



Report to: General Committee

Date Report Authored: October 9, 2012

SUBJECT: Quality Management System Operational Plan and Policy
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 and 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, Policy and Service 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 2012 Management Reviews; 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, QMS Policy and System Level Documents.
- 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, the System Level Documents 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 all QMS Operational Plan, WMS Policy, and System Level Document revisions be endorsed by the Owner to become official controlled documents. These are included in Attachment "A".

As required by the DWQMS, Management Review of the QMS is completed at least once every twelve months. In 2012, Management Review was completed on April 23 and October 29 by the Corporate Top Management. The outcomes of the meetings held 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, Corporate 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 and associated System Level Documents were endorsed by Council and dated November 8, 2011. Updated revisions are being presented for endorsement as a result of the following:

- Official status change of Markham – July 1, 2012. Changing “Town” to “City” throughout the QMS documentation.
- On December 21, 2011, the Canadian General Standards Board (CGSB) conducted the Year 2 Surveillance Audit on the City’s Quality Management System. As a result, minor corrective actions were cited on January 25, 2012, which require changes to the Operational Plan as well as selected System Level Documents.
- Continuous improvement in operational processes, internal and external audits, and the annual document review program has generated updates.

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 QMS Policy has also been updated to be easier for staff and residents to understand. Staff and Managers have provided input into the revised QMS Policy.

The Operational Plan and QMS Policy 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.

2012 QMS Management Review Outcomes

An annual management review is required by the DWQMS and includes corporate top management (CAO, Commissioner of Community and Fire Services, and Director of Environmental Services). Management review is the process where corporate 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 twice during 2012, April 23, 2012, and October 29, 2012, and the action items which were identified during the review are listed in the minutes in Attachment "B".

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:

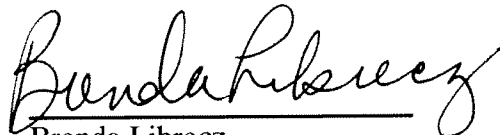
Not applicable.

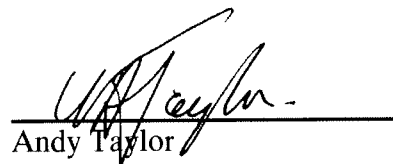
The undersigned represent the Corporate Top Management of the City of Markham's Drinking Water System (Distribution) and by signing below the Corporate Top Management of the Operating Authority has reviewed and approved the revisions made to the Operational Plan and the System Level Documents.

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, QMS Policy, and System Level Document Revisions

Attachment "B" – 2012 QMS Management Review Minutes (Apr. 23 & Oct. 29, 2012)