

APPENDIX 'A'

Report on QMS to Council

Management Review Meeting of October 17, 2017

RESULTS OF MANAGEMENT REVIEW	
Summary of Management Review	<p>The 2017 Management Review meeting was held between 12:30 pm and 3:30 pm on October 17, 2017. The meeting was attended by Scott Mathers, Director – Water and Wastewater, Aaron Rozentals, Division Manager – Water Engineering, John Simon, Division Manager – Water Operations, and Dan Huggins, Water Quality Manager and QMS Representative. The agenda items discussed were, a) Incidents of regulatory non-compliance, b) Incidents of adverse drinking water tests, c) Deviations from critical control point limits and response actions, d) Efficacy of the risk assessment process, e) Results of audits (internal and external), f) Results of relevant emergency response testing, g) Operational performance, h) Drinking water quality trends, i) Follow-up action items from previous management reviews, j) Status of management action items identified between reviews, k) Changes that could affect the QMS, l) Summary of consumer feedback, m) Resources needed to maintain the QMS, n) Results of the infrastructure review, o) Operational Plan currency, content and updates, p) Summary of staff suggestions, and q) New Business - Other issues that impact on the quality management system.</p>
Issues Identified	<ol style="list-style-type: none"> 1) The 2017 Off-Site Surveillance Audit of the QMS identified three opportunities for improvement. The April, 2017 Internal Audit of the QMS identified three non-conformances and nine opportunities for improvement. 2) With respect to ongoing chlorination control issues at the Springbank Reservoirs, several improvements have been implemented, including: new chlorination equipment installed in April, 2016, programming changes at the Arva pumping station in August, 2017 to implement staged start-up of the large pump (AP5), and commissioning of the Southeast Pumping Station and Reservoir in September, 2017. Further monitoring required. 3) The effectiveness of London's program for recording consumer feedback was discussed and possible deficiencies were identified.

Decisions Made / Action Items	<ol style="list-style-type: none"><li data-bbox="527 190 1432 336">1) Dan Huggins to address the Non-conformances and Opportunities for Improvement that were identified through the audits and update the Operational Plan accordingly.<li data-bbox="527 349 1432 524">2) Dan Huggins to monitor the effectiveness of the chlorination control system at the Springbank Reservoirs and determine whether further study is required to review control options.<li data-bbox="527 537 1432 760">3) Implementation of a Computerized Maintenance Management System (CMMS) as well as Customer Relationship Management software (CRM) is underway. John Simon to review the effectiveness of the new initiatives in recording and addressing consumer feedback.
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