

# DWQMS Vision 2020 Workshop

~ Best Management Practices ~

# BMP Breakout Session

## Learning Objectives

Participants will be able to describe:

- ✓ The DWQMS 2.0 Element 21 requirement for Best Management Practices (BMP's)
- ✓ Where BMP ideas come from
- ✓ How to keep up-to-date on BMP's
- ✓ Examples of BMP's that can be implemented by DWQMS Element

# DWQMS 2.0 Element 21 requires:

- Tracking and measuring of continual improvement
- Reviewing and considering BMP's at least once every 36 months
- Documenting a process for identifying and managing CA's and PA's to address:
  - system failures (corrective actions "CA's")
  - potential problems (preventive actions "PA's")

# DWQMS 2.0 Key Commitments

***Our commitments are our duties.***

- *provide **safe drinking water**,*
- ***comply** with legal requirements,*
- *achieve **continual improvement**.*

***Duty for continual improvement***

# Discussion:

- *Where can **Best Management Practice (BMP) ideas** come from?*
- *How can we **keep up-to-date** on BMP's?*
- *Do BMP's need to be **implemented within a certain timeframe**?*

# Discussion:

## Best practices – Elements 2-4, 6

- Element 2: QMS Policy
- Element 3: Commitment & Endorsement
- Element 4: QMS Representative
- Element 6: Drinking Water System (description)

# Discussion:

## Best practices – Element 5

- Element 5: Document and Records Control

# Discussion:

## Best practices – Elements 7/8

- Element 7: Risk Assessment
- Element 8: Risk Assessment Outcomes



# Discussion:

## Best practices – Elements 9-13

- Element 9: Organizational Structure, Roles, Responsibilities and Authorities
- Element 10: Competencies
- Element 11: Personnel Coverage
- Element 12: Communications
- Element 13: Essential Supplies & Services

# Discussion:

## Best practices – Elements 14-15

- Element 14: Review and Provision of Infrastructure
- Element 15: Infrastructure Maintenance, Rehabilitation and Renewal

# Discussion:

## Best practices – Elements 16-17

- Element 16 – Sampling, Testing and Monitoring
- Element 17 – Measurement and Recording  
Equipment Calibration and Maintenance

# Discussion:

## Best practices – Element 18

- Element 18 – Emergency Management

# Discussion:

## Best practices – Elements 19-20

- Element 19 – Internal Audits
- Element 20 – Management Review

# Discussion:

## Best practices – Element 21

- Element 21 – Continual Improvement

Continual Improvement Report (CIR) Spreadsheet

CIR# (yyyy-#)	Issue Date	Issue Source	Issue Description	Action Taken or Comment	Assigned to:	Action Description	Date Confirmed Effective	Date Closed
2019-01	2019-01-30	Conformance - General	Consider establishing a spreadsheet as a method to track and measure continual improvement from a variety of sources (as listed in "Drop-down details" tab)		A. Person	Improvement		

# Intent of Management Systems

***"You do not rise to the level of your goals.  
You fall to the level of your systems."***

**– James Clear, Atomic Habits**

- 1. *Set ourselves up for success*** – to consistently achieve what's intended from each of our ***processes and programs***.
2. When you "***fall***", you take ***actions to improve*** your system.



## WCWC is committed to supporting the owners, operators and operating authorities of Ontario's drinking water systems

- Hands-on training
- Helpline
- Drinking Water Resource Library
- Public & on-site courses
- Pilot testing

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