

DWQMS Workshop

Breakout Session: Applying QMS Principles

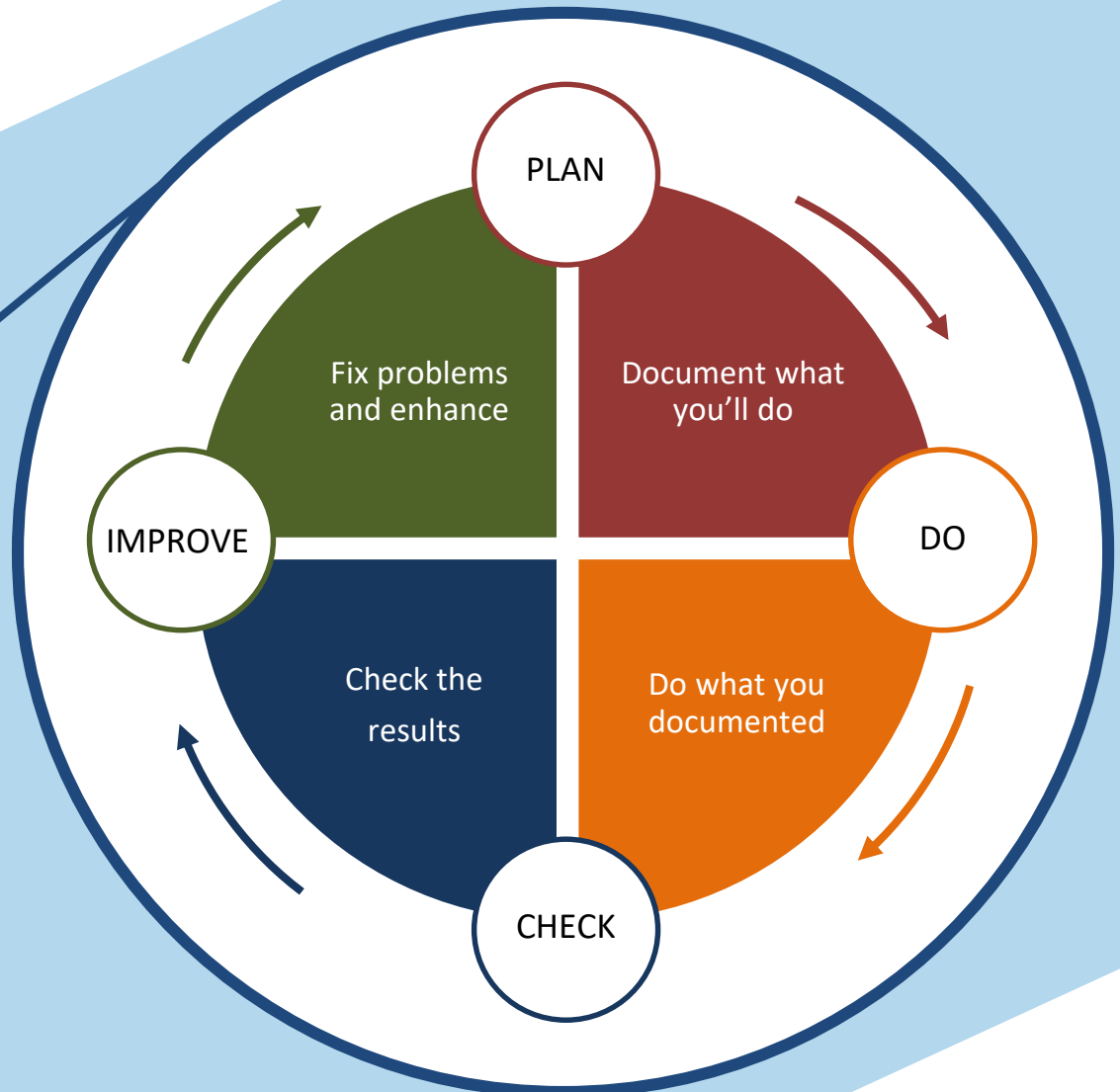
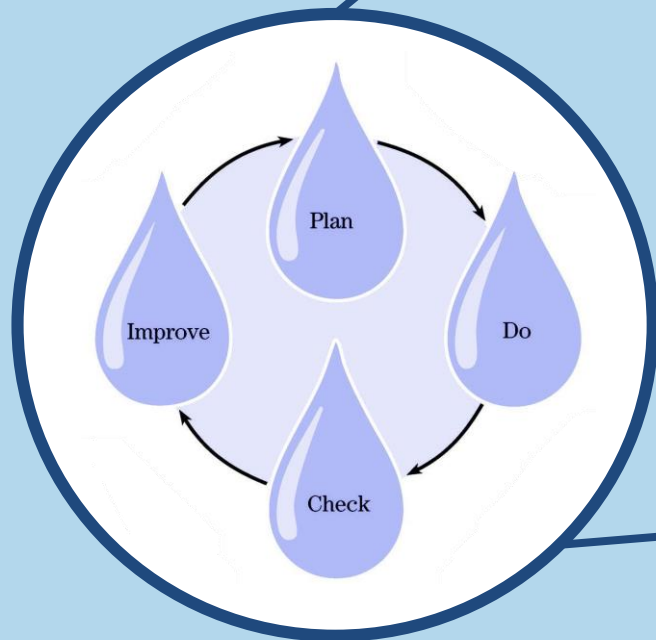
November 2020

Overview

- Discussion Format
- Background
- Facilitated Discussion
- Wrap-up

Overview

DWQMS Cycle



What is the purpose of a QMS?

Operational Consistency

- Repeatable processes with consistent documentation

Staff Training / Onboarding

- Procedures documented, competencies and responsibilities identified

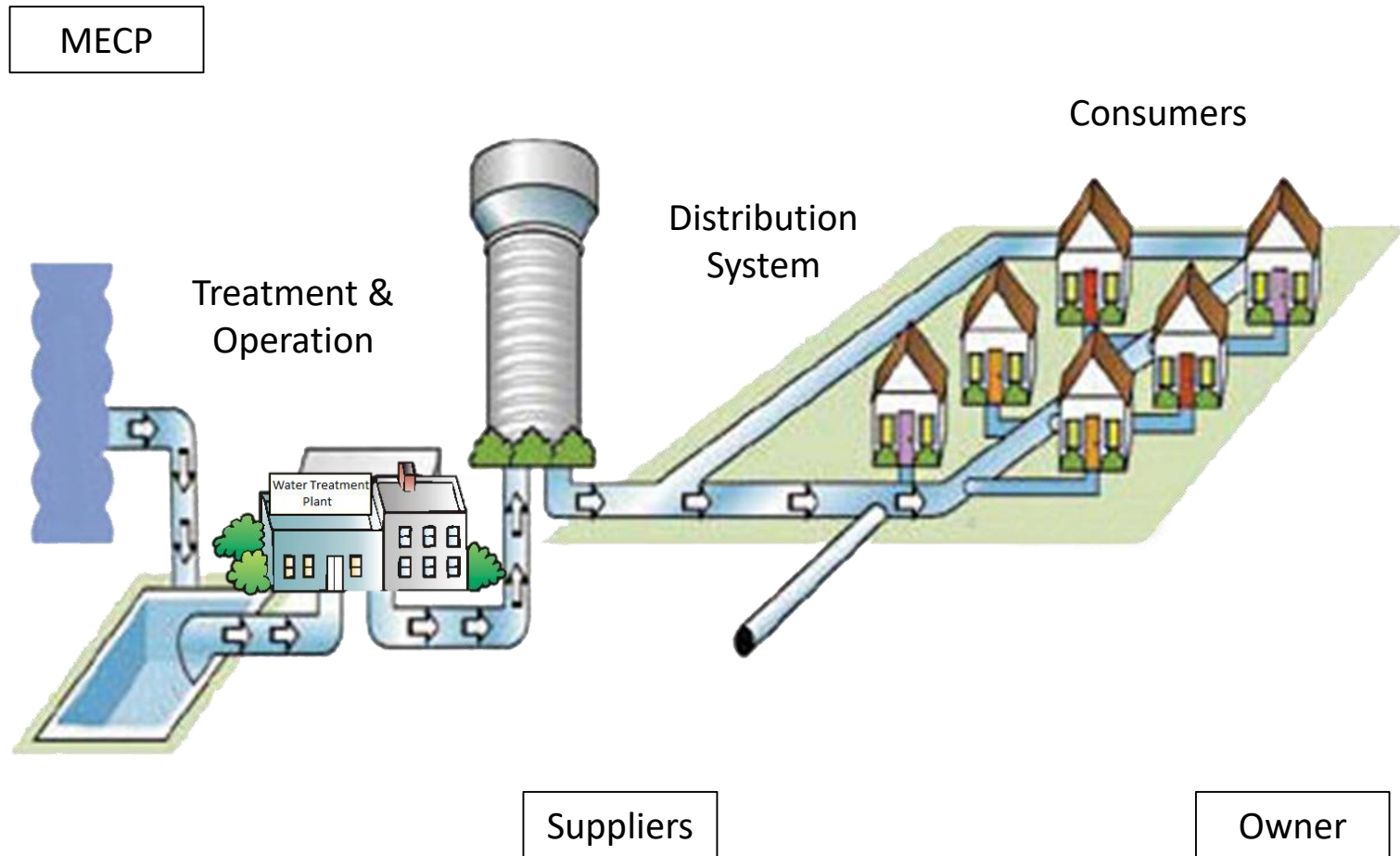
Informed Decision Making

- Standardized approach and mechanism to bring items forward through the management review

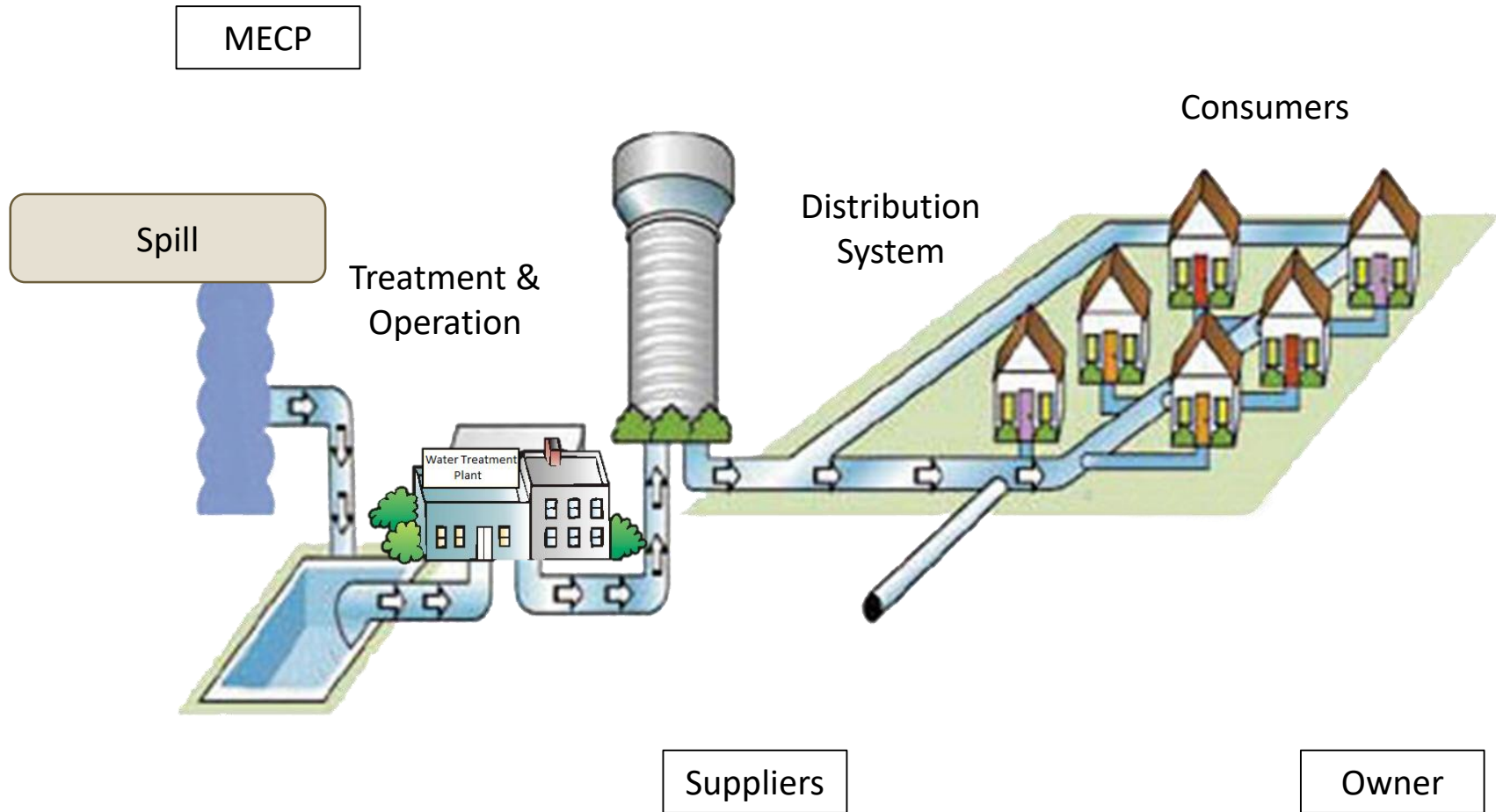
Continuous Improvement

- Ongoing efforts to improve operations

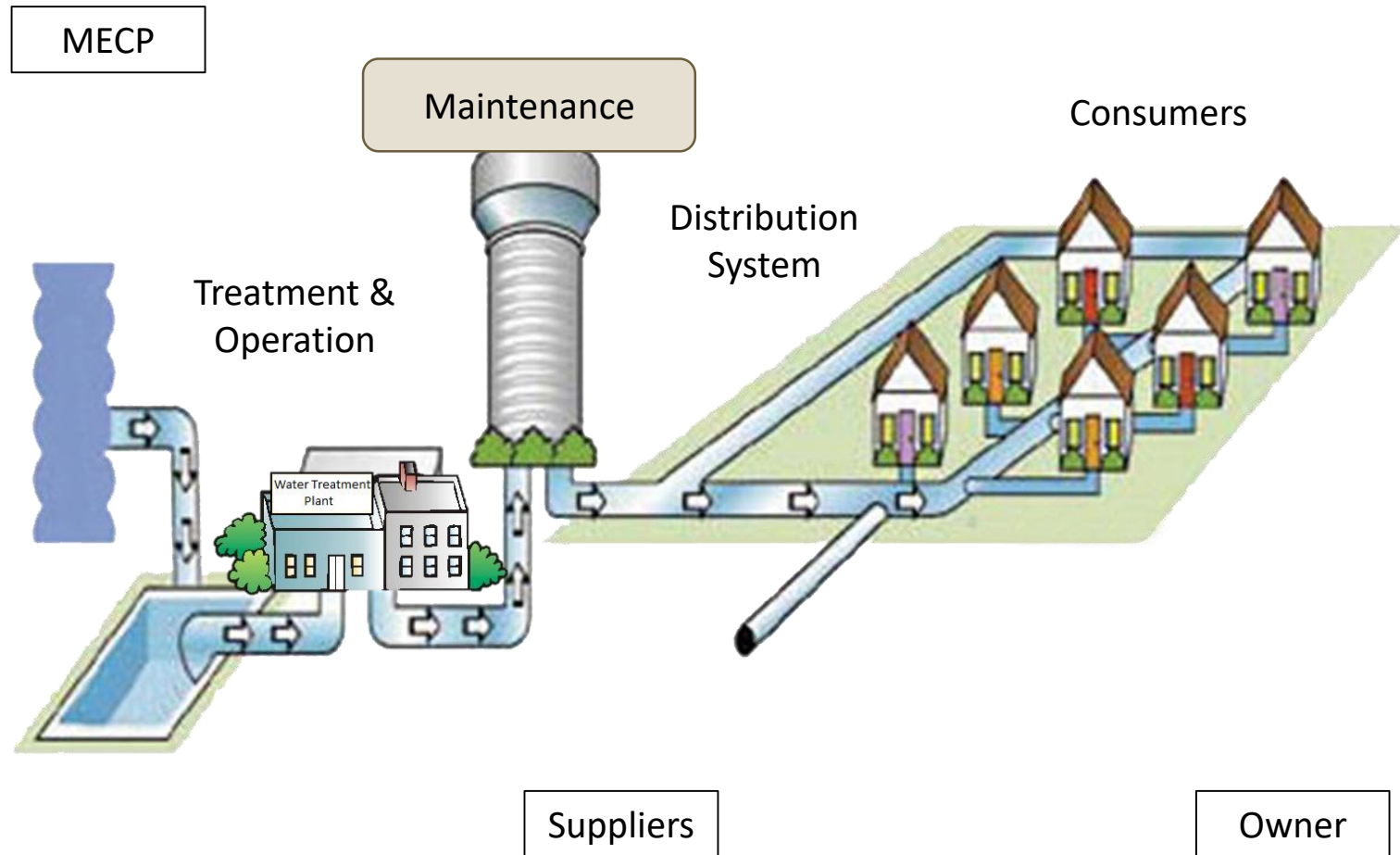
What does this mean for day-to-day operation?



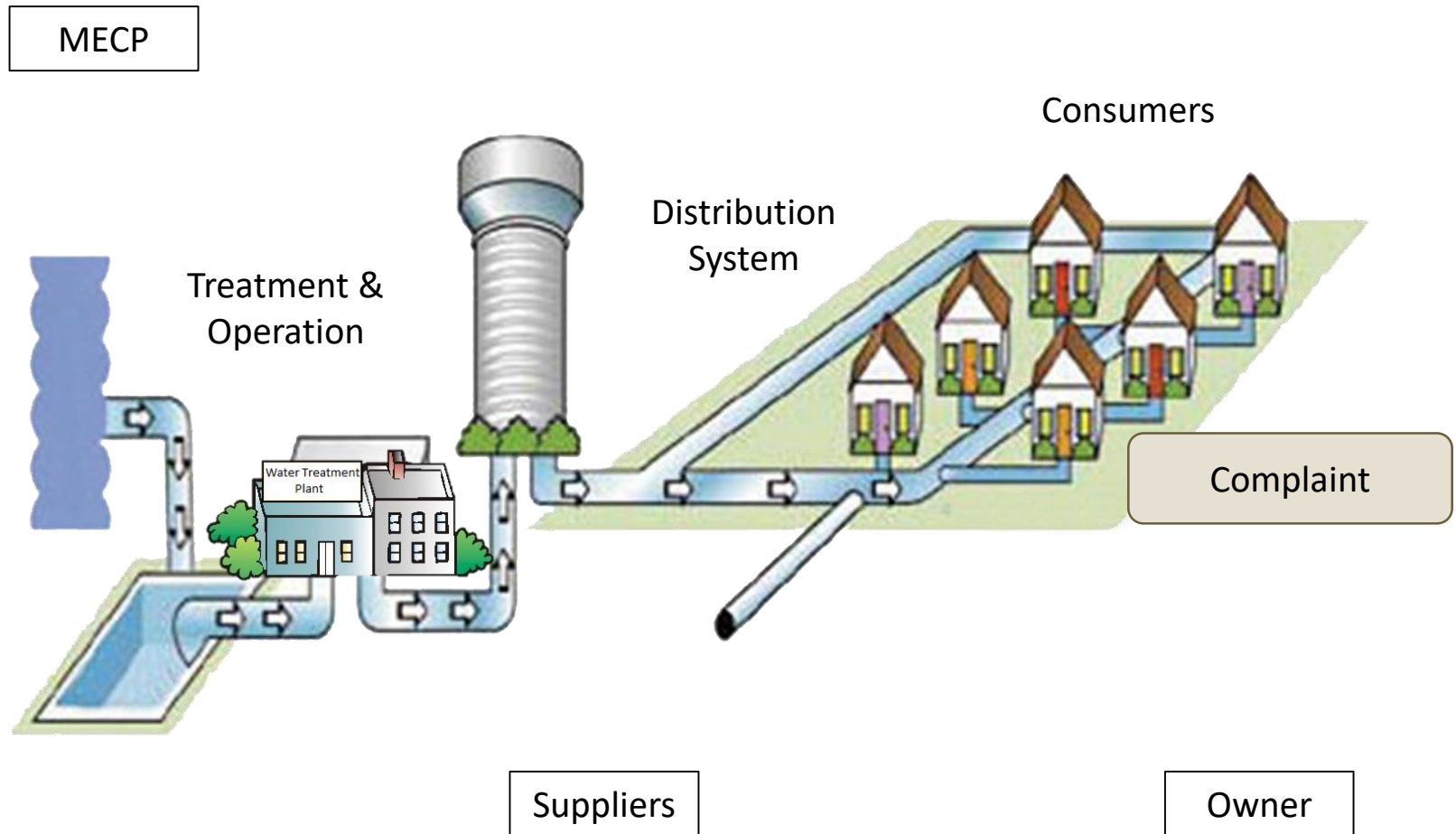
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Facilitated Discussion

COVID-19 & QMS

Topic 1: Operations

Discussion Questions

- Was personnel coverage impacted? Did plans need to be altered?
- How were changes impacting certification tracked? (e.g., emergency order)
- Have you made / considered any longer term changes?

Topic 2: Risk Assessment / Emergency Response

Discussion Questions

- Was this type of scenario considered in your Risk Assessment?
 - Will it be?
- Do you have emergency response procedures / contingency plans that are relevant?
 - Are they linked to things set at the municipal / provincial level?
- How are you using lessons learned from COVID-19 to better prepare for the future?

Topic 3: Expecting the Unexpected

Discussion Questions

- Where any of your procedures or planning activities helpful in responding to impacts?
- Did any of your procedures need to be modified or new procedures need to be created as a result of impacts?
 - How are you considering these as part of the longer term?
- Did you reach out the MECP to discuss impacts on your system or seek relief from regulatory requirements?
 - Was this factored into your process / procedures?

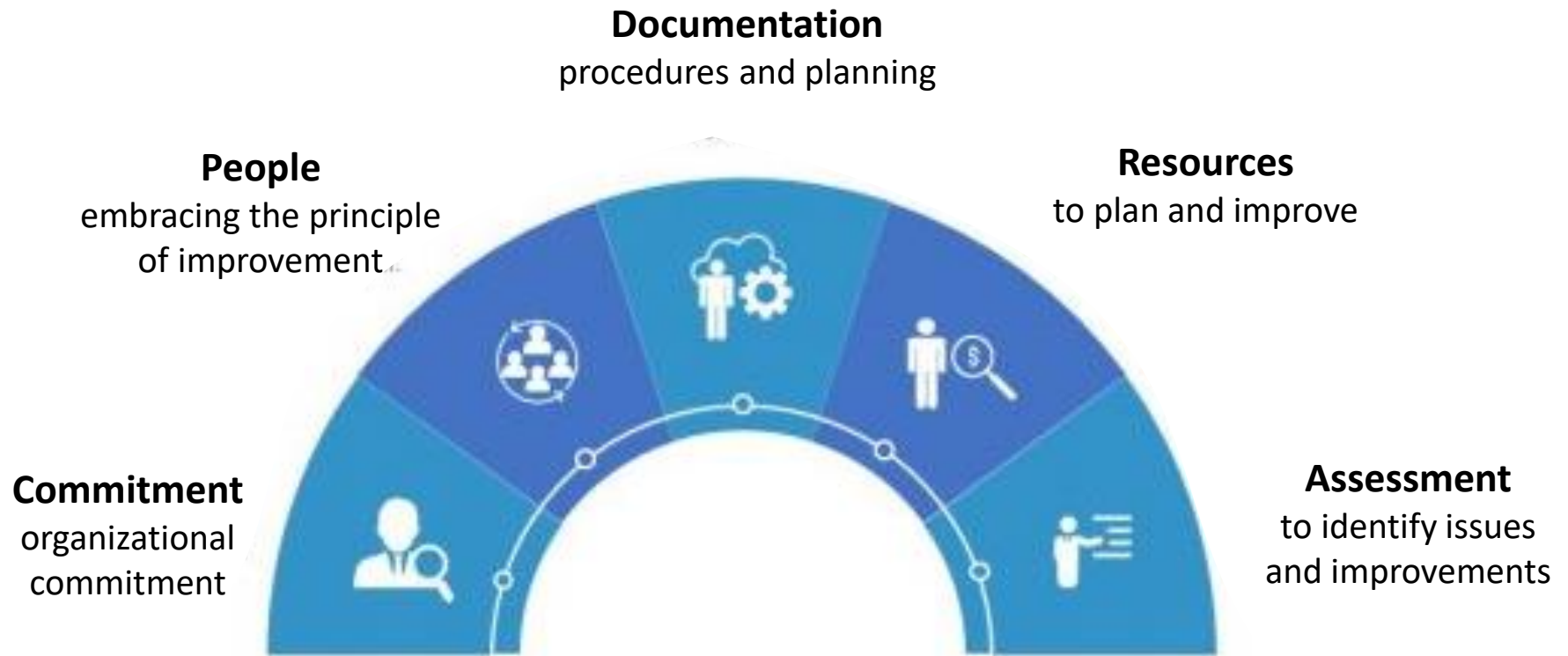
Topic 4: Response

Discussion Questions

- If you could go back to a time before the pandemic, what would you do differently to prepare?

Wrap-up

Quality Management System



Final Thought

- Even a stopped clock is right twice a day.
- A broken watch is certain to be right twice a day.
- A clock that stands still is sure to point right once in twelve hours.



Questions?

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