



Waterworks

Attachment "A"

QMS Operational Plan Revision 4.0

The following elements of the Operational Plan have been revised: elements 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, and 21.

- Throughout the Operational Plan the following items were revised:
 - Removed all references to Town of Markham and replaced them with City of Markham.
 - Removed all references to Operational Top Management and replaced them with Environmental Services Managers.
 - Removed all references to Corporate Top Management and replaced them with Top Management.
 - Removed reference to QMS Controller and replaced with QMS Coordinator.
 - Where necessary, QMS Coordinator was revised to QMS Representative (changes would not be required if the position title is revised).
- Revised the QMS Policy for easier recognition by staff, Council, and the public.
- Removed business related activities and placed the activity in the appropriated System Level Document (SLD).
 - Moved documentation regarding the Waterworks Training Model to the SLD.
 - Moved reference to Standard Operating Procedures to SLDs.
- Revisions completed as a result of the 2011 surveillance audit completed by the Canadian General Standards Board:
 - Update of Drinking Water System description to include common event-driven fluctuations, operational challenges, and threats.
 - Clarification of Owner and Operating Authority definition within the Operational Plan.

QMS System Level Document Revisions

The following System Level Documents will be updated with the following revision numbers once endorsed by Council. Revised documents can be made available by the QMS Coordinator upon request.

- SLD 5a Control of Documents – Revision 5.0
- SLD 5b Control of Records – Revision 3.0
- SLD 7 Risk Assessments – Revision 3.0
- SLD 8a Markham Distribution Risk Assessment Table – Revision 5.0
- SLD 8b Markham Critical Control Point Table – Revision 4.0
- SLD 9 Organizational Structure, Roles, Responsibilities and Authorities – Revision 4.0
- SLD 10 Competencies – Revision 4.0
- SLD 11 Personnel Coverage – Revision 3.0
- SLD 13 Essential Supplies and Services – Revision 3.0
- SLD 14 Review and Provision of Infrastructure – Revision 4.0
- SLD 16a Sampling – Revision 4.0
- SLD 16b Testing – Revision 4.0
- SLD 16c Monitoring – Revision 4.0
- SLD 17 Calibration and Maintenance of Measurement and Recording Equipment – Revision 4.0
- SLD 18 Emergency Management – Revision 5.0

- SLD 19 Internal Audits – Revision 4.0

Below are the detailed changes to the various System Level Documents:

1. Throughout the System Level Documents (SLDs) the following items were revised:
 - a. Removed references to Operational Top Management and replaced with Environmental Services Managers.
 - b. Removed references to Town of Markham and replaced with City of Markham.
 - c. Remove reference to Corporate Top Management and replaced with Top Management.
2. Addition of business related activities to the appropriate SLD.
 - a. Waterworks Training Model documentation added to the SLD.
3. Revisions completed as a result of the 2011 surveillance audit completed by the Canadian General Standards Board:
 - a. Revised SLD 8a to clarify critical control point and identify associated limits.
 - b. Revised SLD 7 to clarify the determination of the critical control point threshold.
 - c. Revised SLD 19 to clarify the audit report process to reflect the use of Intelex software to manage audit data.
4. Revision completed as a result of the 2012 verification audit completed by NSF International:
 - a. Removed reference to Master Thermometer for calibration to accurately reflect current process.