

DWQMS - 2017 CHANGES

By

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Subjects to be Covered

- DWQMS Standard Changes – V 2.0
- Accreditation Protocol Changes
- Potential Improvements - Auditor's View

Definitions - New Terms

- Calendar Year
- Director
- Environment Bill of Rights Registry
- Preventive Action
- Primary Disinfection
- Quality Management System Policy
- Secondary Disinfection
- Treatment system

Definitions - Modified

- Drinking Water Health Hazard
- Drinking Water Quality Management Standard
- Drinking Water System
- Municipal Drinking Water System
- Owner

Definitions are now referenced in the appropriate section of the related Act

#2 - QMS Policy

- Dropped sentence a) from the 2006 standard

Appropriate for the size and type of the subject system

#6 - Drinking Water System

- Requirements **separated** for systems that provide primary and/or secondary disinfection and systems that do not.
- For systems connected to one or more systems owned by different Owners - OA to **identify those systems that the subject system obtains water from** which are relied upon to ensure the provision of safe drinking water

#7- Risk Assessment

- Sentence a) added: Consideration of potential hazards and hazardous events identified in “Potential Hazardous Events for Municipal Residential Drinking Water Systems- Feb. 2017” are mandatory
- Risk Assessment to identify method to verify currency at least once every **calendar year**

#12 - Communications

- Communication between top management and suppliers is limited to those suppliers identified to be **essential** under element #13

#14 - Review and Provision of Infrastructure

- Outcome of risk assessment documented under element #8 needs to be considered
- Infrastructure adequacy to be reviewed at least once every **calendar year**

#15 - Infrastructure Maintenance, Rehabilitation and Renewal

- **Long term forecast** of major infrastructure maintenance, rehabilitation and renewal activities are new requirements
- Long term forecast needs to be reviewed at least once every **calendar year**

#19 - Internal Audits

- Internal audits are to be conducted at least once every **calendar year**

#20 - Management Review

- Sentence d): Changed word “efficacy” to “effectiveness”
- Management Review to be conducted at least once every **calendar year**

*“**efficacy**” is defined as the ability to produce a desired or intended result.*

#21 - Continual Improvement

There is a major change in this element.

- Review and consideration of best management practices, including those published by the MOECC, at least once every 36 months

#21 - Continual Improvement

- Documented process for identification and management of QMS Corrective Actions which includes:
 - Cause(s) of non conformity,
 - Actions taken to correct and prevent re occurrence, and
 - Review of actions taken to correct non conformity and verification that actions are implemented and are effective

#21 - Continual Improvement

- Documenting a process for identifying and implementing preventive actions to eliminate occurrence of potential non conformities
 - Review of potential non conformities that are identified to determine if preventive action may be necessary
 - Documenting outcome of review , including the action(s), if any, that will be taken to prevent non conformity from occurring
 - Review of actions taken to prevent non conformity and verification that actions are implemented and are effective

Accreditation Protocol - Changes

Time Frame for Change Implementation

- Elements # 7 and 8: Updates must be reflected in any risk assessment conducted on a date following the date that DWQMS was updated (Feb. 2017 publication; Approved by the Minister on April 5, 2017)
- For other than elements #7 and 8 updates must be reflected in the operational plan prior to first audit (internal or external) that take place in the second calendar year(2019) following the date that the DWQMS was updated (Feb. 2017 publication; Approved by the Minister on April 5, 2017)

Accreditation Protocol - Changes

- Limited Scope- Emergency category introduced
- Definitions: Added “Applicant”
- Added 2.1.3: Accreditation body to make sure that the applicant is not prohibited by law or by a requirement of the accreditation protocol
- Pre-suspension Process included as paragraph 6.2

Accreditation Protocol - Changes

- Revocation Process (6.4) replaced Automated Revocation Process
- Removed sentence (d) “Suspend all accreditation process” from 7.1.1
- New section 7.2 “Appeal of Accreditation Findings” added

Potential Improvements - Auditor's View

Element #4 : Quality Management System Representative

- Sentence a): QMS administration by ensuring that processes and procedures needed for QMS are **established and maintained**
- Sentence b): Report to the Top Management on **performance** of QMS and any need for **improvement**

Potential Improvements - Auditor's View

Element #5- Document and Records Control

- Understanding difference between document and record

Potential Improvements - Auditor's View

Element #7 & 8: Risk Assessment and Risk Assessment Outcomes

- Comprehensiveness of risks considered
- Any requirements (regulatory or otherwise-present or future) can be incorporated in DWQMS through risk assessment and control measures
- If CCP's are limited to regulatory parameters usefulness (for continual improvement) of DWQMS as a management system is questionable

Potential Improvements - Auditor's View

Element #9 : Organizational Structure, Roles, Responsibilities and Authorities

- Responsibilities and Authorities are distinctly different
- Often they are identical in Operations Plans

Potential Improvements - Auditor's View

Element #12: Communications

- **Communication between top management and Owner:** There are minimum requirements scattered in the standard. Practitioner is expected to conform to those requirements.
- Supplier communication should not be limited to policy. Comprehensive dialogue may be required/useful.
- Public communication can be most valuable from continual and holistic improvement points of view.

Potential Improvements - Auditor's View

Element #13: Essential Supply and Services

- Means of procurement (details)
- Procedure (in details) by which OA ensures the quality of essential supplies and services
- Understanding of Ministry permit requirement related to ANSI/NSF std. 60 and 61 and how to conform to these requirements

Potential Improvements - Auditor's View

Element #16: Sampling, Testing and Monitoring

- Monitoring appears to be limited to data gathering and periodic review
- Strategic value of monitoring is in statistical data analysis for process optimization (process efficiency)

Potential Improvements - Auditor's View

Element 18: Emergency Management

- Simulation of real emergency is a better testing than table top
- There are differences in various table top methodologies. Some are training not testing as requirement is for testing.

Potential Improvements - Auditor's View

Element #19: Internal Audits

- Process vs. elemental focus internal audit
- Sample size is important in judging conformance to requirements

Potential Improvements - Auditor's View

Element #20: Management Review

- Review planning , advance preparation including communications to reviewers critical for effectiveness of management review.
- Operational performance (sentence g)) can be holistic and may encompass many outcome characteristics of DWQMS. OA must define what they consider “Operational performance”

Potential Improvements - Auditor's View

Element #21: Continual Improvement

- Thorough root cause analysis, identification of corrective and preventive action(s) are critical
- Verification of action(s) implementation and their effectiveness with objective evidence gathered and retained as record is important for closure
- Better way to demonstrate continual improvement is setting objectives and targets against outcome characteristics