



Report to: General Committee

Date Report Authored: August 6, 2013

---

**SUBJECT:** Quality Management System Operational Plan Endorsement and Management Review Outcomes  
**PREPARED BY:** Cindy Coffin, A.Sc.T. ext. 2737  
QMS Coordinator

---

**RECOMMENDATION:**

- 1) That the report “Quality Management System Operational Plan 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 System Level Documents;
- 3) That the Quality Management System 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 2013 Management Review #1; 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 Operational Plan and System Level Documents.
- 2) To request Council, as the Owner of the City’s drinking water system to endorse these revised controlled documents.
- 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 Operational Plan and System Level Document revisions be endorsed by the Owner to become official controlled documents. These are 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 and a second management review meeting is scheduled for October 24, 2013. The results of the first 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 associated System Level Documents were endorsed by Council and dated December 18, 2012. Updated revisions are 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 these documents for submission are as a result of the review and approval of the Environmental Services Managers and the process owners. The QMS Coordinator tracks all cosmetic and structural changes electronically for each controlled document, and these revised documents can be made available upon request.

The Operational Plan will be updated on the Markham Intranet and Internet subsequent to Council endorsement, and all System Level Documents can be made available by the QMS Coordinator upon request.

### **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. Management review was held on June 14, 2013, and a second meeting is scheduled for October 24, 2013. 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 Operational Plan and the System Level Documents.*

**RECOMMENDED**

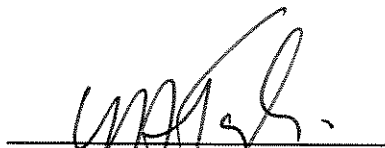
BY:



Peter Loukes, P.Eng.  
Director, Environmental Services



Brenda Librecz  
Commissioner, Community and Fire Services



Andy Taylor  
Chief Administrative Officer

**ATTACHMENTS:**

Attachment "A" – QMS Operational Plan and System Level Document Revisions

Attachment "B" – Report on QMS to Council from Management Review (June 14, 2013)

Handwritten signature or scribble.