

## Quality Management System Management Review Summary and Action Plan

Date of Management Review: March 30, 2022

Attendance: Adam Weishar, Jeff Johnston, Lisa Crimmings

As a result of the Management Review, the following decisions and/or deficiencies were identified and applicable action items made.

Decision or Deficiency	Action Item (if Applicable)	Personnel Responsible	Timeline	Status
Clean Briar Hill #2 well and casing and complete another down hole video as recommended from the well inspection.	Budgeted for in 2022	ES Supervisor	Spring 2022	In progress
Additional IT support would be beneficial. Have a number of software's and databases that need to be integrated for efficiency	ES Staff to come up with a list of IT items that need to be addressed. May need to wait until a CAO is in place before moving forward with staffing request	ES Supervisor	Fall 2022	
Armow water loss report shows more water consumed than produced each year	Need to investigate in treatment room and at each dwelling on the system	ES Supervisor	Summer 2022	
Water meter penalties for refusal of access or no response	Need to go through listing of open work orders where customers have not responded to requests for access to water meters	ES Admin	Spring 2022	In progress
Calibration listing for equipment was not up to date	Up to date equipment listing to be given to External contractor before annual calibrations in 2022	ES Compliance Officer	May 15, 2022	

Low lift Cl2 analyzer not calibrated by outside contractor in 2021	New cl2 analyzer to be purchased and put online before annual external calibrations in 2022	ES Supervisor	<a href="#">May 31, 2022</a>	
Need to consistently record the NSF documentation received with Essential chemical deliveries	Operators to be made aware this is a requirement when receiving shipments of chemicals and admin staff to be trained on double checking documentation.	ES Compliance Officer	<a href="#">Spring 2022</a>	
No Standard operating procedure for water and sewerline new installations and repairs	Create an SOP for ES staff to follow	ES Compliance Officer	<a href="#">Spring 2022</a>	
Cityworks scheduling and completion of work orders.	Work orders need to be reviewed at the end of each day and rescheduled if not completed on time.	ES Admin	<a href="#">Spring 2022</a>	
Preventative maintenance listing required	Create a full listing of preventative maintenance for all sites and have work orders created in cityworks	ES Supervisor	<a href="#">Spring 2022</a>	