



Report on Quality Management System to Council From Management Review

Meeting Date: March 16, 2015

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 procedure.– Top Management reviewed data from July 1 to December 31, 2014.
Deficiencies Identified	<ul style="list-style-type: none">– None identified during the meeting.
Decisions Made	<ul style="list-style-type: none">– A few general improvements in the way information is provided and/or presented at future Management Review meetings has been indicated. These are included in the Action Items from the meeting.
Action Items	<ol style="list-style-type: none">1. Future presentations to include the number of chlorine residual samples taken and provide a percentage of the number of deviation from critical control points.2. Future presentations on internal and third party audit results, to include the category/type of opportunities for improvement (i.e. were they related to documents, process, etc.).3. Work with Phil Alexander (community Emergency Management Coordinator) and Sonia Singh (Emergency Preparedness Coordinator) to improve DOC standards for communication and documentation.4. For dashboards presented under Operational performance, provide full page printouts for future reports.5. For future presentations, provide summary of the different types of watermain breaks under Operational performance and include GTA graph comparisons from National Benchmarking report.6. Meet with Rick Dominico (CAO Office) to discuss our Customer Satisfaction Survey confidence factor and to include an additional question regarding value of service.7. Investigate the streamlining of Ontario One Call locates corporately with Operations, Asset Management and provide updates to Top Management.8. Present Council with in update on the Municipal Drinking Water Licensing Program including information on Standard of Care in conjunction with the QMS report going forward in Q2 2015.
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.