

SUBJECT: Quality Management System – Management Review Outcomes
PREPARED BY: Cindy Coffin, QMS Coordinator - ext 2737
Daphne Ross, Manager, Business Compliance – ext 3360

RECOMMENDATION:

- 1) That the report “Quality Management System –Management Review Outcomes” be received;
- 2) That the Quality Management System Management Review Outcomes be received;
- 3) That Council, as the Owner of the City’s drinking water system, acknowledge and support the outcomes and action items identified from the 2014 Management Review; and,
- 4) 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 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.

Also as required by the DWQMS, Management Review of the QMS is completed at least once every twelve months. Management Review is held annually to update Top Management on the status of the System. The Management Review meeting was held on September 18, 2014 (to cover the time period of July 1, 2013 to June 30, 2014). The results of the meeting are included in Attachment “A”.

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.

There are no documents requiring Council approval at this time.

2014 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 Management Review meeting was held on September 18, 2014. The action items which were identified during the review are included in the report in Attachment "A".

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:

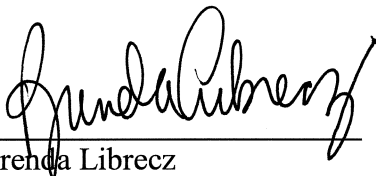
Not applicable.

The undersigned represent the 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 outcomes of the Management Review meeting held on September 18, 2014.

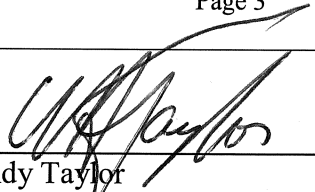
RECOMMENDED

BY: 

Peter Loukes, P.Eng.
Director, Environmental Services



Brenda Librecz
Commissioner, Community and Fire Services



Andy Taylor
Chief Administrative Officer

ATTACHMENTS:

Attachment "A" – Report on Quality Management System to Council from
Management Review

Report on Quality Management System to Council From Management Review

Meeting Date: September 18, 2014

Attendees: Andy Taylor, Brenda Librecz, Peter Loukes, Daphne Ross, Ernie Ting, Noris Dela Cruz, Eddy Wu, Oral Binda, Cindy Coffin, Julianna Tso

RESULTS OF MANAGEMENT REVIEW	REPORT (where applicable include Personnel Responsible & Due Date)
Summary of Management Review	<ul style="list-style-type: none"> – Presentation provided to Top Management covered all required items identified in the procedure – Top Management reviewed data from July 1, 2013 to June 30, 2014
Deficiencies Identified	<ul style="list-style-type: none"> – None identified during the meeting
Decisions Made	<ul style="list-style-type: none"> – QMS Coordinator reiterated the requirement to complete Management Review meeting(s) as per the procedure. Direction provided from Top Management is to meet twice per year (March and September) going forward.
Action Items	<ul style="list-style-type: none"> – QMS related action items identified during the meeting include: <ol style="list-style-type: none"> 1. Develop Communication Plan with the Region – Business related action items identified during the meeting include: <ol style="list-style-type: none"> 1. Request booster rechlorination project schedule from the Region 2. Compile KPI's of requests from all departments received from Ontario One Call 3. Determine which contractor installed watermain on Woodbine Ave in the 1980's (from discussion of the Critical Pipes Analysis Report)
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.