

Annual Water & Wastewater Quality Management Systems Update

Public Works Committee
PW 50-2020

December 8, 2020

Rachel Whyte, P.Eng. – W-WW Quality Management Specialist



Annual Water and Wastewater Quality Management Systems Update

(Report PW 50-2020)

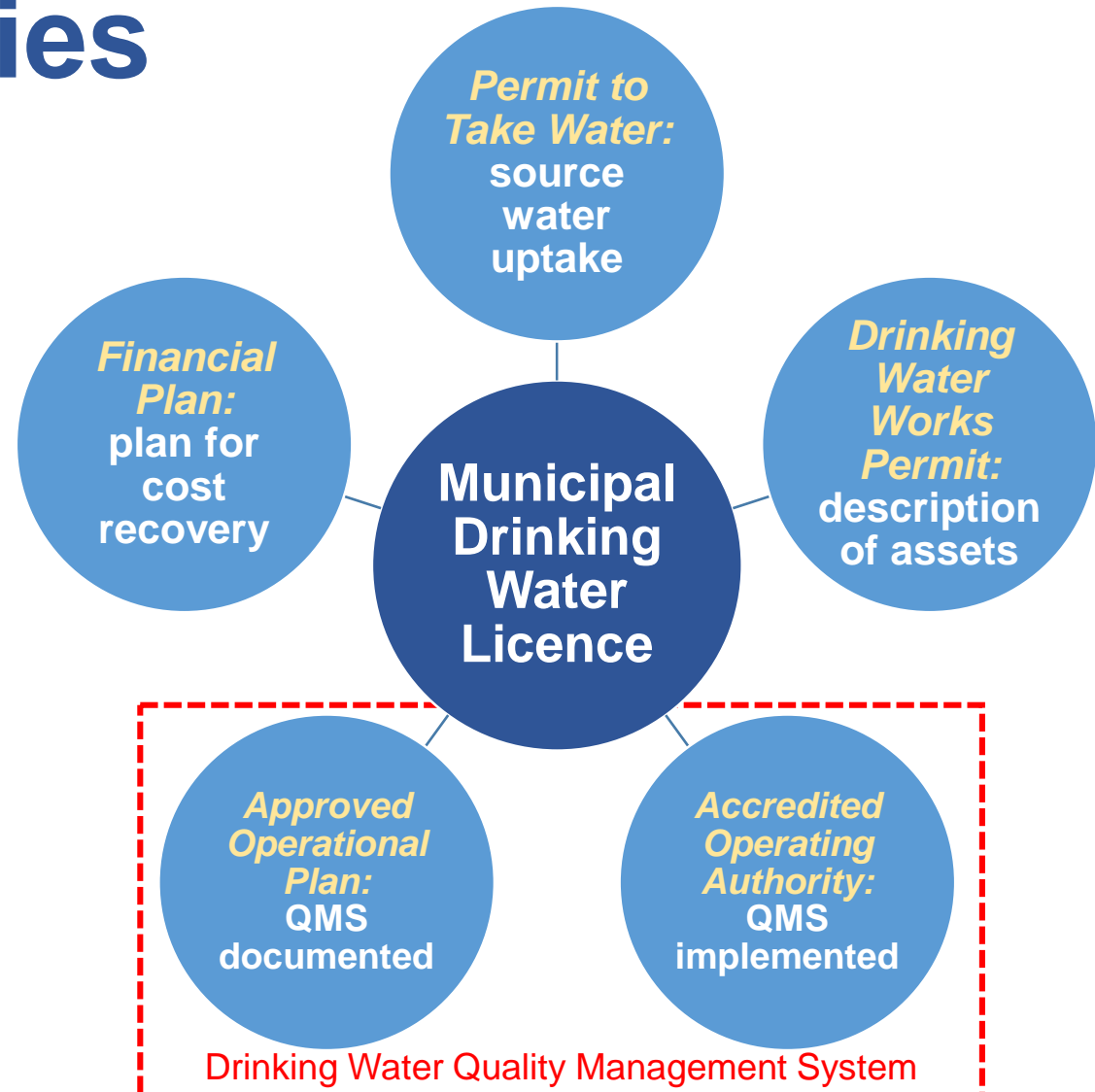
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Water Quality Management System (Water QMS)

Water QMS Activities

- Approved QMS Operational Plan and QMS accreditation are required under the *Safe Drinking Water Act*
- Milestones required to maintain accreditation



Water QMS Internal Audit

- Completed March 2020
- Findings:
 - 10 non-conformances
 - 7 opportunities for continual improvement
 - 14 best practices for evaluation
- Corrective action plans identified by management and staff; implementation ongoing



Water QMS External Audit

- Audit completed May-July 2020
 - Off-site document review
 - On-site reaccreditation audits
- Findings:
 - 1 non-conformance (resolved)
 - 8 opportunities for continual improvement



Water Systems Risk Assessment

- Risk assessment reviews completed for all water systems
- Three high-scoring risks identified: to be addressed through capital projects and adjustments to operating practices
- Critical control points remain unchanged
- Reassessment due in 2021



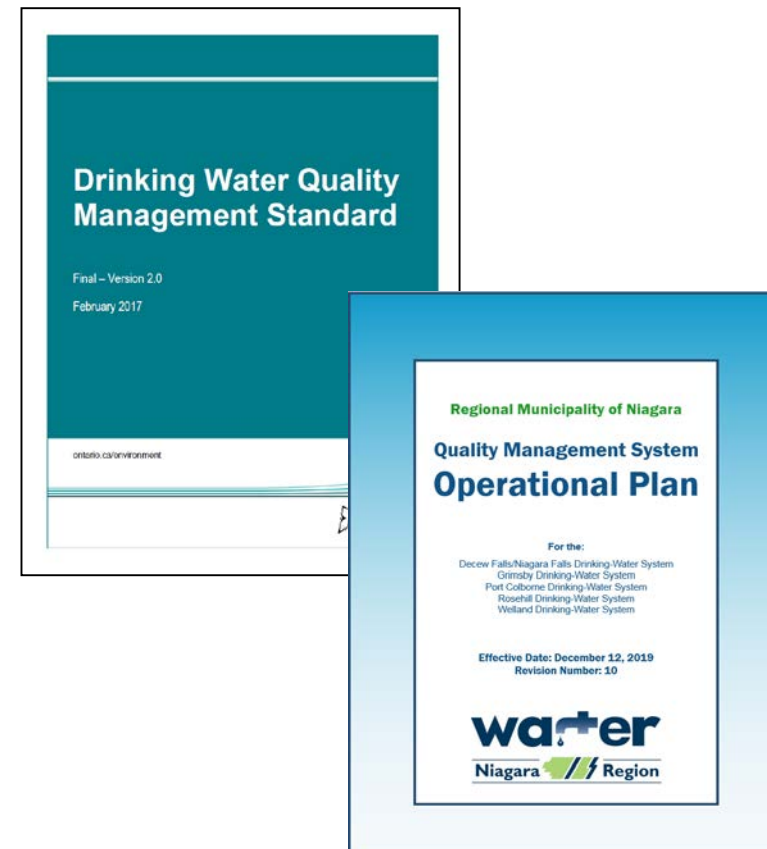
Water QMS Management Review

- Part 1 completed in May
- Part 2 anticipated in December
- Three action items issued since previous update; resolutions in progress



Changes Impacting Water QMS/ Operational Plan

- No anticipated changes impacting QMS
- Changes impacting Operational Plan:
 - Minor changes to organizational structure
 - Minor revisions to address opportunities for improvement identified through external audits



Wastewater Quality Management System (Wastewater QMS)

Wastewater QMS Internal Audit

- Completed November 2020
- Findings:
 - 9 non-conformances
 - 9 opportunities for continual improvement
- Corrective action plans identified by management and staff; implementation ongoing



Wastewater Systems Risk Assessment

- Risk assessment reviews completed in 2019 and 2020
 - 2019: 91 high-risk items
 - 2020: 86 high-risk items
- 58 high-scoring risks to be mitigated through capital improvements
- Next full re-assessment in 2021



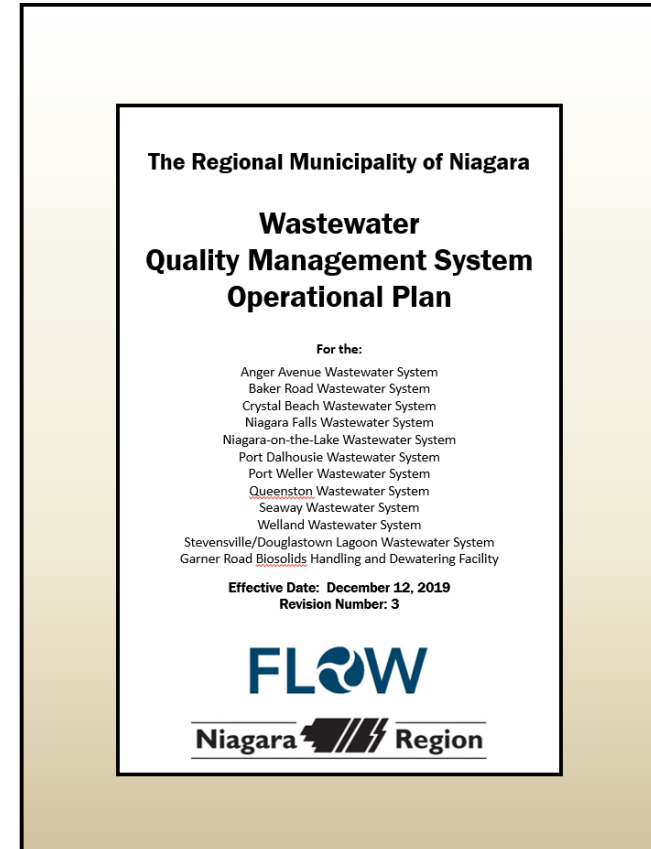
Wastewater QMS Management Review

- Part 1 completed in June;
Part 2 completed in November
- Four action items issued
since previous update;
resolutions complete or in progress



Changes Impacting Wastewater QMS/ Operational Plan

- Changes impacting QMS:
 - New standard in development
 - Adoption will be voluntary
- Changes impacting Operational Plan:
 - Minor changes to organizational structure
 - Minor revisions to address opportunities for improvement identified through external audits



Questions

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