Township of South Stormont **Drinking Water Quality Management System**	
Document Title:	QMS Management Review Procedure
QMS Reference:	QMS SYS-P12 Appendix L
Revision Number:	V5
Revision Date:	May 31, 2019
QMS Representative:	Mark Zoppas

QMS Management Review Procedure

1. Procedure Description

This document explains the method by which annual Management Reviews of the Township's drinking water quality management system are conducted. The procedure includes:

- o Who participates in the reviews,
- o What information is used during the process,
- o How action items are generated and followed up, and
- o What records are produced and how outcomes are communicated.

2. Reason For Procedure

This procedure was written in response to the requirements of the DWQMS. The Township of South Stormont recognizes that support and oversight of the drinking water QMS is an important role fulfilled by Top Management. The Management Review process supports a high level of connection and familiarity between Top Management and the QMS, and enables focused and effective decision making regarding how to best improve and maintain the quality management system.

In following the Management Review procedure, Top Management ensures that the Owner receives consistent, timely, and focused information about how the QMS is functioning. Additionally, the process affords an opportunity to reinforce with the Owner the resources that are required to continue to maintain and improve the quality management system.

3. Responsibility

The QMS Representative is responsible for:

- o Setting the date of the Management Review and communicating this date to Top Management,
- o Preparing all materials for the Management Review,
- o Participating in the Review,
- o Ensuring that all records from the meeting are kept according to the QMS Records Control Procedure (QMS SYS-P2),
- o Ensuring that all action items generated are diligently followed-up, and
- o Ensuring that the QMS Operational Plan Manual (QMS SYS OP-PLAN) and associated procedures are updated, as required, in response to action items resulting from the Management Review process.

Top Management is responsible for:

- o Assembling the Management Review Team and notifying participants of the scheduled date,
- o Leading the Management Review, and
- o Ensuring that the results of the Review are effectively communicated to the Owner in keeping with the QMS Communications Procedure (QMS SYS-P9).

4. Definitions

None.

5. Procedure

5.1 Scheduling and Frequency

5.1.1   The QMS Representative is responsible for setting the date of the Management Review and communicating this date to Top Management. This meeting is included in the audit schedule and informs the timing of that process.

5.1.2   Management Reviews are to occur, at a minimum, once every calendar year. However, at any point during the year, the QMS Representative, Top Management or the Owner may request a Management Review take place to address issues perceived to require timely evaluation and response.

5.2 Management Review Team

5.2.1   Once the date of the review has been set, it is Top Management's responsibility to assemble and notify the Management Review Team.

5.2.2   At a minimum, the team must include Top Management and the QMS Representative.

5.3 Review Preparation

The QMS Representative is responsible for the preparation of all materials for the Management Review. These materials will be distributed to the Management Team not less than 7 days prior to the Management Review and will include an agenda for the meeting as well as data and/or summaries (in keeping with the preferred format of the Management Review Team) to facilitate evaluation of the following review items:

- a. Incidents of regulatory non-compliance,
- b. Incidents of adverse drinking-water tests,
- c. Deviations from critical control point limits and response actions,
- d. The efficacy of the risk assessment process,
- e. Internal and third-party audit results,
- f. Results of emergency response testing,
- g. Operational performance,
- h. Raw water supply and drinking water quality trends,
- i. Follow-up on action items from previous management reviews,
- j. The status of management action items identified between reviews,
- k. Changes that could affect the QMS,

l. Consumer feedback,
m. The resources needed to maintain the QMS,
n. The results of the infrastructure review,
o. Operational plan currency, content and updates.
p. Staff suggestions,
q. Best management practices, including any published by the MOECC,
r. QMS Corrective Actions, and
s. QMS Preventative Actions.

5.4 Identification of Deficiencies and Determination of Action Items

5.4.1 The Management Review Team considers the data summaries provided and uses them to evaluate the overall effectiveness of the QMS. This review takes the form of a discussion of each review item (listed above) using the QMS Management Review Checklist (QMS SYS-F12) as a place to record notes and comments.

5.4.1 To measure and track the performance of its QMS, the Management Review Team shall review and consider best management practices (including any published by the MOECC), review CARs since the previous Management Review, and review actions taken with respect to potential non-conformities and opportunities for improvement since the previous Management Review, all consistent with the QMS Continual Improvement Procedure (QMS SYS-P13).

5.4.2 For all deficiencies that are discovered, the Management Review Team identifies:

o Action items required to address and correct the deficiency,
o Personnel responsible for ensuring the action items are followed-up, and
o Schedules specifying the required completion date of all action items.

5.4.3 The deficiencies, action items, personnel responsible and completion dates are recorded in the QMS Management Review Action Item Form (QMS SYS-F8).

5.5 Record Keeping

The QMS Representative is responsible for ensuring that all records from the meeting are kept according to the QMS Records Control Procedure (QMS SYS-P2). These records will include:

o A copy of the summary information provided to meeting participants,
o The Management Review Checklist (QMS SYS-F12), and
o Completed Management Review Action Items Forms (QMS SYS-F8).

5.6 Communication with Owner

5.6.1   Top Management is responsible for ensuring that the results of the Management Review are effectively communicated to the Owner. This is accomplished by distributing the completed Management Review Action Items forms and Management Review Checklists, along with a summary note (if required) to Mayor and Council.

5.6.2   Top Management makes certain that an agenda item is added to the next Township Council meeting to discuss the outcomes of the Management Review and to answer any questions the Owner may have. The QMS Representative may be asked by Top Management to attend this Council meeting to provide additional information, as required or desired by Council.

5.7 Follow Up

5.7.1   Once the personnel identified as being responsible for actions items have addressed and corrected the root causes of the identified QMS deficiencies, they communicate the outcomes and changes to the QMS Representative.

5.7.2   If modifications to the QMS Operational Plan Manual (QMS SYS-OP PLAN) and associated procedures are required as a result, the QMS Representative ensures the document is updated and the changes are effectively communicated to impacted personnel.

6. Associated Documents

- QMS Operational Plan Manual (QMS SYS-OP PLAN)
- QMS Records Control Procedure (QMS SYS-P2)
- QMS Communications Procedure (QMS SYS-P9)
- QMS Management Review Action Item Form (QMS SYS-F8)
- QMS Management Review Checklist (QMS SYS-F12)
- QMS Continual Improvement Procedure (QMS SYS-P13)
- DWQMS Element 20

7. Revision History

Version	Date	Reviewer	Approver	Notes/Changes from Previous Version
v1	October 21, 2009	Dan Pilon Betty de Haan	Ross Gellately	Initial document version.
v2	June 13, 2012	Ross Gellately	Ross Gellately	Remove footer.
v3	February 28, 2013	Ross Gellately	Mark Zoppas	Update QMS Representative.
V4	April 26, 2017	Ross Gellately	Mark Zoppas	Remove requirement for owner representative to be present at Management Review. Section 5.2.2
V5	May 31, 2019	Bill Bryce	Mark Zoppas	Updated to include additional Management Review items based upon Continual Improvement. See Sections 5.3 and 5.4. Updated timing of review to every calendar year.