

Water Wastewater Drinking Water Quality Management System Report

BACKGROUND

As legislated under the Safe Drinking Water Act, 2002, the Ministry of the Environment, Conservation and Parks (MECP) requires that municipalities, as Operating Authorities of municipal drinking water systems, maintain an accredited Quality Management System (QMS) in order to be allowed to provide safe, reliable drinking water to its residents that meet all regulatory requirements.

A Drinking Water Quality Management System (DWQMS) serves as one of several of multiple barriers of protection to ensure the safety of the drinking water supply to customers. An Operational Plan, which is a series of documents, describes how Water / Wastewater Treatment and Compliance Division complies with the requirements of the standard, and is published on our Water / Wastewater Treatment and Compliance Division Intranet home page. This aids in our communication with the Mayor, Council and Executive Leadership Team, informing them about the health of the QMS fulfills several of these requirements, including the Standard of Care article of the Safe Drinking Water Act, and ensures the maintenance of the required accreditation.

The legislated accreditation is a process by which the Quality Management System is audited annually by a third party to ensure that:

- The Operating Authority has a quality management system that conforms to the requirements of the applicable standard – the Drinking Water Quality Management Standard;
- Customers have increased confidence in the products and services provided by Operating Authorities – *i.e.*, the treated water, and the treatment and distribution processes themselves;
- The Operating Authority has ensured the availability of resources necessary to support the operation and monitoring of the processes needed to achieve the planned outcomes; and
- The Operating Authority monitors and controls defined parameters, has implemented effective internal audit and management review processes, and is monitoring, measuring and continually improving the effectiveness of its quality management system.

The Water / Wastewater Treatment and Compliance Division has successfully maintained an accredited quality management system for all six, (Sudbury DWS, Valley DWS, Dowling DWS, Falconbridge DWS, Onaping/Levack DWS, & the Vermilion DWS) of the City of Greater Sudbury's drinking water systems since 2010.

OUR COMMITMENT

Quality Management System Policy

The City of Greater Sudbury is committed to providing its customers with safe drinking water and environmentally responsible wastewater treatment services that comply with all applicable legislation and regulations. To ensure that these commitments are fulfilled, the Water/ Wastewater Treatment & Compliance Division shall maintain and continually improve upon a Quality Management System designed specifically for this purpose.

OPERATIONAL MANAGEMENT RESPONSIBILITIES

It is the role of the operational management team to conduct operations in conformance with the Drinking Water Quality Management Standard. The Quality Management System helps to ensure conformity and compliance with all standards and regulations.

Compliance with the standard is accomplished by:

- Maintaining a Quality Management System as current and consistent with all requirements, and promoting awareness of the Quality Management System throughout the organization;
- Ensuring the Operating Authority meets and maintains competencies for personnel directly affecting drinking water quality, and that personnel are aware of the relevance of their duties with respect to how safe drinking water is affected;
- Evaluating, determining, obtaining and/or providing supplies and services essential for the delivery of safe drinking water, and the infrastructure necessary to operate and maintain the subject systems; and
- Supporting the internal audit and continual improvement functions of the QMS

Auditing and Continual Improvement Process

Internal audits are scheduled annually and are assigned to City of Greater Sudbury employees who have been given *Internal Auditing* training. These employees, along with the Quality Management System Representative, review documentation while conducting their audit, and collect evidence to support any findings. The auditor also reviews results of previous audits (internal and external) in order to follow-up on previously recommendations.

Auditors review documentation and applicable records controlled by the Division, and interview Division staff, to compare how actual processes are occurring in comparison to the requirements of the Standard. During the review and interviews, auditors record information about what was observed, in order to make an informed decision about their findings.

All finding are discussed with division managers and, when necessary, corrective action requests and/or opportunities for Improvements are written out and assigned to appropriate personnel.

KEY RESULTS

Third Party Audit, 2018

In August 2018, a third party surveillance audit of our Quality Management System was conducted by a licensed consultant, NSF International Strategic Registrations. Surveillance Audits are desk audits of documentation submitted for review, including evidence of required activities. Results of this audit were zero non-conformances and four Opportunities for Improvement, identified in the areas of Competency, Essential Supplies and Services, Management Review, and risk assessment hazards. "Opportunities for Improvement" are instances recognized by the auditor(s) as possibilities to make positive changes in the way something is accomplished, and are essential to continual improvement efforts associated with a robust QMS.

Internal Audits 2018

In 2018, a total of seven (7) internal audits were conducted resulting in Opportunities for Improvement that were used to help with continual improvements to our Drinking Water Quality Management System.

Internal Audits for 2019 are being scheduled accordingly.

SUMMARY

The City of Greater Sudburys' Drinking Water Quality Management System has successfully maintained its accreditation. Water & Wastewater Treatment and Compliance personnel are performing regular reviews of the performance of several key indicators for all City drinking water systems, and recommendations are being identified and addressed, leading to continual improvements of the system.

The Water & Wastewater Treatment and Compliance Division is committed to communicating with City Council, and is continuing to work hard to improve our Drinking Water Quality Management System, and remain as an Accredited Operating Authority for our drinking water systems.

This report has been written to Council to indicate our confidence in our Drinking Water Quality Management System and that we are fulfilling our obligation as per the Standard, and are in compliance with the Drinking Water Standards of Ontario.