS. Management review was held on March 16, 2015, and a second meeting has been scheduled for September 2015. The action items which were identified during the review are included in the report in Attachment “D”.

FINANCIAL CONSIDERATIONS AND TEMPLATE: (external link)

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.

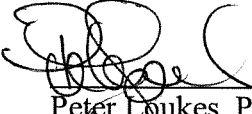
Excellence Markham – The continuous review and improvement of controlled documents established to ensure procedures are relevant and current. Each controlled document is reviewed annually or when the process changes, to ensure current practices are reflected in each procedure.

BUSINESS UNITS CONSULTED AND AFFECTED:

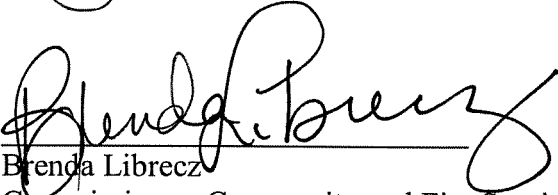
Not applicable.

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.

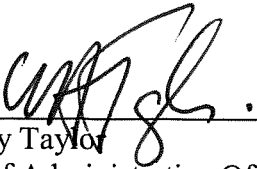
RECOMMENDED BY:



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

Attachment "D" – Report on QMS to Council from Management Review