

The following table is an optional tool to assist with tracking action items that are identified in the Management Review meeting as requiring follow-up.

Action Required	Assigned To	Target Date	Comments/Status
1 Incidents of regulatory non-compliance			
2 Incidents of adverse drinking water tests			
Review proper sample collection, storage and transportation with staff at operations meetings.	Ops Mgrs & PCTs	Oct 31, 2017	Complete. Training was provided to staff at cluster meetings on Oct 26, Nov 2 and 16, 2017.
3 Deviations from critical control limits and response action			
Add check box to alarm records for "No alarms".	PCTs	Dec 31, 2017	
4 Effectiveness of the risk assessment process			
5 Internal and third-party audit results			
Internal Audit Element 5 – Documents and Records Control <i>The hard copies of laboratory analysis for facilities contained in the City of Kawartha Lakes Operational Plan were not available in the Hub Office. Consider removing hard copies from table 1 of QP-01.</i>	PCTs	Oct 31, 2017	Complete Oct 31, 2017 Remove hard copies of laboratory analysis are kept at the Hub Office from QP-01 Table 1.

Action Required	Assigned To	Target Date	Comments/Status
Revise QP-01 to clearly identify who is responsible for creating and/or updating QEMS documents.	PCTs	Oct 31, 2017	Complete Oct 31, 2017 Updates QP-01 to identify that the QEMS Rep creates and/or updates QEMS documents
Element 8 – Risk Assessment Outcomes Ensure all SOPs for Manorview WTF are in the site's Facility Emergency Binder.	PCTs	Oct 31, 2017	Complete Oct 31, 2017 Hard copies of SOPs are in the site's Facility Emergency Binder.
Element 11 – Personnel Coverage Remove compliance on call from procedure 5.5 of QP-03.	PCTs	Oct 31, 2017	Complete Oct 31, 2017 Compliance on call removed from Procedure 5.5 and replaced with oncall operator is to contact operations manager.
Element 16 - Sampling, Testing and Monitoring Revise MOE to MOECC in Section 5.1 of Element 16	PCTs	Oct 31, 2017	Complete Oct 31, 2017 Section 5.1 revised from MOE to MOECC.
Element 19 – Internal Audit Future internal audits will include a summary table at the beginning of the internal audit report to identify the results of the internal audit.	PCTs	Oct 31, 2017	Complete Oct 31, 2017 The Internal Audit Report template was updated to include a summary table identifying the audit results of each element.
Schedule C Director's Update Schedule C of Director's Direction for all facilities to reflect current Management.	PCTs	Oct 31, 2017	Complete Oct 31, 2017 Schedule C of Director's Direction was updated to reflect current

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			Management.
6 Follow-up on action items from previous Management Reviews			
The Ops Plan does not indicate how electronic records are protected against loss/damage/back up. Follow up with IT	Sr. Ops Manager	Dec 31, 2017	
Consideration of an SOP for situations when alarm setpoints are temporarily altered for maintenance, etc. Discuss with other hubs and review their procedures.	PCTs	Dec 31, 2017	
Develop SOP for alarm bypassing.	Sr. Ops Mgr & South Ops Mgr	Dec 31, 2017	
7 Operational Performance			
Fenelon Falls WT THMs continue to be a challenge. CT being reviewed by consultants to determine the best method to achieve disinfection. Continue to work with owner towards solution.	North Ops Mgr	Report may be completed by end of 2017. Possible implementation in 2018.	
Kinmount, Norland & Southview Upgrades to filter PLC and valving. Include in 2018 Capital	North Ops Mgr.	2018	
Pinewood Replacement of two production wells. Request for proposal.	South Ops. Mgr.	June 2018	

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Bobcaygeon Generator transfer switch faulting. Replace.	North Ops Mgr.	Dec 31, 2017	
Victoria Place Well level loggers required replacement. Level loggers will be tied into SCADA.	North Ops Mgr	Dec 31, 2017	
8 Changes that could affect the QEMS			
DWQMS 2.0 – Ops Plan to be revised in 2018. Corporate developing revised Ops Plan templates. Upon completion revise Ops Plan	PCTs	Dec 31, 2018	
36 month risk assessment to include reference to the Ministry's "Potential Hazardous Events for Municipal Drinking Water Systems" (i.e. climate change).	Sr. Ops Mgr, Ops Mgrs, PCTs	Feb 28, 2018	
9 Consumer Feedback			
10 Resources needed to maintain the QEMS			
Maintain adequate staffing levels. Organizational Design Improvements.	Sr Ops Mgr	Ongoing	
Increase operational staff's use and knowledge of PDM and Wonderware.	Ops Mgrs & PCTs	Jan 1, 2018	
11 Results of Infrastructure Review			
An infrastructure review is conducted monthly via	Sr Ops Mgr,	Ongoing	

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meetings with CKL and adjusted accordingly. Meet monthly with CKL.	Ops Mgrs		
12 Operational Plan currency, content, updates			
Reviewed OFIs from External and Internal Audits. Implement OFIs from Internal and External Audits.	PCTs	31-Oct-17	Complete Oct 31, 2017 OFIs from the Internal and External Audits were implemented.
13 Staff Suggestions			
Operators encouraged to achieve higher level licences - need opportunities to gain experience in higher class facilities. Inform staff to contact management regarding opportunities to work in higher class facilities within Hub.	Ops Mgrs.	Dec 31, 2017	Complete Nov 2, 2017 Operators were informed either at Custer Meetings or through email that they are to notify their manager if they are interested in working at higher class facilities within the Hub.
14 New item			

NOTES: