

Public Utilities Commission for the Municipality of Chatham-Kent

**Drinking Water Quality Management System**

CK PUC Operational Plan

DWQMS Element 12 – Communications

***Purpose***

This Policy identifies the process for communicating information related to the QMS Operational Plan to stakeholders, and outlines the method for receiving and processing related communication.

***Scope***

This Policy applies to all internal and external communication related to the Public Utilities Commission for the Municipality of Chatham-Kent's (C-K PUC) Quality Management System (QMS).

***Definitions***

Operating Authority                      In respect of a Subject System, the person or entity that is given responsibility by the owner for the operation, management, maintenance or alteration of the Subject System.

Owner    In respect of a drinking-water system, every person who is a legal or beneficial owner of all or part of the system.

***Policy***

1.0    Communication of QMS-related Information

1.1    The Operational Plan shall document a procedure for communication that describes how the relevant aspects of the QMS are communicated between Senior Management and:

- a) The public
- b) Suppliers and service providers;
- c) C-K PUC personnel; and
- d) The Commission.

## 2.0 Internal Communication

2.1 The QMS Operational Plan will be communicated to personnel of all facilities of the C-K PUC through the electronic document management system (EDMS). Revisions and updates to the Operational Plan and verification that the information has been reviewed will also be accomplished through the EDMS.

## 3.0 Associated Forms, Procedures, Work Instructions

- Communications Procedure – Control No. 2000325

## 4.0 Records