

# The Elements of the DWQMS



The DWQMS requires the operating authority to develop operational plans that explain how the Town of Erin should operate our drinking water systems. These guidelines for the plans are in the form of 21 elements.

The elements are:

**Element 1 – The Quality Management System**

The Operational Plan will outline a Quality Management System (QMS) that meets the requirements of the DWQMS.

**Element 2 – The Quality Management System Policy**

The Operational Plan must have a QMS policy that provides the foundation for the QMS and;

- a. is appropriate for the size and type of the subject system
- b. includes a commitment to maintenance and continual improvement
- c. includes a commitment to the consumer to provide safe drinking water
- d. includes a commitment to comply with applicable legislation and regulations
- e. is created in a way that provides for ready communication to all operating authority personnel, the owner and the public.

**Element 3 – Commitment and Endorsement**

The Operational Plan will contain a written endorsement of its contents by the organization's top management and owner.

**Element 4 – QMS Representative**

The Operational Plan will identify a QMS representative.

**Element 5 – Document and Records Control**

The Operational Plan will document a procedure for managing document and records that describes how documents required by the QMS are kept current, legible and readily identifiable, as well as retrievable, protected, retained and disposed of.

**Element 6 – Drinking Water System**

The Operational Plan will include a detailed description of the drinking water system including;

- a. all treatment processes and distribution system components
- b. a process flow chart
- c. description of the raw water

**Element 7 and 8 – Risk Assessment and Risk Assessment Outcomes**

The Operational Plan will document a risk assessment process that identifies;

- a. potential hazardous events and their associated hazards
- b. an assessment and a ranking of these risks
- c. control measures to address the hazards
- d. identifies the drinking water systems critical control points

As well, there must be a procedure in place to monitor the critical control points, what to do if the operator deviates from the critical control points and how to report these deviations.

**Element 9 – Organizational Structure, Roles, Responsibilities and Authorities**

This includes a description of our organizational structure and an overview of our individual roles and responsibilities.

**Element 10 – Competencies**

The Operational Plan describes the competencies required for staff who perform duties that directly affect drinking water quality. Also how we develop and maintain competencies and ensures staff understands the impact their duties have on safe drinking water.

**Element 11 – Personnel Coverage**

The Operational Plan includes a procedure that ensures there is appropriate staff coverage possessing the identified competencies (element 10) for duties that directly affect drinking water quality.

**Element 12 – Communications**

This element requires us to communicate our QMS policy and other relevant QMS procedures to staff, external partners and the public.

**Element 13 – Essential Supplies and Services**

The Operational Plan lists the supplies and services that are essential to maintaining drinking water quality and methods to ensure the quality of the supplies and services.

**Element 14 – Review and Provision of Infrastructure**

The element ensures the Region reviews what infrastructure is necessary to operate and maintain the systems and that it is in place when needed.

**Element 15 – Infrastructure Maintenance, Rehabilitation and Renewal**

This element is a partner of the previous element and deals with an ongoing documentation of the maintenance, rehabilitation and renewal programs for our infrastructure.

**Element 16 – Sampling, Testing and Monitoring**

The focus of element 16 is establishing and implementing a procedure that details how we sample, test, monitor for process control and finished drinking water quality.

**Element 17 – Measurement and Recording Equipment Calibration and Maintenance**

This element is linked to element 16, because it deals with the equipment we use to sample and monitor water quality. We are required to document the procedures we use to calibrate and maintain our equipment.

**Element 18 – Emergency Management**

This element ensures we are prepared for emergency situations that could impact our ability to maintain the supply of safe drinking water. This element also includes the Water Emergency Response Procedures (WERP).

**Element 19 – Internal Audits**

A procedure for conducting internal audits is required. This is a self auditing process that ensures we measure the effectiveness of our management plan and our conformity to the DWQMS requirements.

**Element 20 – Management Review**

This element requires an annual management review procedure that covers areas such as:

- a. Emergency response testing
- b. Compliance
- c. Consumer feedback
- d. Operational performance

**Element 21 – Continual Improvement**

The final element of the DWQMS requires that Peel commit to continually find ways to improve how we manage our drinking water systems and services through internal reviews, innovations, and strategic planning.

**THE TOWN OF ERIN DRINKING WATER QUALITY MANAGEMENT SYSTEM POLICY**

The Town of Erin owns, operates and maintains two Large Municipal Residential Drinking Water Systems:

**The Hillsburgh Municipal Water System and the Erin Municipal Water System.**

The Town of Erin is committed to:

1. Ensuring a consistent supply of safe drinking water,
2. Maintaining and continually improving the Drinking Water Quality Management System,
3. Meeting all relevant legislation and regulatory requirements,
4. Promoting owner and consumer confidence in the safety of the drinking water supply,
5. Building and maintaining a leading organization by promoting staff expertise and knowledge through targeted training programs and continuous employee development.

**The Town of Erin**

**February 7, 2009**