



NSF International Strategic Registrations Audit Report

The Corporation of the Town of Pelham

20 Pelham Town Square Box 400
Fonthill, Ontario L0S 1E0 CAN

C0122277

Audit Type

Stage 1/Desk Audit/Document Review

Auditor

James Pang

Standard

Ontario's Drinking Water Quality Management Standard Version 2
(Exp Date: 29-APR-2024)

Audit Date(s):

05/06/2024 - 05/06/2024

Recommendation

Ontario's Drinking Water Quality Management Standard Version 2 : Stage 1: Proceed with Stage 2, no area of concern(s) found



Executive Summary

Ontario's Drinking Water Quality Management Standard Version 2	QMS rep is quite versed with the requirements of the DWQMS Standard. System Audit completed with no CARs, proceed with onsite verification audit
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Opportunities

Ontario's Drinking Water Quality Management Standard Version 2	Four OFIs.
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Corrective Action Requests

There is NO Corrective Action Request in this audit.	
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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 : Pelham Distribution System, 072-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 Document control;</p> <p>Discussed With Ryan Cook;</p> <p>Description As described in Document and Records Control Procedure 'QMS PROC 005'. It was noted that there was no mention on how blank hard copies of forms will be controlled. An improvement is required here. ;</p>
Opportunities for Improvements (DWQMS)-02	<p>Location of OFI Risk Assessment;</p> <p>Discussed With Ryan Cook;</p> <p>Description The descriptions of the once every 36-month risk assessment, and the once every calendar year verification process needs to be improved for clarity.</p> <p>As for the once every 36-month risk assessment, it should be a completely fresh Risk Assessment of your whole infrastructure of watermains and anything else making up your water delivery system. If you opt to make use of the same Risk Assessment Outcome table, all the numbers showing the ranking, probabilities and so on, should be removed. This is necessary to avoid influencing the participants in the assessment process. As many personnel as possible, in separate groups, should be involved. The more than one set of results may then be consolidated into one final new Risk Assessment Outcome table.;</p>
Opportunities for Improvements (DWQMS)-03	<p>Location of OFI Competencies;</p> <p>Discussed With Ryan Cook ;</p> <p>Description As described in section 10 of the OP. Although it was mentioned that the training and CEU's would be tracked, there was no mention as to who would be the responsible party. As an improvement, the management may specify the position responsible for this activity in this section of the OP. ;</p>
Opportunities for Improvements (DWQMS)-04	<p>Location of OFI Management Review;</p> <p>Discussed With Ryan Cook ;</p> <p>Description Reviewed PROC 20, Management Review. The 16 agenda items prescribed for this element should be addressed in the procedure. ;</p>

General Information

Operating Authority: Legal Name & Address	The Corporation of the Town of Pelham, 20 Pelham Town Square, Box 400 Fonthill, Ontario, Canada, L0S 1E0
Language Preference: Correspondence	English
Language Preference: Audit	English
Owner: Legal Name and Address	The Corporation of the Town of Pelham,



	20 Pelham Town Square, Box 400 Fonthill, Ontario, Canada, L0S 1E0
Owner Language Preference: Correspondence	English
Owner Language Preference: Audit	English
Applicant Representative Information; Include Name, Title, Phone, Fax, Email & Website	Ryan Cook Manager of Public works T - 905 892 2607 x 362 rcook@pelham.ca
Accreditation Option	Full Scope - Entire DWQMS
Date of Previous Systems Audit:	March 17, 2023
Date of Previous On-Site Verification Audit:	April 6, 2021

Processes

Ontario's Drinking Water Quality Management Standard Version 2

Process Name	Observations / Auditor Notes
Processes or Activities (DWQMS)-01	<p>Describe whether the process is effective or not (effectiveness should be supported with specific data/records/results). Include strengths & weaknesses of process:</p> <p>Conforming elements without observations:</p> <p>Element 1 - All 21 elements were incorporated in the Operational Plan (OP), Rev. 18 dated February 2024.</p> <p>Element 2 - The Pelham Distribution System QMS Policy is as documented in S801-01, signed and dated by the DPW and MPW on March 2, 2021.</p> <p>Element 3 - Owner's endorsement through a Council Resolution on Feb 21, 2023. Top Management endorsement by the Director of Public Works and Manager of Public Works on Feb 9, 2021.</p> <p>Element 4 - The Manager of Public Works is the QMS Rep. Appointed by the Director of Public Works on December 15, 2015.</p> <p>Element 6 - As described in section 6 of the OP. Verification of the descriptions will be carried out during the onsite REACC audit.</p> <p>Element 8 - As described in Risk Assessment Outcomes List QMS LIST 001.</p> <p>Element 9 - As described and shown in section 9 of the OP.</p> <p>Element 11 - As described in 'QMS PROC 011' Personnel Coverage Procedure and 'QMS SOP 004' Overtime Call-In.</p> <p>Element 12 - As described in QMS PROC 021.</p> <p>Element 13 - As described in QMS PROC 013. Noted that appropriate action was taken for the OFI issued during the 2023 external audit.</p> <p>Element 14 - As described in PROC 014.</p> <p>Element 15 - As described in section 15 of the Operational Plan.</p> <p>Element 16 - As described in QMS PROC 016. The locations of the sampling points were reviewed to be in general conformance.</p> <p>Element 17 - As described in QMS PROC 017.</p> <p>Element 18 - As described in QMS PROC 018.</p> <p>Element 19 - As described in QMS PROC 019.</p> <p>Element 21 - As described in section 2 of the Operational Plan. ;</p>



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	OFI
8. Risk Assessment Outcomes	C
9. Organizational Structure, Roles, Responsibilities, and Authorities	C
10. Competencies	OFI
11. Personnel Coverage	C
12. Communications	C
13. Essential Supplies and Services	C
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	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.



Verification of CARs For Ontario's Drinking Water Quality Management Standard Version 2

Have you verified the effectiveness of all previous CARs? (List all new CAR's that you initiated in this report because you did not verify effective implementation of a previous CAR)

N/A.

Discuss your evaluation in detail.

There was no CAR from the previous audit..