

APPENDIX B:

MANAGEMENT REVIEW RESULTS, 2012 DATA CYCLE

The Management Review Meeting to review data for 2012 was held in September 2013. As at every such meeting, the following items were included in the Agenda for discussion:

- Incidents of regulatory non-compliance;
- Incidents of adverse drinking-water tests (AWQI);
- Deviations from critical control point limits and response actions;
- Risk assessment results;
- Audit results; *
- Emergency response testing results;
- Operational performance;
- Quality trends: raw and treated water; *
- Follow-up on action items from previous management review;
- Status of management action items identified between reviews;
- Changes that could affect the QMS; *
- Consumer feedback;
- Resources needed to maintain QMS;
- Infrastructure review results;
- Operational plan currency, content and updates;
- Staff suggestions;
- Supplier performance;
- Source protection update; and
- Some other subjects discussed – Quality Policy (currency), management review scheduling, scheduling of other QMS activities, and fulfilling DWQMS requirements in the area of communication. *

Deficiencies were identified in the areas marked with an asterisk above and actions assigned to personnel with responsibility in the applicable areas, with due dates for all as required by the standard.