

APPENDIX A:

WATER & WASTEWATER SERVICES AUDIT RESULTS, 2012

Internal Audits

In Jan, 2013, a full internal audit of the QMS for WWS division was completed using a CGS internal auditor. All 21 elements of the DWQMS were audited to obtain sufficient appropriate audit evidence to confirm that the system meets MOE requirements for the all elements of the DWQMS. It was reported that the Operational Plan, as updated to January 2013, substantively meets MOE requirements, as reflected in guidelines published by MOE, based upon audit evidence reviewed during the audit. The score achieved on the audit checklist used was 100 %.

During the Audit Closing Meeting, six opportunities for improvement (OFI) were identified. They have all been assigned for follow-up.

Spot Audits

Five Spot Check audits were performed by the City's Quality Management Systems Officer during 2012, and one follow-up to ensure that findings from a previous audit had been corrected. All negative findings were quickly corrected.

Third Party Audit

The DWQMS specifies the frequency and type or style for these audits:

The whole system will be audited comprehensively through performing a preliminary "desk audit" to check QMS documentation and then by visiting all Drinking Water Systems (DWS) once every three years.

In the intervening years, a "systems audit" is performed – a "desk audit" of documentation provided to the internal city staff member in absentia in order to make a determination of the system's fitness and health.

The CGS has successfully achieved accreditation for all DWS's under City control, and we are now in the second year of the cycle, necessitating a Systems Audit to be done each year until the next full Site Audit in 2014. The first Systems Audit was performed in August 2012, and the auditor recommended that the City maintain the current level of accreditation for the next year.

The Auditor reported four (4) minor non-conformances and five (5) Opportunities for Improvement. At this point in time, all minor non-conformances have been corrected and the Opportunities for Improvement are still under discussion.