



DWQMS Workshop: Making the Transition Best Management Practices

April 2019

Element 21 of the DWQMS

PLAN – The Operating Authority shall develop a procedure for tracking and measuring continual improvement of its Quality Management System by:

- a) reviewing and considering best management practices, including any published by the Ministry and available on www.ontario.ca/drinkingwater, at least once every thirty-six months.

Best Management Practice

What is the *best*?

- Defined by you...
- Defined by others in your organization...
- Defined by others in your industry...
- Defined by industry associations...
- Defined by authority...
- Other...?

Best Management Practice

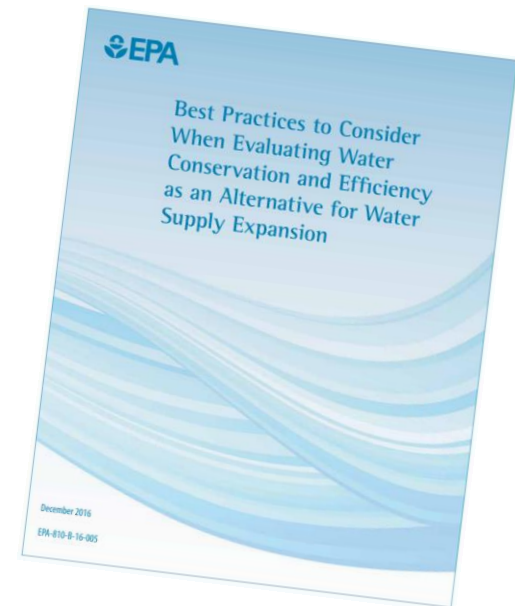
What is included in the review?

- You define the scope
- Use it to improve the QMS
- Use it to improve your drinking water system / operations
- Use it to improve related processes
- Use it to review what you've done to evaluate best management practices

Best Management Practice

Integration

- How does it work or link to existing processes?
- You're likely *already* evaluating best practices in the context of project analysis / decision making.
- Why not take credit for it?



Best Management Practice (BMP)

for Best Management Practices

What is the right approach for my QMS?

- Scope should be manageable
- Consider setting an objective or goal
- Consider a multi-faceted approach
- Ensure consistent documentation
- Evaluate your approach and verify it is effective
- Ensure that you are doing what you said you are going to do

Where can you find BMPs?

Potential Ministry BMPs

- Development process
- How can you get involved?
- What are some *potential* topics?

What are the potential benefits of evaluating BMPs?

- Proactive preparation for change that may impact the system
- Increased efficiency (time / cost savings)
- Improve quality
- Fills knowledge gaps
- Enables better decision making
- Others?



Examples for Discussion Supplies

- Essential supplies - how much is enough for an emergency / emergency preparedness?
- Cost of purchasing (bulk purchase?)
- On-hand availability vs just-in-time delivery
- Single supplier vs multiple suppliers

Examples for Discussion Automation / SCADA

If none:

- What are the costs and benefits of implementation?
- Is it practical?

If you have one:

- Data storage & redundancy
- Reporting (raw data vs summaries)
- Verification

Examples for Discussion Operational Monitoring

Non-regulatory monitoring

- Purpose?
- Does it satisfy the objective?
- Is the information being used?
- Does it provide or need redundancy?

Examples for Discussion Contractors

Purchasing Agreements:

- Do they consider training requirements for contractors / workers?
- How do you verify that specifications are met or deliverables are achieved?
- How do you verify that requirements of the regulation, licence and permit were followed?

Examples for Discussion Water Conservation Programs

- Do you have a program?
 - How is the effectiveness evaluated (or is it?)
- Do you need a program?
 - How is this evaluated, and is it ever re-evaluated?

Examples for Discussion Operations

- Training (in-house vs offsite)
- Scheduling, staff levels
- Communication mechanisms & frequency (to council, to the public, etc)

Examples for Discussion QMS

- Who conducts your internal audit?
 - Is it always the same person?
 - Is it always the same process?
- Training & communications
- Scheduling external audits with neighboring communities
- Are you always “rushing to prepare” or asking for later audit dates?

An essential supplier has notified you that they will not be able to provide a critical supply to you in the future – however, they have identified a product that will be “essentially the same thing”.

- Do you have a process / procedure for this?
- What would you do?
- Are there any QMS considerations?
- How might a process like this link to BMP evaluation?

What evidence might the auditor look for?

- A) None, since the products are “essentially the same”.
- B) Proof from the supplier that the products are the same (e.g., MSDS sheets if the product was a chemical).
- C) Evidence the essential supply was provided (it’s automatically a non-conformance as essential suppliers must *always* provide the essential supply).
- D) **Proof that relevant aspects of the QMS were communicated to the supplier and followed.**

Questions?



General Mailbox

e-mail: mdwlp@ontario.ca

Christopher Manning

Tel: 416-314-0638

Christopher.Manning@Ontario.ca