

Public Utilities Commission for the Municipality of Chatham-Kent

Drinking Water Quality Management System

CK PUC Operational Plan

DWQMS Element 1 – Quality Management System

Purpose

The Public Utilities Commission for the Municipality of Chatham-Kent (CK PUC), as the Owner and Operating Authority of the Bothwell Distribution System (DS), Chatham-Kent Drinking Water System (DWS), Highgate DWS, North Wallaceburg DS and Ridgetown DWS, is required to attain conformance to the Drinking Water Quality Management Standard (DWQMS) developed by the Ministry of the Environment. This document has been developed to help articulate the process approach to its design.

Scope

This managed approach to water quality will be applied to the extent outlined and drawn by the quality policy.

Policy

1.0 Management of Infrastructure

- 1.1 The ultimate goal of achieving DWQMS conformance must be fully understood, and activities must strive to meet the requirements of the standard. An organization is a network of interdependent, value-adding processes, and improvement is achieved through understanding and changing these processes to enhance the total system. To facilitate long-term improvements, a mindset of prevention rather than correction must be applied to eliminate the root causes of non-conformance. Decisions are made based upon measured data, internal and external comparisons, and an understanding of the cause and effect mechanisms at work, not simply on the basis of instinct, authority or anecdotal data. A focus on continuous improvement is the cornerstone for breakthrough thinking and innovation. No matter how much improvement has been accomplished, there are always practical and innovative ways of doing even better, and of providing improved water quality to the customer.

1.2 Managed Approach Model

