



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

DWQMS Verification Audit

Auditor

Rose Johnson

Standard

Ontario's Drinking Water Quality Management Standard
(Exp Date: 22-JUL-2017)

Recommendation

Ontario's Drinking Water Quality Management Standard : Continue Certification, NO CARs



Executive Summary

<p>Ontario's Drinking Water Quality Management Standard</p>	<p>This was an on-site verification audit for the Municipality of Trent Hills Drinking Water Quality Management System (DWQMS).</p> <p>There were numerous system strengths observed during the audit, including:</p> <ul style="list-style-type: none"> - management commitment, - staff competency, - internal and external communications, - management review, - risk assessment process, - corrective action process, - inventory management processes, - preventive maintenance processes, - records management. <p>There were no major or minor non-conformities identified during the audit. There were four Opportunities for Improvement (OFIs) identified; OFIs do not require a formal response but are included for consideration by management.</p> <p>The support and cooperation of all involved in the audit from the Municipality of Trent Hills is acknowledged and appreciated. Thank you for choosing NSF-ISR for your DWQMS audit services.</p>
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Opportunities

<p>Ontario's Drinking Water Quality Management Standard</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 : Campbellford, Hastings, Warkworth Drinking Water Systems, 150-OA1, Entire Full Scope Accreditation



Opportunities for Improvements

Ontario's Drinking Water Quality Management Standard

Opportunity	Observations / Auditor Notes
Opportunities for Improvements (DWQMS)-01	<p>Location of OFI Operational Plan: element 9 - Roles / Responsibilities & element 20 - Management Review;</p> <p>Discussed With Scott Campbell;</p> <p>Description 1. An opportunity exists to more clearly define the Owner, Owner Representative and Top Management (element 9)</p> <p>2. An opportunity exists to clarify Management Review responsibilities in element 20 of the Operational Plan, i.e.: - clarify reference to 'comprehensive reviews... carried out by competent, independent auditors' - clarify responsibility to 'communicate the results of the management review to Top Management' – (top Management attends the management review).;</p>
Opportunities for Improvements (DWQMS)-03	<p>Location of OFI Essential Supplies - Chemical Delivery Records;</p> <p>Discussed With Scott Campbell;</p> <p>Description An opportunity exists to confirm lot numbers / retain copies of Certificates of Analysis for chemical deliveries.;</p>
Opportunities for Improvements (DWQMS)-04	<p>Location of OFI Calibration Instrument Schedule;</p> <p>Discussed With Scott Campbell;</p> <p>Description Consideration could be given to adding quarterly instrument verifications to the Calibration Instrument Schedule.;</p>
Opportunities for Improvements (DWQMS)-05	<p>Location of OFI Document & Records Control ;</p> <p>Discussed With Scott Campbell;</p> <p>Description 1. Consideration could be given to including AWWA Standards in the scope of external controlled documents to ensure inclusion in periodic reviews</p> <p>2. Consideration could be given to clarifying requirement for 'unique control' numbering for forms (SOP-09, section 1.5);</p> <p>3. Consideration could be given to developing a records retention schedule, clearly indicating required retention periods for DWQMS records. (Note: SOP-09 currently references Trent Hills By-law #2007-130 for records retention, which has been superseded by By-law #2015-54).;</p>

General Information

Operating Authority: Legal Name & Address	The Corporation of the 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, Senior 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:	July 14-15, 2016
Date of Previous On-Site Verification Audit:	July 17-18, 2014

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	OFI
6. Drinking-Water System	C
7. Risk Assessment	C
8. Risk Assessment Outcomes	C
9. Organizational Structure, Roles, Responsibilities, and Authorities	OFI
10. Competencies	C
11. Personnel Coverage	C
12. Communications	C
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	OFI
18. Emergency Management	C
19. Internal Audits	C
20. Management Review	C
21. Continual Improvement	C
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.



Audit Summary Matrix

