

Corrective Actions Report

**The Corporation of the Municipality of Kincardine
1475 Concession 5
Kincardine, Ontario N2Z 2X6 CAN**

C0123131

Audit Type

DWQMS Verification Audit
14-AUG-2019 - 14-AUG-2019

Registration

Ontario's Drinking Water Quality Management Standard
Version 2 (Exp Date: 03-OCT-2019)

Corrective Actions Report

Corrective Action			
CAR No	J3181090-1	Type	MINOR
Standard & Clause	DWQMSV2, Esstential Supplies & Services	Discussed with	Donna Hardman
Auditor Name	Rose Johnson	Car Status	APPROVED
Statement of Requirement	<p>13. Essential Supplies and Services PLAN – The Operational Plan shall: a) identify all supplies and services essential for the delivery of safe drinking water and shall state, for each supply or service, the means to ensure its procurement, and b) include a procedure by which the Operating Authority ensures the quality of essential supplies and services, in as much as they may affect drinking water quality.</p> <p>DO – The Operating Authority shall implement and conform to the procedure.</p> <p>Also Municipality of Kincardine Operational Plan, Rev. 6, September 2017 13. Essential Supplies and Services 'A list of all supplies and services deemed essential for the production and delivery of safe water can be found in Appendix F..... Companies and contractors listed in Appendix F are notified of the Municipality's QMS and applicable requirements...'</p>		
Statement of Nonconformity	Processes to ensure quality of essential supplies and services are not fully effective.		
Objective Evidence	<p>Essential Supplies and Services List (Appendix F), Rev. 25, December 10, 2018 states that Calibration services for water quality instruments and flow meters are provided by Flowmetrix Technical Services. A review of 2019 calibration records indicates that Indus Control is the current service provider for flowmeter calibrations, and Nichol Water Services is the current provider of water quality instrument calibrations.</p> <p>There is no evidence available to demonstrate that the above two calibration service providers have been notified of the Municipality's QMS requirements.</p>		
Location of Finding	Essential Supplier Records / Calibration Records		
Changed Date	14-OCT-2019		
Issue Date	14-AUG-2019		
Due Date	23-SEP-2019		
CA Plan	<p>Revise the Essential Services document to include the new service providers and send a QMS information package to all new suppliers and service providers since the previous communication with essential suppliers/service providers. Revise QMS007 to clarify new supplier/service provider procedures.</p>		
PA Plan			
Containment Plan	Review the current Essential Suppliers & Service Providers document and ensure that it is up to date. Provide an information package to any suppliers or service providers that have not received details about our QMS.		
RCA Description	During the annual evaluation of suppliers it was not identified that the current service provider was substandard. The Supervisor explored alternatives to our current service provider when he became aware of two other companies that might be able to provide comparable services at a cheaper price. QMS007 Essential Supplier and Service Provider Evaluation does not address how new providers will be handled.		
Completed Date	25-SEP-2019		
Completed By	Donna Hardman		
Reviewer Name	Rose Johnson		
Reviewer comments	2019-10-14: APPROVED - Reviewed containment, root cause and corrective action plan, as well as updated QMS007 Essential Supplier and Service Provider Evaluation Procedure (Rev. 3, September 25, 2019), and updated Essential Supplies and Services Procurement Information (Rev. 27, September 5, 2019) which now references Indus Control and Nichol Water Services. Accepted as submitted. Implementation effectiveness to be evaluated at the next audit. RJ.		
Attachments	<p>Descr: Essential Suppliers & Service Providers Revision 27 (Date: 25-SEP-2019) Descr: QMS007 Essential Suppliers & Service Providers Evaluation (Date: 25-SEP-2019) Descr: QMS Info Package (Date: 25-SEP-2019)</p>		