

ACCREDITATION PROGRAM FOR OPERATING AUTHORITIES ON-SITE/SYSTEMS VERIFICATION AUDIT REPORT – 2018

FILE #: 1631768-01

The Corporation of the City of Kawartha Lakes

Operating Authority for:

City of Kawartha Lakes

Re Accreditation Audit

Prepared by: Paul Cartlidge

Date: Aug 08, 2018

Audit Objectives

The objective of the audit was to determine whether the drinking water Quality Management System (QMS) of the subject system conforms to the requirements of the Ontario Ministry of the Environment's (MOE) Drinking Water Quality Management Standard (DWQMS) at all of the locations noted in the Applicant Profile Form (AP 602). It was also intended to gather the information necessary for SAI Global to assess whether accreditation can be offered to the operating authority.

Audit Scope

The facilities and processes associated with the operating authority's QMS were objectively evaluated to obtain audit evidence and to determine a) whether the quality management activities and related results conform with DWQMS requirements, and b) if they have been effectively implemented.

Audit Criteria:

- The Drinking Water Quality Management Standard
- Current QMS manuals, procedures and records implemented by the Operating Authority
- SAI Global Accreditation Program Handbook

Auditor:

Paul Cartlidge

Audit Report Distribution List:

The Audit Report is distributed as follows:

- Operating Authority
- Owner
- Ministry of the Environment Director

Confidentiality and Documentation Requirements

The SAI Global stores their records and reports to ensure their preservation and confidentiality. Unless required by law, the SAI Global will not disclose audit records to a third party without prior written consent of the applicant. The only exception will be that the SAI Global will provide audit and corrective action reports to the Ontario Ministry of the Environment. For more information, please refer to the SAI Global Accreditation Program Handbook.

PART A. MANAGEMENT SUMMARY

This was an on site verification audit of the The Corporation of the City of Kawartha Lakes conformance with the requirements of DWQMS: Oct. 2006.

The overall effectiveness of the The Corporation of the City of Kawartha Lakes Quality Management System is considered:

- ☒ Effective
☐ Not effective

No non-conformities were identified during this assessment, as noted in Part D of this report.

The audit objectives have not been accomplished within the audit scope in accordance with the audit plan and the time allocation. A small change was made regarding the audit plan as no physical components of the Woodville distribution system under the Operating Authority's responsibility were able to be audited. Records related to all Distribution Systems were audited under various elements of the DWQMS.

Notes

Copies of this report distributed outside the organization must include all pages.

As part of the SAI Global Terms, it is necessary for you to notify the SAI Global of any changes to your Quality Management System that you believe are significant enough to risk non-conformity with DWQMS: Oct. 2006. For more information, please refer to the SAI Global Accreditation Program Handbook.

PART B. GENERAL INFORMATION

Operating Authority:

Legal name and address The Corporation of the City of Kawartha Lakes

Address 12 Peel Street, P.O Box 9000 Lindsay Ontario

Applicant representative Julie Henry

Title Quality Management and Policy Coordinator

Telephone 705-324-9411 Fax (705) 328- 3054

E-mail jhenry@city.kawarthalakes.on.ca

Owner:

Legal name and address

☒ same as above, or:

Applicant representative Julie Henry

Title Quality Management and Policy Coordinator

Telephone 705-324-9411 Fax (705) 328- 3054

E-mail jhenry@city.kawarthalakes.on.ca

Accreditation Option: Full Scope - Entire DWQMS

Population Serviced: 29192

This audit report covers the subject systems listed:

Lindsay Drinking Water System (license # 141-120)
Birchpoint Estates Drinking Water System (license # 141-109)
Bobcaygeon Drinking Water System (license # 141-105)
Canadiana Shores Drinking Water System (license # 141-112)
Fenelon Falls Drinking Water System (license # 141-104)
Janetville Drinking Water System (license # 141-111)
Kings Bay Drinking Water System (license # 141-119)
Kinmount Drinking Water System (license # 141-121)
Manilla Drinking Water System (license # 141-106)
Manorview Drinking Water System (license # 141-118)
Mariposa Estates Drinking Water System (license # 141-117)
Norland Drinking Water System (license # 141-103)
Omemee Drinking Water System (license # 141-108)
Pinewood Drinking Water System (license # 141-110)
Pleasant Point Drinking Water System (license # 141-113)
Sonya Village Subdivision Drinking Water System (license # 141-107)
Southview Drinking Water System (license # 141-101)
Victoria Place Drinking Water System (license # 141-114)
Western Trent/Palmina Drinking Water System (license # 141-102)
Woodfield Drinking Water System (license # 141-116)
Woodville Drinking Water System (license # 141-115)

PART C. SUMMARY OF FINDINGS

SUMMARY OF FINDINGS							
OPERATING AUTHORITY The Corporation of the City of Kawartha Lakes						1631768-01	
ACCREDITATION CYCLE: <i>Re Accreditation Audit</i>							
AUDIT TYPE <input type="checkbox"/> Systems <input checked="" type="checkbox"/> On-Site Verification				AUDITOR Paul Cartlidge		Aug 08, 2018 to Aug 10, 2018	
SUBJECT SYSTEM(S) AUDITED ① City of Kawartha Lakes Drinking Water Systems – Lindsay Treatment Plant and City of Kawartha Lakes Distribution Systems							
REQUIREMENT ↓	SYSTEM →	①	②	③	④	⑤	⑥
1. Quality Management System		C					
2. Quality Management System Policy		C					
3. Commitment and Endorsement		C					
4. Quality Management System Representative		C					
5. Document and Records Control		C					
6. Drinking-Water System		C					
7. Risk Assessment		C					
8. Risk Assessment Outcomes		C					
9. Organizational Structure, Roles, Responsibilities and Authorities		C					
10. Competencies		C					
11. Personnel Coverage		C					
12. Communications		C					
13. Essential Supplies and Services		OFI					
14. Review and Provision of Infrastructure		C					
15. Infrastructure Maintenance, Rehabilitation & Renewal		C					
16. Sampling, Testing and Monitoring		C					
17. Measurement & Recording Equipment Calibration and Maintenance		OFI					
18. Emergency Management		C					
19. Internal Audits		C					
20. Management Review		C					
21. Continual Improvement		C					
Mj	Major non-conformity. The auditor has determined one of the following: (a) a required element of the DWQMS has not been incorporated into a QMS; (b) a systemic problem with a QMS is evidenced by two or more minor non-conformities; or (c) a minor non-conformity identified in a corrective action request has not been remedied.						
Mn	Minor non-conformity. In the opinion of the auditor, part of a required element of the DWQMS has not been incorporated satisfactorily into a QMS.						
OFI	Opportunity for improvement. Conforms to the requirement, but there is an opportunity for improvement.						
C	Conforms to requirement.						
	Not applicable to this audit.						
*	Additional comment added by auditor in the body of the report.						

PART D. FINDINGS/COMMENTS

DWQMS Reference:	1	Quality Management System
Client Reference:	QMS-01	Overview of Operational Plan, revision 7, April 25, 2018
Results:	Conforms	
Details:		<i>Documented Quality Management System described in the Operational Plan for the City of Kawartha Lakes Drinking Water Systems, which is divided into sections for each DWQMS element.</i>
DWQMS Reference:	2	Quality Management System Policy
Client Reference:	QMS-02	– Quality Management System Policy, revision 0, November 18, 2016
Results:	Conforms	
Details:		<i>Policy Statement describes the Quality Management System and is endorsed by the Mayor and CAO for the City of Kawartha Lakes – reviewed and accepted. Through interviews of staff and observations on-site pertaining to the other requirements of the DWQMS, the policy is effectively implemented.</i>
DWQMS Reference:	3	Commitment and Endorsement
Client Reference:	QMS-03	Commitment and Endorsement, revision 1, November 11, 2017
Results:	Conforms	
Details:		<i>QMS-03 describes the endorsement of Operational Plan by the City of Kawartha Lakes Supervisor of Water and Wastewater Operations, Manager of Environmental Services and Director of Public Works on January 9-10, 2018. City of Kawartha Lakes Council motion CR2017-1047 on December 12, 2017 serves as the official endorsement of the QMS. Reviewed and accepted. Through interviews of staff and observations on-site pertaining to the other requirements of the DWQMS, Top Management has demonstrated evidence of the commitment to the Quality Management System.</i>
DWQMS Reference:	4	Quality Management System Representative
Client Reference:	QMS-04	- QMS Representative, revision 5, April 25, 2018
Results:	Conforms	
Details:		<i>The roles of QMS Representative and Designate are appointed by Top Management and are filled by the Quality Management and Policy Coordinator (main rep) and the Supervisor of Water and Wastewater Services (designate). Reviewed and accepted. Through interviews of staff and observations on-site, the QMS rep maintains procedures needed for the QMS, management reports, training of personnel and promotion of the QMS in the City of Kawartha Lakes</i>
DWQMS Reference:	5	Document and Records Control
Client Reference:	QMS-05	Document and Records Control, revision 14, April 26, 2018
Results:	Conforms	
Details:		<i>Procedure QMS-05 reviewed and accepted. Revisions to procedures are managed by the QMS rep including updates to electronic and hard copies. Current versions of documents are available on the Sharepoint site. QMS rep sends an e-mail on a monthly basis indicating all new/revised documents being released (viewed for July 2018). Hard</i>

copies of documents are printed if necessary and placed in binders by the water system Supervisors. Changes to documents are requested through the Document Change form (reviewed for Document Master List July 2018).

Records are appropriately maintained at the City of Kawartha Lakes Public Works office and on municipal servers. Back-ups are performed daily. Long Term Records storage is at a separate City of Kawartha Lakes facility. Retention period is defined in By-Law 2017-066.

DWQMS Reference:
 Client Reference:

Results:
 Details:

6 Drinking Water System

QMS-06 Drinking Water System, revision 15, July 12, 2018 including Drinking Water System Descriptions for each of the facilities.

Conforms

Contents of Drinking Water System Descriptions reviewed and accepted for all systems including:

- *Lindsay Drinking Water System (Treatment and Distribution)*
- *Bobcaygeon Drinking Water System (Distribution only)*
- *Canadiana Shores Drinking Water System (Distribution only)*
- *Fenelon Falls Drinking Water System (Distribution only)*
- *Janetville Drinking Water System (Distribution only)*
- *Kings Bay Drinking Water System (Distribution only)*
- *Kinmount Drinking Water System (Distribution only)*
- *Manilla Drinking Water System (Distribution only)*
- *Manorview Drinking Water System (Distribution only)*
- *Mariposa Estates Drinking Water System (Distribution only)*
- *Norland Drinking Water System (Distribution only)*
- *Omemee Drinking Water System (Distribution only)*
- *Pinewood Drinking Water System (Distribution only)*
- *Pleasant Point Drinking Water System (Distribution only)*
- *Southview Drinking Water System (Distribution only)*
- *Victoria Place Drinking Water System (Distribution only)*
- *Woodfield Drinking Water System (Distribution only)*
- *Woodville Drinking Water System (Distribution only)*
- *Sonya Village Subdivision Drinking Water System (Distribution only)*
- *Western Trent/Palmina Drinking Water System (Distribution only)*
- *Birchpoint Estates Drinking Water System (Distribution only)*

Facilities visited during the audit matched the Drinking Water System description (Lindsay treatment plant, Lindsay Distribution System, Fenelon Falls Distribution System)

DWQMS Reference
 Client Reference:
 Results:
 Details:

7 Risk Assessment

QMS-07 Risk Assessment, revision 9, May 1, 2017

Conforms

Procedure QMS-07 reviewed and accepted.

DWQMS Reference:	8	Risk Assessment Outcomes
Client Reference:	QMS-08 Risk Assessment Outcomes, revision 0, March 6, 2018 and Risk Assessment Tables for each Drinking Water System	
Results:	Conforms	
Details:	<p><i>Risk Assessment Tables, Summary of Critical Control Points reviewed and accepted for all systems including the Lindsay Drinking Water System (Treatment and Distribution) as well as all Distribution Systems</i></p> <p><i>Risk Assessment information is current as of the most recent review in October 2017. Reviewed and accepted.</i></p>	
DWQMS Reference:	9	Organizational Structure, Roles, Responsibility and Authorities
Client Reference:	QMS-09 Organizational Structure, Roles, Responsibilities and Authorities, revision 6, May 1, 2017 and associated tables.	
Results:	Conforms	
Details:	<p><i>Organizational Structure, Roles, Responsibility and Authorities reviewed are adequately described in procedure QMS-09 and associated tables. Reviewed and accepted. Organizational structure verified as accurate during the audit (as described in Organizational Chart QMS_09_Ap_A). Top Management is adequately identified in the procedure and verified on-site. Structure is communicated to the staff through DWQMS training.</i></p>	
DWQMS Reference:	10	Competencies
Client Reference:	QMS-10 Competencies, revision 12, March 26, 2018	
Results:	Conforms	
Details:	<p><i>Competencies by position for all personnel reviewed and are adequately described in QMS-10 and the associated table. Process in place for initial and ongoing training for personnel performing duties affecting drinking water quality. Reviewed and accepted.</i></p> <p><i>Training records are tracked by operator for the required number of hours for maintaining operator certification with a spreadsheet maintained by the QMS Rep, including capturing legislative and regulatory requirements.</i></p> <p><i>Reviewed operator certification and training records from 2018 for:</i></p> <ul style="list-style-type: none"> <i>Lindsay Treatment ORO, employee NB (Distribution and Supply Class 3 license # 85092, Treatment Class 4 license # 70437)</i> <i>Distribution employee MN (Distribution class 1 license # 98860)</i> <i>Distribution employee AG (Distribution class 2 license # 84163)</i> <p><i>All licenses noted to be current.</i></p>	
DWQMS Reference:	11	Personnel Coverage
Client Reference:	QMS-11 Personnel Coverage, Revision 11, November 7, 2016	
Results:	Conforms	
Details:	<p><i>Procedure QMS-11 reviewed and accepted. Staff schedule viewed for Distribution Operators. On-call operator is identified for both treatment and distribution system responsibilities. On-call duties defined on a schedule and rotate through staff on a weekly basis, changing every Thursday. All operators have at minimum OIT up to class 3 Treatment and Distribution certification.</i></p> <p><i>Regular staffing is as follows:</i></p>	

Distribution System (owned and operated by CKL):

Winter Hours - Monday – Friday 7 am to 3:30 pm

Summer Hours – Monday – Thursday 6:30 am to 5:00 pm, with some staff Tuesday to Friday 6:30 am to 5:00 pm)

Every other Friday 7 am to 3:30 pm half-staff rotated each week

Lindsay Water Treatment Plant (owned and operated by CKL)

Monday – Friday 7 am to 3:30 pm

DWQMS Reference:

Client Reference:

Results:

Details:

12 Communications

QMS-12 Communications, Revision 7, April 25, 2018

Conforms

Procedure QMS-12 reviewed and accepted.

Annual Report on the performance of the QMS is generated by the QMS rep and presented to council (reviewed report WWW2017-011 for the QMS and WWW2018-005 for the schedule 22 reports).

Quarterly ORO meetings are performed (reviewed June 5, 2018 meeting minutes). All staff meeting performed quarterly (also encompasses QMS training – reviewed presentation from May 8, 2018 meeting).

Communications with suppliers is performed through a letter sent to all companies on the Essential Supplies and Contractors Listing (list as of April 23, 2018). Specific QMS requirements are also specified in tenders for larger contracts (e.g. 2018-003 Kawartha Drive reconstruction). Quality Management System Policy is available on the City of Kawartha Lakes website.

Community complaints are received from various sources (calls, website, e-mail, etc.). Summary of consumer complaints is compiled for management review – 386 calls/complaints for water/wastewater from June 2017 to July 2018. Reviewed individual cases:

- 80649 for discoloured water – determined by staff as an internal plumbing issue
- 78805 for leaking hydrant – reported hydrant was leaking, hydrant was repaired immediately
- 82158 for curbstop sticking out – staff tapped down
- 84354 for broken water service – staff completed repair under work order 7963

DWQMS Reference:

Client Reference:

Results:

Details:

13 Essential Supplies and Services

QMS-13 Essential Supplies and Services, revision 10, November 21, 2016

Opportunity for Improvement

Procedure QMS-13 Essential Supplies and Services reviewed and accepted. Form QMS_13_01, rev. 5, April 27, 2016 Essential Supplies and Services List contains a list of all approved supplies. Appendix QMS_13_Ap-D, rev. 6, April 23, 2018 contains a list of all approved suppliers and subcontractors. Reviewed and accepted.

Reviewed method for ensuring quality for the following essential supplies and services:

- Chemical Suppliers Chemtrade, Lavo, Praxair (NSF certifications for chemicals viewed on C of A or Bill Of Lading)
- Laboratory Services provided by SGS Lakefield (MOECC license 2206 – 12 Apr 2018).
- Continuous Analysers meet NSF/ANSI specifications
- In-house calibrations performed by staff according to SOPs.

Opportunity for Improvement – consider updating the Essential Supplies and Contractors Listing with the updated chemical company names (e.g. Kik, PVS)

DWQMS Reference:	14	Review and Provision of Infrastructure
Client Reference:	QMS-14	Review and Provision of Infrastructure, revision 10, June 13, 2018
Results:	Conforms	
Details:	<i>Procedure QMS-14 reviewed and accepted. Reviewed list of capital items for FY 2018. Projects are assessed and completed or carried forward in the 10-year budget plan. Elevated Storage Towers in Fenelon Falls, Bobcaygeon and Woodville have their maintenance monitored by the Ontario Clean Water Agency under contract (Operating Authority for the Treatment portion of the 20 systems excluding Lindsay).</i>	
DWQMS Reference:	15	Infrastructure Maintenance, Rehabilitation and Renewal
Client Reference:	QMS-15	Infrastructure Maintenance, Rehabilitation and Renewal, revision 12, April 26, 2018
Results:	Conforms	
Details:	<i>Procedure QMS-15 reviewed and accepted. Maintenance system used is a combination of spreadsheets, maintenance forms and a work order system for staff completing requested tasks (on a daily, weekly, monthly, quarterly or annual schedule). Observed curb stop valve replacement in the Fenelon Falls Distribution System during the audit. Sampled the following equipment for maintenance activities and viewed associated records:</i> <ul style="list-style-type: none"> • Lindsay Water Treatment Plant 2018 general maintenance forms • Lindsay Water Treatment Plant intake pipe inspection August 4, 2017 • Lindsay Water Treatment Plant Generator Annual Service/Maintenance Aug 2017 • Verulam Tower 2018 general maintenance forms • Verulam Tower Inspection 2013 (interior and exterior) – repairs/upgrades completed as a capital item • Verulam Tower Generator Annual Service/Maintenance Dec 2017 • Thornhill Reservoir 2018 general Maintenance forms • Thornhill Reservoir Generator Annual Service/Maintenance Nov 2017 and Apr 2018 • Oakwood Reservoir 2018 general Maintenance forms • Oakwood Reservoir Generator Annual Service/Maintenance Aug 2017 • Distribution Systems Lindsay, Bobcaygeon, Fenelon Falls Hydrant Inspection Reports March-April 2018 • Distribution Systems Lindsay, Bobcaygeon, Fenelon Falls Hydrant Dip Testing 2018 • Distribution System Lindsay, Bobcaygeon, Fenelon Falls Hydrant Flushing 2018 • Distribution System Valve Exercising every 2 years (viewed for Lindsay 2018, Manilla 2018) • Hydrant Painting (performed by External Contractor) as required 	

DWQMS Reference:	16	Sampling, Testing and Monitoring
Client Reference:	QMS-16 Sampling, Testing and Monitoring, revision 8, May 16, 2017 City of Kawartha Lakes Sampling Calendars for 2018 for all drinking water systems	
Results:	Conforms	
Details:	<p><i>Procedure QMS-16 reviewed and accepted. Sampling calendars have been generated for all 21 sites for the City of Kawartha Lakes (Lindsay Treatment Facility and all distribution systems). The owner is provided with an annual summary of sampling, testing and monitoring results. Procedures and Sampling Calendars reviewed and accepted. Daily log books recording all critical facility parameters observed in use at the sites visited during the audit. Data loggers are in place for continuous monitoring, SCADA systems are programmed to alarm at specific set points. Reviewed the Lindsay Treatment Plant, Verulam Tower and Thornhill Reservoir Daily Log Sheets for August 2018. Distribution System sampling is performed by the Ontario Clean Water Agency under contract (Operating Authority for the Treatment portion of the 20 systems excluding Lindsay). No physical components require monitoring in the 20 distribution systems excluding Lindsay. Reviewed laboratory testing reports for:</i></p> <ul style="list-style-type: none"> <i>Lindsay Treatment Plant – Treated Water, Distribution Water, Raw Water as per sampling schedule for January 2018 and April 2018, Lead sampling 2017, Sodium sampling 2016</i> <i>Fenelon Falls Distribution System January 2018</i> <i>Bobcaygeon Distribution System February 2018</i> <i>Woodville Distribution System April 2018</i> <i>Omeme Distribution System May 2018</i> <i>Norland Distribution System June 2018</i> <i>Sonya Village Distribution System March 2018</i> 	
DWQMS Reference:	17	Measurement and Recording Equipment Calibration and Maintenance
Client Reference:	QMS-17 Measurement and Recording Equipment Calibration and Maintenance, revision 10, November 21, 2016	
Results:	Opportunity for Improvement	
Details:	<p><i>Procedure QMS-17 reviewed and accepted. Master List of Devices is maintained by the Operating Authority. Viewed the calibration records for the following monitoring and measuring devices, found to be in date and documented:</i></p> <ul style="list-style-type: none"> <i>Lindsay WTP Raw Water Turbidity Meter SN P1702921811 cal. Sep 25/17</i> <i>Lindsay WTP Raw Water pH Meter SN 001011430984 cal. 12-Jun-18</i> <i>Lindsay WTP Raw Water Flow Meter SN C070072 cal. Sep 26/17</i> <i>Lindsay WTP Actiflo 1 Flow meter SN A9513031 cal. Nov 22/17</i> <i>Lindsay WTP Actiflo pH Meter SN 2008072999 cal. Sep 26/17</i> <i>Lindsay WTP Filtered Water Turbidity Meter SN 3K2200000121890 cal. Sep 27/17</i> <i>Lindsay WTP Primary Chlorination Analyser SN 2009060121 cal. Sep 22/17</i> 	

- Lindsay WTP Treated Water Chlorine Analyser SN 2007006061 cal. Sep 27/17
- Lindsay WTP Treated Water Turbidity Meter SN 3K22000006523 cal. Sep 25/17
- Lindsay WTP Hand Held Chlorine Analyzer 06040D047069 cal. 12-Jun-18
- Lindsay WTP Bench Spectrophotometer SN 1549537 cal. 12-Jun-18
- Lindsay WTP Bench Turbidimeter SN 041200009957 cal. 12-Jun-18
- Lindsay WTP Bench pH Meter SN 445190 cal. 12-Jun-18
- Verulam Tower Chlorine Analyser SN AIT-105 cal. Nov 2/17
- Verulam Tower Flow Meter SN 218802H074 cal. Nov 2/17
- Thornhill Reservoir Inlet Chlorine Analyser SN 2010001073 cal. 9/25/17
- Thornhill Reservoir Outlet Chlorine Analyser SN 201001071 cal. 9/25/17
- Thornhill Reservoir Hand Held Chlorine Analyser SN 05070C034140 cal. 14 June 18

Opportunity for Improvement – consider consistently identifying all monitoring and measuring devices on the calibration labels using the serial number

DWQMS Reference:

Client Reference:

Results:

Details:

18 Emergency Management

QMS-18 Emergency Management, revision 11, July 11, 2017

Conforms

General requirements are described in procedure QMS-18 and the City of Kawartha Lakes Corporate Emergency Plan. Response procedures are described in numerous SOPs. A specific contingency plan exists for the Lindsay treatment facility. Emergency contact list is current (April 19, 2018). Reviewed and accepted.

Copies of the Facility Emergency Plan were available at each of the sites visited during the audit.

Emergency Response Exercise Test was performed on March 9, 2018 regarding Backflow/Contamination of the Distribution System.

DWQMS Reference:

Client Reference:

Results:

Details:

19 Internal Audits

QMS-19 Internal Audits, revision 7, April 25, 2018

Conforms

Procedure QMS-19 meets the requirements of section 19 of the DWQMS. Internal Audits are performed annually. Most recent internal audit for City of Kawartha Lakes Systems was performed on November 20-27, 2017. No non-conformances and 9 Opportunities for Improvement were identified. Audit procedure and results reviewed and accepted.

DWQMS Reference:	20 Management Review
Client Reference:	QMS-20 Management Review, revision 8, April 26, 2018
Results:	Conforms
Details:	<i>Procedure QMS-20 captures all PLAN requirements from section 20 of the DWQMS. Management Reviews are conducted a minimum of once every calendar year. Action items from Management Review and updates to items from previous Management Reviews are tracked on a separate form QMS_20_03. Ongoing action items were updated as of November 2017. Most recent Management Review meeting was performed July 16, 2018. Detailed reports are included under each section. Meeting minutes include all action items with responsibility/due date.</i>
DWQMS Reference:	21 Continual Improvement
Client Reference:	QMS-21 Continual Improvement, revision 8, June 15, 2018
Results:	Conforms
Details:	<i>Procedure QMS-21 reviewed and accepted. The operating authority strives to continually improve the effectiveness of its Quality Management System through the use of the quality policy, audit results, adverse results, best management practices, identification and management of corrective actions and management review. Best Management Practices, Opportunities for Improvement and Corrective Actions are used as tools to demonstrate continual improvement. 9 Opportunities for Improvement were identified during the most recent internal audit and were documented on the OFI form QMS_21_03. Corrective Action Reports were generated for various incidents throughout 2017. Reviewed CAR # 2017-003 for high TC on a hydrant sample, which was investigated and determined to be a sampling error.</i>

PART E. RECOMMENDATION - Onsite

The result of the audit indicates that the The Corporation of the City of Kawartha Lakes QMS was effectively implemented.

The following recommendation is made:

- ☒ Offer of accreditation
- ☐ Offer of accreditation after response to corrective action requests has been deemed acceptable to SAI Global
- ☐ Maintenance of existing accreditation
- ☐ Complete re-assessment

Final comments: All elements of the DWQMS are well implemented. Staff interviewed during the audit are very knowledgeable and dedicated. Documentation to support the QMS is detailed and well organized. Large number of training opportunities are provided to staff.



Paul Cartlidge
QMS Lead Auditor
SAI Global