

Using Management Reviews to Drive Improvement



Management Review - Overview

The purpose of Management Review is to evaluate the continuing suitability, adequacy and effectiveness of your QMS.

Information commonly reported through Management Review is not quite achieving the intended meeting purpose nor helping drive continual improvement.



Learning Objectives

By the end of this session, you will be able to:

- ✓ Review common items reported for each of the Management Review agenda topics,
- ✓ Brainstorm improved information that could be reported for each of the Management Review agenda topics – with the objective of achieving continual improvement, and
- ✓ Summarize best practices for completing DWQMS Element 2.0 DO requirements.



Common information reported for Management Review items a) to p)

- a) Latest MECP inspection dates, % score, # of NC's, # of Recommendations / BMP's
- b) # of AWQI's by type, CA's taken, dates closed
- c) # of deviations from CCL's by type
- d) Date of risk assessment (and sometimes, if it was "calendar year" or "36-month" activity)



Common information reported for Management Review items a) to p)

- e) Dates of internal and third-party audits, # of NC's, # of OFI's
- f) Date of emergency response test, "scenario"
- g) Water supply / treatment: total and flows of water supplied, capacities of plants / facilities; Distribution: # leaks, # hydrant maintenance, # mainbreaks, # valve maintenance, # services



Common information reported for Management Review items a) to p)

- h) Annual raw & treated water quality results and distribution sampling results
- i) Action item updates from previous meeting
- j) “None”
- k) Organizational changes, new approvals coming



Common information reported for Management Review items a) to p)

- l) # consumer complaints by type
- m) # staff – and whether these are adequate
- n) Infrastructure review meeting date, with high-level summary of capital budget items requested
- o) OP “kept current” – describing how kept current
- p) “None”



Brainstorming Activity



What could be reported for each of the items to contribute to continual improvement for each? (i.e. so what now)

Best practices for completing DWQMS Element 20 DO

- a) Ensure Management Reviews ***once every calendar year*** – consider identifying the ***scope of the review*** period – e.g. March 9, 2023 to February 29, 2024
- b) Summarize ***deficiencies*** identified in your Management Review and create ***action items***



Best practices for completing DWQMS Element 20 DO

- c) Summarize ***decisions*** and ***action items*** from the meeting and identify the ***person responsible*** and ***timelines for implementation***
- d) Retain ***evidence*** of ***reporting results*** of the management review and ***identified deficiencies, decisions + action items to the Owner.***





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