



NSF International Strategic Registrations Audit Report

The Corporation Of The Municipality Of Trent Hills

66 Front Street South
Campbellford, Ontario K0L 1L0 CAN

C0121387

Audit Type

Re-certification Audit

Auditor

Rose Johnson

Standard

Ontario's Drinking Water Quality Management Standard Version 2
(Exp Date: 20-JUN-2023)

Audit Date(s):

04/10/2023 - 04/11/2023

Recommendation

Ontario's Drinking Water Quality Management Standard Version 2 : Recertification; No NCRs



Executive Summary

<p>Ontario's Drinking Water Quality Management Standard Version 2</p>	<p>This was an on-site reaccreditation audit for the Municipality of Trent Hills Drinking Water Quality Management System (DWQMS v.2).</p> <p>The management system was found to be effectively maintained. There were no major or minor non-conformities identified during the audit. The Municipality continues to demonstrate implementation of an effective and mature quality management system (QMS). There is clear evidence of commitment to the QMS at all levels of the organization. Numerous 'best practices' were observed during the audit, including risk management, communications, and records management.</p> <p>There were six Opportunities for Improvement (OFIs) noted during the audit, which are included in this report for consideration by the DWQMS team. (Please note: OFIs do not require a formal response).</p> <p>The support and cooperation of all involved in the audit is acknowledged and appreciated. Thank you for choosing NSF-ISR for your DWQMS accreditation.</p>
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Opportunities

<p>Ontario's Drinking Water Quality Management Standard Version 2</p>	<p>See below</p>
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Corrective Action Requests

There is NO Corrective Action Request in this audit.

Site Information

The audit was based on a sampling of the company's management system.

Industry Codes

NACE:E 41

Scope of Registration

Ontario's Drinking Water Quality Management Standard Version 2 : Campbellford, Hastings, Warkworth Drinking Water Systems, 150-OA1, Entire Full Scope Accreditation



Opportunities for Improvements

Ontario's Drinking Water Quality Management Standard Version 2

Opportunity	Observations / Auditor Notes
Opportunities for Improvements (DWQMS)-01	<p>Location of OFI Customer complaint process;</p> <p>Discussed With Scott Campbell;</p> <p>Description Although found to be conforming with the requirements of the Standard, consideration could be given to tracking customer feedback by year / system, to enable a clear understanding of complaints / trends over time;</p>
Opportunities for Improvements (DWQMS)-02	<p>Location of OFI SOP-06 - Management Review;</p> <p>Discussed With Scott Campbell;</p> <p>Description Although found to be conforming with the requirements of the Standard, an opportunity exists to clarify the participants in the management review process, e.g. CAO;</p>
Opportunities for Improvements (DWQMS)-03	<p>Location of OFI Corrective Action Request form;</p> <p>Discussed With Scott Campbell;</p> <p>Description Although found to be conforming with the requirements of the Standard, consideration could be given to including a section for "containment / immediate action taken" on the DWQMS Corrective Action Request form.;</p>
Opportunities for Improvements (DWQMS)-04	<p>Location of OFI Operational Plan - Section 6;</p> <p>Discussed With Scott Campbell;</p> <p>Description Although found to be generally conforming with the requirements of the Standard, an opportunity exists to clarify the legal name of the Operating Authority, i.e. Municipality of Trent Hills;</p>
Opportunities for Improvements (DWQMS)-05	<p>Location of OFI Operational Plan - Section 7;</p> <p>Discussed With Scott Campbell;</p> <p>Description Although found to be generally conforming with the requirements of the Standard, consideration could be given to referencing the MECP "Recommended Minimum CCPs", i.e. Control points required by regulation to meet minimum treatment requirements for primary / secondary disinfection.;</p>
Opportunities for Improvements (DWQMS)-06	<p>Location of OFI Hastings WTP;</p> <p>Discussed With Scott Campbell;</p> <p>Description Although found to be meeting the requirements of the Standard, consideration could be given to adding internal shut-off valves for chemical delivery connections;</p>

General Information

Operating Authority: Legal Name & Address	The Corporation of the
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	Municipality of Trent Hills, 66 Front Street South, Campbellford, ON K0L 1L0
Language Preference: Correspondence	English
Language Preference: Audit	English
Owner: Legal Name and Address	The Corporation of the Municipality of Trent Hills, 66 Front Street South, Campbellford, ON K0L 1L0
Owner Language Preference: Correspondence	English
Owner Language Preference: Audit	English
Applicant Representative Information; Include Name, Title, Phone, Fax, Email & Website	Scott Campbell, Water Distribution/Treatment Plant Head Operator / QMS Representative Tel: 705-653-2382 / Cell: 705-653-7141 Scott.Campbell@trenthills. ca; www.trenthills.ca
Accreditation Option	Full Scope - Entire DWQMS
Date of Previous Systems Audit:	May 5, 2022
Date of Previous On-Site Verification Audit:	April 29-30, 2020

Processes



Summary of Findings	
Requirement	Finding
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 Record Control	C
6. Drinking-Water System	OFI
7. Risk Assessment	OFI
8. Risk Assessment Outcomes	C
9. Organizational Structure, Roles, Responsibilities, and Authorities	C
10. Competencies	C
11. Personnel Coverage	C
12. Communications	OFI
13. Essential Supplies and Services	OFI
14. Review and Provision of Infrastructure	C
15. Infrastructure Maintenance, Rehabilitation & Renewal	C
16. Sampling, Testing & Monitoring	C
17. Measurement & Recording Equipment, Calibration & Maintenance	C
18. Emergency Management	C
19. Internal Audits	C
20. Management Review	OFI
21. Continual Improvement	OFI
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 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 requirement, but there is opportunity for improvement.
C	Conforms to requirement.
	Not Applicable to this audit
*	Additional Comment added by auditor in the body of the report.

