

Public Utilities Commission for the Municipality of Chatham-Kent

CK PUC Operational Plan

DWQMS Element 21 – Continual Improvement

Purpose

This Policy outlines the process by which the CK PUC identifies designs, develops, and implements improvements to its Quality Management System (QMS).

Scope

This Policy applies to all components of the QMS and all CK PUC personnel.

Policy

1.0 Corrective Action

1.1 The CK PUC will continually improve the effectiveness of the QMS through the development and/or use of:

- a) The Quality Policy;
- b) Internal Audit Results;
- c) Corrective Action;
- d) Staff Comments through the electronic document management system
Training Requirements; and
- e) Management Review Meetings.

2.0 Associated Forms, Procedures, Work Instructions

- Management Review Procedure – Control No. 2000341
- Internal Audit Procedure – Control No. 2000340
- Element 2 - Quality Management System Policy – Control No. 2000001

3.0 Records

- Management Review Meeting Minutes
- Internal Audit Reports
- Completed Corrective Action Forms
- Corrective Action Log