

CAR #	Standard	Clause
T5645908-1	Ontario's Drinking Water Quality Management Standard Version 2	Management Review
T5645908-2	Ontario's Drinking Water Quality Management Standard Version 2	Continual Improvement

Location of Finding	Type	Discussed With	Statement of Requirement
Management review records	MAJOR	Eric Joudrey	<p>PLAN – The Operational Plan shall document a procedure for management review that evaluates the continuing suitability, adequacy and effectiveness of the Quality Management System... DO – Top Management shall implement and conform to the procedure and shall: ... c) provide a record of any decisions and action items related to the management review including the personnel responsible for delivering the action items and the proposed timelines for their implementation...</p>
Corrective Action records	MINOR	Eric Joudrey	<p>PLAN – The Operating Authority shall develop a procedure for tracking and measuring continual improvement of its Quality Management System by: ...b) documenting a process for identification and management of Quality Management System Corrective Actions that includes: i. investigating the cause(s) of an identified non-conformity, ii. documenting the action(s) that will be taken to correct the non-conformity and prevent the non-conformity from re-occurring, and iii. reviewing the action(s) taken to correct the non-conformity, verifying that they are implemented and are effective in correcting and preventing the re-occurrence of the non-conformity...</p>

Statement of NonCompliance	Objective Evidence	Car Description
The management review process is not fully effective.	There is no evidence available to demonstrate that responsibilities and timelines are consistently recorded for actions resulting from management review, e.g. September 2021 - follow-up with MECP (Birr hatch).	Rose Johnson
The corrective action process is not fully effective.	There is no evidence available to demonstrate that the causes of identified non-conformities are investigated. E.g. #2021-12; 2021-13 - (root cause restates the problem).	Rose Johnson

Reviewer Reviewer Comments Root Cause Analysis Corrective Action Plan Preventive Action Plan

Responsible Person	Due Date	Completion date	Status
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	27-Nov-21		
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