



DWQMS Operational Plan

A-C-W

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**The Corporation of the Township of  
Ashfield-Colborne-Wawanosh  
and Veolia Water Canada**

**Drinking Water Quality Management System**

**MASTER  
Operational Plan /  
QMS Manual  
2.0**

**ASHFIELD-COLBORNE-WAWANOSH WATER SYSTEMS**

**Benmiller Drinking Water System**

**Century Heights Subdivision Drinking Water System**

**Courtney Subdivision Distribution System**

**Dungannon Drinking Water System**

**Huron Sands Drinking Water System**

**South Lucknow Distribution System**

**The Corporation of the Township of Ashfield-Colborne-Wawanosh  
82133 Council Line, R.R. # 5  
Goderich, Ontario N7A 3Y2**



TOWNSHIP OF  
ASHFIELD - COLBORNE - WAWANOSH

**Veolia Water Canada**

**DWQMS**

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TOWNSHIP OF  
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**Veolia Water Canada**

## **DWQMS**

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**Document Name: 1. Quality Management System**

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Effective Date: April 2, 2024

## **1. Quality Management System**

The Drinking Water Quality Management Standard (DWQMS) requires an Operating Authority to establish a Quality Management System (QMS) for each system that it operates.

A QMS is a system to establish policies and objectives, achieve those objectives, and assist in the direction and control of the organization with regard to quality.

An Operational Plan is a document or series of documents that outlines the policies, processes and procedures for the overall quality management of the drinking water system, and is the documentation of the QMS.

The QMS is documented in this Operational Plan as part of the effort to ensure clean, safe, and reliable drinking water is supplied to all customers served.

The QMS shall be reviewed each calendar year to ensure that the procedures are correct and current. The review will include the QMS Representative, Operating Authority and Operators of the system.

DWQMS

Document Name: 2. Quality Management System Policy

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## 2. Quality Management System Policy

The Township of Ashfield-Colborne-Wawanosh (Owner) utilizes the services of Veolia Water Canada to operate and maintain the water supply and distribution system.

Together the Township of Ashfield-Colborne-Wawanosh and Veolia are committed to:

- Providing the consumer with a consistent supply of clean, safe drinking water
- Complying with all applicable legislative and regulatory requirements
- Managing and operating the water supply system in a responsible manner in accordance with documented Quality Management System (QMS) policies and procedures
- Maintaining and continually improving its Quality Management System (QMS)

Township of Ashfield-Colborne-Wawanosh  
Owner

Veolia Water Canada  
Operating Authority

Mark Becker	date	Marco Fontana-Gousti	date
Owner Representative Chief Administrative Officer		Operating Authority Representative Area Manager - Veolia Water Canada	



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**Document Name: Commitment and Endorsement**

Revision No: 06

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### 3. Commitment and Endorsement

The system owner, the Township of Ashfield-Colborne-Wawanosh, and the Operating Authority, Veolia Water Canada, support the implementation, maintenance, and continual improvement of a drinking water Quality Management System (QMS) for the Township of Ashfield-Colborne-Wawanosh Water Supply System, as documented in the Operational Plan. Endorsement by the Owner - the Township of Ashfield-Colborne-Wawanosh and the Operating Authority - Veolia Water Canada Inc., acknowledges the need for, and supports the provision of sufficient resources to implement, maintain, and continually improve the Quality Management System (QMS).

Endorsed by:

\_\_\_\_\_  
Mark Becker date  
Owner Representative  
Township of Ashfield-Colborne-Wawanosh  
CAO

\_\_\_\_\_  
Marco Fontano-Gousti date  
Operating Authority Representative  
Veolia Water Canada  
Area Manager

\_\_\_\_\_  
Florence Witherspoon date  
Owner Representative  
Township of Ashfield-Colborne-Wawanosh  
Clerk

\_\_\_\_\_  
Scott Gowan date  
Operating Authority Representative  
Veolia Water Canada  
Project Manager

\_\_\_\_\_  
Sarah Telford date  
Operating Authority Representative  
Veolia Water Canada  
QMS Representative



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#### **DWQMS**

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**Document Name: 4. QMS Representative**

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## **4. QMS Representative**

The QMS Representative and the Alternate QMS Representative, in conjunction with the Project Manager / Overall Responsible Operator, will establish, implement, and maintain the policies, processes, and procedures required for the QMS. In addition the QMS Representative will report on the performance of the QMS and any need for improvement to Top Management.

The responsibilities of the QMS Representative are listed in the Responsibilities Table in Appendix E, as part of Element 9, Organizational Structure, Roles, Responsibilities, and Authorities.

DWQMS

Document Name: 4b. Notice of Appointment Alternate QMS Rep.

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October 2025

## Notice of Appointment

### Alternate Quality Management System Representative

Top Management for the Operating Authority (Veolia Water Canada) has appointed the Alternate Quality Management System Representative to be:

Quality Assurance and Compliance Specialist

\_\_\_\_\_  
Operating Authority Representative  
Project Manager- Veolia  
Scott Gowan

\_\_\_\_\_ date



TOWNSHIP OF  
ASHFIELD - COLBORNE - WAWANOSH

**Veolia Water Canada**

**DWQMS**

**Document Name: 4a. Notice of Appointment QMS Rep.**

Issued by: Compliance Department - st

Revision No: 06

Effective Date: October, 2025

## Notice of Appointment

### Quality Management System Representative

Top Management for the Operating Authority (Veolia Water Canada) has appointed the Quality Management System Representative to be:

**Sarah Telford**

Quality Assurance and Compliance Specialist

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Operating Authority \_\_\_\_\_ date  
Representative  
Project Manager- Veolia  
Scott Gowan



**DWQMS**

**Document Name: 5. Documents and Records Control**

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## 5. Document and Records Control

A process is in place for the control and management of the documents and records required by the Quality Management System (QMS).

This process is to ensure that documents are kept up to date with applicable legislation and regulations, and changes in operations. The process also ensures that documents and records are legible, are properly stored, and can be easily located and identified. Retention times and disposal methods are listed in the Document and Records Control Table.

The procedure for Document and Records control can be found in Appendix A.

### **Appendix A**

APPENDIX A1: Procedure for Document and Records Control

APPENDIX A2: Document and Records Control Table

APPENDIX A3: Document Approval – Change Form

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**Veolia Water Canada**

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**Document Name: 6. Drinking Water System**

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## 6. Drinking Water System

### System Descriptions

Please see the appropriate section tab at the back of this document for details on the individual systems for the Township of Ashfield-Colborne-Wawanosh.

The Systems included are:

Benmiller Drinking Water System

Century Heights Subdivision Drinking Water System

Courtney Subdivision Distribution System

Dungannon Drinking Water System

Huron Sands Drinking Water System

South Lucknow Distribution System

**DWQMS**

Issued by: Compliance Department - st

Document Name: **7. Risk Assessment**

Revision No: 05

Effective Date: April 2, 2024

## 7. Risk Assessment

A Risk Assessment Procedure has been established and implemented to determine the potential hazards and critical control points that exist in the water treatment system.

A Risk Assessment Table has been developed to list potential hazards and their effects, and the associated monitoring and control measures. Critical Control Points (CCP) and Critical Control Limits (CCL) are identified using a Risk Priority Number system described in the risk assessment procedure.

For emergency situations or hazardous events outside the regular monitoring and control process, a Contingency Plan is available for response to deviations from critical control limits.

An Operations Plan binder and Contingency Plan are readily available for employee's reference at the Water Treatment Plant Main Office.

Procedures are implemented for reporting and recording deviations from critical control limits.

An annual Management Review, as described in Element 20, takes place to ensure the system is current and the risk assessment procedure and outcomes are reviewed and maintained.

A full updated Risk Assessment is to be conducted every 36 months in addition to the annual reviews.

### **Appendix B**

APPENDIX B 1: Risk Assessment Procedure

APPENDIX B 2: Risk Assessment Table

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**Document Name: 8. Risk Assessment Outcomes**

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## **8. Risk Assessment Outcomes**

### **System Descriptions**

Please see the appropriate section tab at the back of this document for details on the individual systems for the Township of Ashfield-Colborne-Wawanosh.

The Systems included are:

Benmiller Drinking Water System

Century Heights Subdivision Drinking Water System

Courtney Subdivision Distribution System

Dungannon Drinking Water System

Huron Sands Drinking Water System

South Lucknow Distribution System



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Document Name: 9. Organizational Structural,  
Roles, Responsibilities and Authorities

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## 9. Organizational Structure, Roles, Responsibilities, and Authorities

The system Owner, and the Operating Authority, Veolia Water Canada, have an organizational structure in place to ensure the management of the drinking water system by qualified staff.

Job descriptions are created for each Operating Authority and Owner position, and are outlined in the Responsibilities Table, showing title, responsibilities and authorities. Organizational Charts show the relationship of roles in the structure. These can be found in Appendix E.

An annual Management Review, as described in Element 20, takes place to ensure the system is current.

### Appendix E

APPENDIX E 1: Organizational Chart - Veolia

APPENDIX E 2: Responsibilities Table - Veolia

APPENDIX E 3: Job Descriptions - Veolia

APPENDIX E 4: Organizational Chart – Township of Ashfield-Colborne-Wawanosh

APPENDIX E 5: Responsibilities Table - Township of Ashfield-Colborne-Wawanosh

**DWQMS**

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**10. Competences**

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## 10. Competencies

All personnel performing duties directly affecting drinking water quality must have adequate training and be competent in their position. This relates to legislative as well as DWQMS requirements.

### Legislative Requirements:

- All Water Treatment Plant operators shall, at a minimum, attain and maintain a Class I certification as per O. Reg. 128/04.
- The Water Treatment Plant Overall Responsible Operator (ORO) shall maintain, at a minimum, a Class III certification (with exceptions for relief periods as specified in the legislation).
- All Water Treatment Plant distribution employees shall, at a minimum, maintain a Class I certification as per O. Reg. 128/04 and in accordance with the classification of the works.
- The Water Treatment Plant distribution Overall Responsible Operator (ORO) shall maintain, at a minimum, a Class III certification.

Additionally, annual training is provided to ensure that personnel meet or exceed minimum standards for annual training hours and continuing education hours as established in O. Reg. 128/04.

Veolia is required to provide competent operators to maintain effective water treatment. It is required as part of the operator's responsibility to monitor and ensure he / she receives adequate annual training hours to maintain his / her operator certification for the operation of the Water Systems.

An annual review of training records and certifications is made by the Office Manager (or Project Manager) to ensure classifications are current and competency is maintained. Operators are advised by the Office Manager of upcoming requirements.

The Project Manager may also recommend training courses and approve training registration requests as appropriate. The Office Manager assists in course arrangements and maintains and monitors the employee training matrix.

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Document Name: **11. Personnel Coverage**

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## 11. Personnel Coverage

The systems are monitored from Monday to Friday, and attended on weekends for normal daily rounds.

The Lead Operator is the primary Overall Responsible Operator (ORO). Back-up OROs are identified as required.

There is an assigned on-call operator during off-hours. The on-call operator conducts a physical verification of conditions once per day during weekends and statutory holidays.

The normal on-call schedule for operators shall be from quitting time on Monday to start time the following Monday. The On-call Schedule for the Operators is mutually agreed upon and uploaded into the Veolia Google Calendar.

The Water Treatment Systems are monitored by an alarm system as appropriate. An auto-dialer has been programmed to contact the On-Call Operator and/or Overall Responsible Operator (ORO).

The on-call operator is the designated operator in charge and will respond to, and investigate all alarms within 45 minutes.

An Overall Responsible Operator, or designated back-up ORO, is available by cell phone when not physically at the system.

There are regular daily checks of the distribution system conducted by water distribution personnel. The time of the visit and the details of any related action taken are recorded in the on-site daily log.

Procedures are located in the Operations Manual.

Veolia Water Canada is a non-unionized operation and labour disputes are unlikely, although management personnel are trained in operations if back-up operators are required.

## **Appendix G**

APPENDIX G1: After Hours Dispatch Procedure and Response to Auto-Dialer Alarm Procedure





TOWNSHIP OF  
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**Veolia Water Canada**

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## **12. Communications**

The DWQMS Representative or Project Manager shall ensure that the Owner is provided with a current copy of the Operational Plan. The owner shall also be advised of any changes to the Quality Management System, following revisions, and a status update shall be communicated following Management Reviews. This communication may take place during the regular annual report to Council by the Project Manager, or separate meetings arranged as necessary.

In addition to the Operational Plan, potential changes, and Management Reviews, other relevant information could include audit reviews, risk assessment changes, and provision for infrastructure information. The procedure for this information to be communicated to the Owner will be by the Project Manager to the Owner through the Owner's liaison, at Council Meetings, or Committee Meetings, as applicable.

Operating Authority Personnel will be informed of the QMS and any changes or updates through staff meetings with the Project Manager and/or QMS Representative following the original implementation, and thereafter following the Management Review, or as changes occur. The QMS Policy and Operational Plan are to be posted in the Operations Room for access by all employees.

The QMS and the Policy will also be communicated to all essential suppliers and service providers by letter or during the formal tendering process. Signed confirmation letters are returned from essential suppliers or service providers to acknowledge awareness.

Consumers or the General Public will have access to the QMS policy at the Municipal Office or on the .Municipal website.

The Owner shall make the Operational Plan available for viewing by the public at the principal office of the Owner.

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**DWQMS**

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**Document Name: 13. Essential Supplies and Services**

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## 13. Essential Supplies and Services

Essential supplies and services are purchased by the Operating Authority on behalf of the Owner under the direction of the Project Manager.

All essential Chemical, Material, Equipment, and Part Suppliers, and Service Providers must meet the Quality and Performance standards suitable for the production and delivery of safe drinking water to the customer.

Essential suppliers of chemicals and materials must meet NSF / ANSI (National Sanitary Foundation / American National Standards Institute) and / or AWWA (American Water Works Association) standards. Current versions of these standards are to be reviewed, as required, on the appropriate internet website by Operations or Purchasing personnel.

Ontario legislation requires that Laboratories performing drinking water testing must be accredited for the parameters being tested, and Operating Authorities must use accredited labs as required for testing.

Documentation on quality, and other supplier requirements, is provided to all essential suppliers and service providers to advise of the implementation of a Quality Management System, and as required if conditions change, by letter or information outlined on a Purchase Order regarding requirements.

The Project Manager / ORO reviews the requirements annually, or as may be required for changes, and suppliers are informed (as required and noted above), by the Project Manager, Office Manager.

Meetings may be held with contractors and service providers prior to work being carried out on water treatment equipment. They are accompanied by a Water Treatment Operator to ensure water plant and distribution system requirements are understood and met prior to performing their task.

Appendix H lists the Essential Suppliers and Services, Procurement information, and Quality expectations.

### **Appendix H**

APPENDIX H: Essential Supplies and Services Table

**DWQMS**

**Document Name: 14. Review and Provision of Infrastructure**

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## 14. Review and Provision of Infrastructure

On an annual basis, a summary of the Water Treatment System is prepared by the Operating Authority's Project Manager / Overall Responsible Operator / QMS Rep. and is submitted to the Owner. Included in the Summary Report is a review and updates on the Operating Authority's infrastructure and related programs.

The procedure will be for the Project Manager / Overall Responsible Operator / QMS Rep. to compile information received from the Overall Responsible Operator / Lead and Operators throughout the year based on work orders and observations relating to the infrastructure of the water treatment system. This information will be summarized in an Infrastructure section of the annual summary report and presented to the Owner on an annual basis.

During the annual Management Review, participants will discuss all infrastructure topics related to the Drinking Water System. The following topics shall be reviewed:

- A. Drinking Water Quality Trends.
- B. Annual Summary Report.
- C. Watermain replacement and rehabilitation.
- D. Planned maintenance on roads and sewers that will directly affect the Drinking Water Distribution System.
- E. Any issues with annual hydrant flushing, valve operation and/or hydrant maintenance.
- F. Planned maintenance and/or structural updates on the Drinking Water System (treatment or distribution).
- G. Capital budget.
- H. Preventative maintenance program.
- I. Long-term forecast of major infrastructure maintenance, rehabilitation and renewal activities.
- J. Outcome of the 36 month Risk Assessment.
- K. Townships Asset Management Plan



**DWQMS**

**Document Name: 15. Infrastructure Maintenance, Rehabilitation and Renewal**

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## 15. Infrastructure Maintenance, Rehabilitation and Renewal

The Operating Authority maintains a documented summary of the Operating Authority's infrastructure maintenance, rehabilitation, and renewal programs for the water treatment and distribution system. This assists in ensuring the infrastructure required is in place and is adequately maintained, or plans for improvement are in place for continued safe drinking water to be provided to the customer.

The summary is kept current, and is communicated to the Owner at least annually, or as deemed required by the Operating Authority's Project Manager / Overall Responsible Operator, in the Management Review as well as presentations to the local council, and committee, if applicable or required.

Monitoring of the effectiveness of the maintenance, rehabilitation, and renewal programs is a requirement of the DWQMS, and is carried out by monitoring the maintenance work order system and assessing the amount of planned versus unplanned maintenance activity.

The Maintenance Request system can be initiated by any employee by filling in a Maintenance Request Form. This request is then forwarded to be assessed by the Lead Operator or Project Manager / ORO/ or Designate. Maintenance Requests are filed and reviewed as required to assess or confirm trends and issues are reported in the annual summary.

A "Jobs Plus" Maintenance system also generates work orders for routine equipment servicing and preventive maintenance for designated equipment in the water treatment and distribution system.

A summary of key infrastructure material and equipment from Jobs Plus is generated by the Office Manager or Designate and also added to the annual infrastructure summary.

**DWQMS**

**Document Name: 16. Testing, Sampling and Monitoring**

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## 16. Sampling, Testing, and Monitoring

The Operating Authority maintains a sampling, testing, and monitoring process as required by the Ontario Regulation 170/03, including under conditions challenging to the system, as shown in the Table in Appendix I 1.

Specific sampling and monitoring procedures are established for operating the water treatment facility, and are listed in the Operations Manual. Laboratory analysis is carried out by an accredited outside lab.

Test results are reported to the Operating Authority by the Accredited Lab.

All sampling and test records from the laboratories, and Operators are recorded, properly filed and maintained according to procedures as outlined in the Document and Records Control Procedures, and the Operations Manual.

The procedure is for test results to be provided to the Owner on a monthly basis by the Quality Assurance and Compliance Specialist who compiles the data and forwards the results to the Owner, The accredited Lab also forwards test results to the owner on a monthly basis, unless otherwise requested by the Owner to forward the results to the Operating Authority only.

A summary of the sampling and monitoring requirements of the various process steps, including frequency, location, quality targets, challenging conditions, and records is shown in Appendix I - Sampling, Testing and Monitoring Table.

### **Appendix I**

#### **APPENDIX I1: Sampling, Testing and Monitoring Summary Table**



DWQMS

Document Name: 17. Measuring and Recording Equipment  
Calibration and Maintenance

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## 17. Measuring and Recording Equipment Calibration and Maintenance

The Operating Authority maintains a calibration and maintenance process, as required for the measurement and recording equipment used in the water treatment system. Procedures are established for calibration and maintenance of this equipment, and are listed in the Operations Manual.

Specific equipment procedures are available in the Equipment Manufacturer's Manuals and Users Manuals are available for Operators as required.

Certified sub-contractor's are used as required for maintenance and calibration of flow meters, and records maintained.

All calibration and maintenance records are properly filed and maintained according to procedures as outlined in the Document and Records Control Procedures, and the A-C-W Operations Manual.

A summary of the calibration and maintenance requirements for the A-C-W measurement and recording instruments, including method, frequency, and records is shown in Appendix J - Measurement and Recording Equipment Calibration Table. The Table is maintained by the Quality Assurance and Compliance Specialist as revisions are required.

### Appendix J

#### APPENDIX J1: Measurement and Recording Equipment Calibration Table

DWQMS

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Document Name: 18. Emergency Management

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## 18. Emergency Management

An emergency, with regard to drinking water, is a potential situation or service interruption that may result in the loss of the ability to maintain a supply of safe drinking water to consumers. Some emergency situations that could occur include chemical, biological, or radiological contamination, major distribution line or watermain breaks, interruptions in pressure, or loss of power. The Risk Assessment Outcomes and Risk Assessment Table in Section 8 reference potential emergency situations. Procedures or Contingency Plans related to potential emergency situations can be found in the Operations Manual or Contingency Plan.

A Contingency Plan (Emergency Response Plan) for the Operating Authority is available at each site listing potential emergencies and the appropriate measures for response, contacts, and how to restore the system to normal operation. Operators and staff are kept up to date with annual reviews of the Operations Manual and Contingency Plan, or as required if changes occur.

It is the responsibility of the Project Manager to ensure that employees are aware of the Contingency Plan and are trained in their responsibilities with regard to emergency preparedness.

A list of emergency contacts and essential suppliers and services is kept with the Contingency Plan.

In addition to the above, the Owner has an Emergency Response Plan, in accordance with current legislation and regulations, at the municipal office that provides information and contact information in the case of a water related emergency situation. Owner Responsibilities are listed as required, in the Emergency Response Plan.

Emergency Response Testing can be accomplished by review of one or more Contingency Plan procedures, review of actual emergencies, or by participation in the Municipality's annual emergency exercise. This should be carried out by the Project Manager, or designate, on a regular basis (minimum annually) and followed up in the form of a documented meeting with Operators and employees to ensure awareness of the procedures, and allow discussion and input on situations that could arise as an emergency situation.

### **Appendix K**

#### APPENDIX K1: Emergency Procedures



**DWQMS**

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**Document Name:**

**19. Internal Audit**

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## 19. Internal Audits

An Internal Audit procedure has been established by the Operating Authority to comply with the DWQMS standard. The intent of the procedure is to evaluate conformity of the QMS with the requirements of the Standard.

The Procedure, found in Appendix L1, identifies the internal audit criteria, the frequency recommended for the audit schedule, the scope, method and requirement for documentation of the audits.

The procedure also describes how Corrective Action Reports (CARs) are initiated and addressed to provide irreversible corrective actions to deficiencies found in the audits.

Previous internal and external audit results should be reviewed for consideration when planning the internal audit.

An Internal Audit Checklist is also included as Appendix L2 to assist with the audit.

A Checklist will be prepared by the internal auditor(s), based on the review of applicable documentation for the element(s) to be audited. The documentation review could include the Operational Plan – Policy Procedures, and Tables, Operations Manuals/Contingency Plan, Process Maps, Work Instructions, and previous internal and external audit reports.

Internal Audits are required to be completed at least annually.

### **Appendix L**

APPENDIX L1: Internal Audit Procedure and Schedule

APPENDIX L2: Internal Audit Checklist

**DWQMS**

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**Document Name: 20 Management Review**

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## 20. Management Review

A Management Review procedure has been established by the Operating Authority to comply with the DWQMS standard. The intent of the procedure is to provide a structured mechanism for Top Management to perform an annual review of prescribed topics covering compliance, consumer, performance, and audit information based on the Quality Management System.

Top Management for the Operating Authority is defined, in Element 9 Organizational Structure, Roles, Responsibilities and Authorities, and Appendix E2, as the Area Manager and Project Manager. A Municipality representative is also included in the Management Review.

The Procedure, found in Appendix M1, identifies the Management Review process and specific topics to be assessed.

Management Reviews are required to be completed at least annually.

A report of the results of the Management Review are reported to the Owner by the Project Manager / QMS Representative on an annual basis.

### **Appendix M**

APPENDIX M1: Management Review Procedure



**DWQMS**

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**Document Name: 21. Continual Improvement**

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## 21. Continual Improvement

The Operating Authority shall strive to continually improve the effectiveness of its Quality Management System through the use of corrective actions.

The review of the Operations Plan by a third party represents the first step in improving the effectiveness of the QMS. On-going annual Management Reviews and resulting corrective actions will be the basis for further improvement.

Corrective Actions are added to the Corrective Actions tracking sheet when identified. Sources of Corrective Actions include:

- a) internal audits
- b) external audits
- c) AWQIs
- d) MECP inspection reports

The QMS Rep is responsible for ensuring corrective actions are identified, implemented and their effectiveness monitored in the Corrective Actions Tracking sheet.

Preventative Actions are added to the Preventative Actions Tracking sheet, when identified. Sources of Preventative Actions may include:

- a) Opportunities for Improvement
- b) Staff suggestions
- c) risk assessment outcomes
- d) emergency response training outcomes
- e) management reviews

The QMS Rep is responsible for ensuring preventative actions identified are implemented and their effectiveness monitored in the Preventative Action Tracking sheet.