

APPENDIX ‘A’

Report on QMS to Council

Management Review Meeting of November 27, 2018

RESULTS OF MANAGEMENT REVIEW	
Summary of Management Review	<p>The 2018 Management Review meeting was held between 12:30 pm and 3:00 pm on November 27, 2018. 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	<p>1) The April, 2018 Internal Audit of the QMS identified two non-conformances and four opportunities for improvement. The June, 2018 Off-Site Surveillance Audit of the QMS identified no non-conformances and three opportunities for improvement.</p> <p>2) With respect to ongoing chlorination control issues at the Springbank Reservoirs, a consultant was engaged to study other control options, such as inflow chlorination rather than just outflow chlorination. The proposed changes will be reviewed and, if feasible, implemented in Spring 2019.</p> <p>3) The need to establish the design Hydraulic Grade Line in the Southeast Pressure Zone through commissioning of the new PRVs and control changes at SERPS was discussed.</p> <p>4) Further work is needed to determine best methods to filter and extract consumer feedback data from the new Customer Relations Management (CRM) system.</p>

Decisions Made / Action Items	<ol style="list-style-type: none">1) Dan Huggins reported that the Non-conformances had been corrected and the Opportunities for Improvement were addressed.2) Dan Huggins to work with the consultant and oversee implementation of the proposed improvements.3) Aaron Rozentals to set meetings regarding this project beginning in the first quarter of 2019.4) John Simon to continue reviewing the ability of the CRM system to record and address consumer feedback.
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