

Public Utilities Commission for the Municipality of Chatham-Kent

Drinking Water Quality Management System

CK PUC Operational Plan

DWQMS Element 20 – Management Review

Purpose

This Policy identifies the process by which the Public Utilities Commission for the Municipality of Chatham-Kent (C-K PUC) reviews the performance of its Quality Management System (QMS).

Scope

This Policy applies to all management review meetings conducted by the C-K PUC and any documentation associated with these meetings.

Policy

1.0 Frequency and Attendance

1.1 Management Review meetings will be conducted at least annually to provide Senior Management of the C-K PUC with the information required to review and evaluate the continued suitability, adequacy, and effectiveness of its QMS.

2.0 Review Process

2.1 At a minimum, inputs to the management review process will include:

- a) Incidents of non-compliance with applicable regulations;
- b) Incidents of adverse drinking-water tests;
- c) Deviations from critical control point limits and corresponding actions taken;
- d) The effectiveness of the risk assessment process;
- e) Findings from internal and external audits;
- f) Emergency preparedness and response based on annual mock emergencies;
- g) Operational performance;
- h) Trends in the quality of raw water supply and drinking-water;

- i) Previous management review meeting action items; Updates on action items identified between management review meetings;
- j) Changes to services, activities, regulations, etc. that could impact the QMS;
- k) Consumer feedback;
- l) Resources needed for QMS maintenance;
- m) Results of the infrastructure review;
- n) The currency of the Operational Plan; and
- o) Comments and suggestions made by personnel.

2.2 Minutes of the management review meetings will be documented and include, at a minimum, the:

- a) List of attendees;
- b) Summary of issues discussed and decisions made; and
- c) Record of new and outstanding action items including an indication of responsibility and proposed timeline; and
- d) At the least an Annual Information Report outlining the results of the management review process will be annually submitted to the General Manager and the PUC Commissioner by the Supervisor of Compliance and Quality Standards.

3.0 Associated Forms, Procedures, Work Instructions

4.0 Records

- Meeting Minutes
- Information Report to Commission