



**Appendix I: Management Review Summary – 2021 Operational Performance, Drinking Water Quality Management System and Wastewater Integrated Management System**

The Management Review is a complete formal review of the Region’s Drinking Water Quality Management System (QMS) and Wastewater Integrated Management System (WWIMS). This review assesses how well the management systems are working, determines the changes needed, requirements for ongoing program maintenance, and to provide direction for their continual improvement.

2021 Management Review took place in April 2022. The review outcomes focused around five (5) areas summarized in the table below:

<b>2021 Management Review Trends &amp; Highlights</b>	
<b>1. Quality Assurance, Trends &amp; Operational Performance</b>	<ul style="list-style-type: none"> <li>• Decreasing trend of <b>reportable events</b> (water quality and supply) in drinking water systems</li> <li>• <b>Quality of effluent</b> from Inglewood Wastewater Treatment System consistently within provincial approval limits</li> <li>• Increase level of <b>preventive maintenance</b> of the Wastewater Collection System</li> </ul>
<b>2. Compliance Obligations &amp; Conformance</b>	<ul style="list-style-type: none"> <li>• Excellent ratings for Annual Ministry of the Environment, Parks, &amp; Conservation Drinking Water System Inspections (2021 Summary Report <sup>a</sup>)</li> <li>• <b>Risk assessment</b> outcomes helped enhance emergency preparedness and controls:  <u>Drinking Water Systems</u> – over 140 risks evaluated  <u>Wastewater Systems</u> – over 180 risks evaluated</li> <li>• <b>Internal and external audit outcomes and conformance</b> <ul style="list-style-type: none"> <li>○ DWQMS displays advanced maturity level with strong culture of continuous improvement</li> <li>○ WWIMS has been successfully implemented with best management practices adopted across operations</li> <li>○ Need for improvement to inter-divisional communication to maintain conformance and for continued success during divisional reorganization and post-pandemic return to normal operations</li> </ul> </li> </ul>
<b>3. Feedback (external &amp; internal)</b>	<p><b>External Feedback</b></p> <ul style="list-style-type: none"> <li>○ An overall 4% increase of water enquiries from 2020</li> <li>○ Majority of enquiries associated to low water pressure</li> <li>○ Centralizing collection of customer feedback on water construction projects yielded a more inclusive database</li> <li>○ Significant decrease (55%) of odour complaints for the wastewater collection system</li> <li>○ No enquiries for Inglewood Wastewater System</li> <li>○ Enhancements to wastewater enquiries database</li> </ul> <p><b>Internal Feedback</b></p> <ul style="list-style-type: none"> <li>○ Over 135 staff recommendations for improvement</li> </ul>

## Appendix I - 2021 Operational Performance – Water and Wastewater Management Systems

<p><b>4. Resources</b> (To maintain management systems and manage changes)</p>	<ul style="list-style-type: none"> <li>• <b>Resources identified</b> as critical for the sustainment and improvement of the management systems will be addressed through the annual budget process.</li> <li>• Strategies and projects with <b>impact on the management systems</b>:             <ul style="list-style-type: none"> <li>○ Process quality management software</li> <li>○ Transition to Maximo Enterprise Asset Management application</li> <li>○ Water and wastewater divisional reorganization</li> </ul> </li> <li>• <b>Gains, efficiencies and successes</b> resulting from the presence of both management systems include:             <ul style="list-style-type: none"> <li>○ Cost effective and consistent Audits</li> <li>○ Optimized documentation controls</li> <li>○ Integrated staff competencies with increased flexibility of operational coverage</li> </ul> </li> </ul>
<p><b>5. Program Updates and Next Steps</b></p>	<ul style="list-style-type: none"> <li>• Enhancement of internal communication in alignment with changing organizational structure</li> <li>• Introduction of QMS/WWIMS awareness training to contractors onboarding program</li> <li>• Implementation of process quality management software</li> <li>• Continued amalgamation of DWQMS and WWIMS</li> <li>• Further development of Emergency Response and Management procedures for continuity of water and wastewater services</li> <li>• Readiness for future certification of WWIMS to ISO standards</li> </ul>

<sup>a</sup> <https://www.peelregion.ca/drinking-water/reports/2021/summary-report-2021.pdf>