

DWQMS Summary of Non-Conformance and Opportunities for Improvement

This form is to be completed by the QMS Representative or designate and circulated to the appropriate Owner representative(s).

Audit Details

System(s): Armow DWS, Scott's Point DWS, Tiverton DWS, Underwood DWS, Kincardine DWS, Huronville Distribution System

Audited by: NSF International

Audit Date: October 30-31, 2023

Date Audit Report Received: November 6, 2023

Major Non-Conformances

Ref. No.	Non-Conformance	Actions	Status as of
	None		

Minor Non-Conformances

Ref. No.	Non-Conformance	Actions	Status as of
	None		

Opportunities for Improvement

Element	Opportunity for Improvement	Action	Status as of
19	DWQMS-01 Internal audit process; consideration could be given to: performing a full system audit annually; clarifying requirements for audit report sign-off by Lead Auditor	Consideration will be given to both items. The QMS documentation will be reviewed to confirm if changing from a 3 year audit schedule to a 1 year will impact documentation and staff time.	In progress as of November 17, 2023
20	DWQMS-02 Management Review Summary and Action Plan; consideration could be given to: clarifying how to record notification to owner; recording names/positions of management review attendees	Updated the Management Review Summary and Action Plan with clarification of name and position required, and instructions for how to notify Top Management, Huron Kinloss and owners.	Complete as of November 17, 2023

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Element	Opportunity for Improvement	Action	Status as of
21	DWQMS-03 Corrective Action Records; consideration could be given to distinguishing between immediate action taken (correction), and permanent corrective action to address root cause.	Revised Corrective Action Request form to include the immediate action taken separate from the Plan for Corrective action to Address the root cause	Complete as of November 17, 2023