

SUBJECT: Quality Management System – QMS Policy Endorsement and Management Review Outcomes

PREPARED BY: Oral Binda, QMS Coordinator - ext 2737
Daphne Ross, Manager, Business Compliance – ext 3360

RECOMMENDATION:

- 1) That the report “Quality Management System – 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) Policy; *(Appendix A + C)*
- 3) That the Quality Management System Management Review Outcomes be received; *(Appendix B)*.
- 4) That Council, as the Owner of the City’s drinking water system, acknowledge and support the outcomes and action items identified from the 2013 Management Review #2; 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 QMS Policy.
- 2) To request Council, as the Owner of the City’s drinking water system to endorse this revised controlled document.
- 3) To provide information outlining the results of the Management Review process.

BACKGROUND:

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

The documentation procedures implemented as a requirement of the DWQMS requires that the QMS Policy be endorsed by the Owner to become an official, controlled document. This is included in Attachment “A”.

Also as required by the DWQMS, Management Review of the QMS is completed at least once every twelve months. In 2013, Management Review was completed on June 14 (to

cover the time period July 1, 2012 to December 31, 2012) and a second management review was completed on January 28, 2014 (to cover the time period January 1, 2013 to June 30, 2013). The results of the 2nd meeting are included in Attachment "B".

OPTIONS/ DISCUSSION:

Quality Management System (QMS) Document Review

The document review process contributes to the continuous 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.

The last revision of the QMS Operational Plan and QMS Policy and were endorsed by Council and dated December 18, 2012. The last revision of the associated System Level Documents were endorsed by Council and dated September 17, 2013.

An updated revision of the QMS Policy is being presented for endorsement as a result of an external audit held in November 2013. The auditor recommended a change in the wording of our existing QMS Policy to reflect that the water is safe.

Existing: Trusted supply of reliable drinking water for the customer

Proposed: Trusted supply of safe and reliable drinking water for the customer

The full QMS Policy is shown in Attachment "A". The wording change is included in Attachment "C".

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

2013 QMS Management Review Outcomes

An annual management review is required by the DWQMS and includes top management (Chief Administrative Officer, Commissioner of Community and Fire Services, and Director of Environmental Services). Management review is the process where top management considers various indicators within the QMS by being provided sufficient data to make decisions about QMS, and to record decisions and/or action items to prompt changes and improvements in the QMS. The 2nd Management review was held on January 28, 2014. The action items which were identified during the review are included in the report in Attachment "B".

FINANCIAL CONSIDERATIONS AND TEMPLATE: (external link)

Not applicable.

HUMAN RESOURCES CONSIDERATIONS

Not applicable.

ALIGNMENT WITH STRATEGIC PRIORITIES:

Municipal Services – QMS is a system to improve the municipal service levels provided to City residents.


Excellence Markham – The continuous review and improvement of controlled documents is 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.

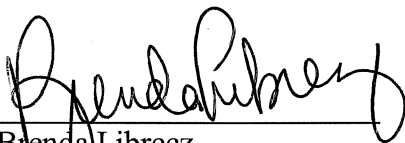
BUSINESS UNITS CONSULTED AND AFFECTED:

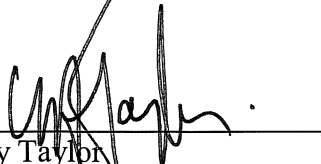
Not applicable.

The undersigned represent the Corporate 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 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" – Revised QMS Policy
- Attachment "B" – Report on QMS to Council from Management Review (January 28, 2014)
- Attachment "C" – Summary of QMS Changes requiring Council Endorsement