Appendix A – 2020-2021 QMS Action Items Status Table

SR#	Action Item Description	Type	Source	Priority Ranking	Status as of March 11, 2022
106622	Revise Water Supply Bylaw	Continuous Improvement	Top Management Review	Medium	In Progress – Updates continuing into 2022
316330	Update the Sampling Plan in Element 16 of the QMS to show new sampling points and remove old sampling locations	Continuous Improvement	2021 Top Management Review	Medium	COMPLETE
n/a	Millvue & Rooshill Watermain/Underground Emergency Reconstruction	Continuous Improvement	2021 Top Management Review	High	COMPLETE
204408	Verify that communications with essential suppliers (e.g. parts suppliers and contractors for construction projects) so that they are aware of the quality specifications for parts: NSF 61 and NSF 372 certified as per s. 14.0 MDWL.	Continuous Improvement	Internal Audit 2020	Medium	COMPLETE
231360	Consider listing Cambridge's Licence-related documents (MDWL, DWWP, Accreditation Certificates, Financial Plan) and their expiries. Consider adding internal and external audit reports to the list of records as well. Note: Already been updating this document. It is just not finished yet due to SharePoint (all locations of documents are changing).	Continuous Improvement	Internal Audit 2020	Medium	COMPLETE
231367	Consider updating the references to "once per year" and "once every three years" to "once per	Continuous Improvement	Internal Audit (verbal, not	Medium	COMPLETE

SR#	Action Item Description	Type	Source	Priority Ranking	Status as of March 11, 2022
	calendar year" and "once every thirty-six months", as this is the language used in this element of the DWQMS		OFI) 2020		
313070	Remember to take risk assessment minutes for record keeping as per the risk assessment element	Continuous Improvement	External Audit 2020	Medium	COMPLETE
313254	Official document list has some outdated links in it (hyperlinks inactive).	Continuous Improvement	Internal Audit 2020	Low	COMPLETE
313257	System description data for assets is inconsistent across platforms.	Continuous Improvement	Internal Audit 2020	Medium	In progress
313267	**Element 5)**: Consider removing "2019 Risk Assessment" to the title for Summary of Critical Control Points and "Risk Assessment YYYY" from the CCP Decision Tree documents so that these can apply perpetually following each risk assessment review (which is the item that requires the calendar year updates) – and only update the Summary of CCP's or CCP Decision Tree if these change.	Continuous Improvement	Internal Audit 2020 (verbal, not OFI)	Low	COMPLETE
313327	Consider updating Communications document (SYS-WD-12) to include Service Cambridge for public communications, and any new methods for communications (as might have been implemented during the pandemic).	Continuous Improvement	Internal Audit 2020	Medium	COMPLETE

SR#	Action Item Description	Type	Source	Priority Ranking	Status as of March 11, 2022
313328	Update suppliers list with more information (e.g. contract status, end dates, etc.)	Continuous Improvement	Internal Audit 2020	Medium	COMPLETE
313330	Preventative actions need to be described in the continuous improvement element as per QMS 2.0v	Continuous Improvement	Internal Audit 2021	Medium	COMPLETE
356044	Consider improving communications between Engineering and Operational staff about infrastructure priorities related to upcoming infrastructure upgrades and replacement projects.	Continuous Improvement	Internal Audit 2021	Medium	COMPLETE
356042	"Consider describing in SYS-WD-21 Continual Improvement processes for identifying and implementing preventive actions. (Closing meeting note: The "Preventive Actions" process could link to the risk assessment process and meeting minutes as well)."	Continuous Improvement	Internal Audit 2021	High	COMPLETE
356039	Consider updating the List of Approved Suppliers and Service Contracts (SYS-WD-13 – Form F1) to reflect current contracts / pre-approval statuses – as several "End dates" listed are passed, or company information has changed. Or perhaps link to another essential supplier information location where this information is always current, up-to-date and reflective of changes.	Continuous Improvement	Internal Audit 2021	Medium	COMPLETE
356037	Update "Organization Chart "/ SYS-WD-09-T2 QMS Roles_Responsibilities_Authorities v7 / SYS-WD-09 Organizational	Continuous Improvement	Internal Audit 2021	Medium	COMPLETE

SR#	Action Item Description	Type	Source	Priority Ranking	Status as of March 11, 2022
	Structure_Roles_Responsibilities_Authorities"				
356035	"Consider removing references to “Document Change Forms & Log” from Element 5 documents as these do not appear to exist in the QMS any longer. Consider updating the List of Official Documents (SYS-WD-05-F1): - linking to the updated web-based location for Ontario’s legislation to www.ontario.ca/laws - listing Cambridge’s License-related documents (MDWL, DWWP, Accreditation Certificates, Financial Plan) and their expiries. Consider the following updates to the List of Official Records (SYS-WD-05-F2): - removing listed Document Change Forms & Log as part of Listing of Official Records – as these do not appear to exist in the QMS any longer - adding internal and external audit reports - Operational Plan copies audited by the accreditation body, kept for 10 years (as per Director’s Directions)."	Continuous Improvement	Internal Audit 2021	High	COMPLETE
356029	Change Name from "Public Works" to " Environmental services" & Approved by: "Manager of Compliance" to "Director of Environmental Service' from all 21 Elements	Continuous Improvement	Internal Audit 2021	Low	COMPLETE

SR#	Action Item Description	Type	Source	Priority Ranking	Status as of March 11, 2022
356026	Consider adding the following to better align with the MECP's updated Director's Directions: a title that describes the municipal drinking water system to which the OP applies, a completed copy of the Subject System Description Form in Schedule "C", a description of how the Operational Plan is made available to the public in hard copy or in electronic format.	Continuous Improvement	Internal Audit 2021	Medium	COMPLETE
353086	The management review meeting was held May 10/21 over WebEx, with invites going out to Top Management representatives. However, there are no meeting minutes available for review to confirm Top Management attendance.	Continuous Improvement	External Audit 2021	High	COMPLETE
352920	Sampling Stations around the City have a tendency to freeze over winter. It is recommended that we explore a technology that the Region of Waterloo uses - Zurn Hydrants, and install them in various areas around the City where sampling stations need to be installed for proper sampling representation.	Continuous Improvement	Annual Sampling Review Meeting	Medium	COMPLETE
352832	Consider referring to the emergency and adverse reporting procedures within the Summary of Critical Control Points.	Continuous Improvement	External Audit 2021	Low	COMPLETE
323734	Develop and distribute a procedural documentation for contractors/public who are looking for a new water service connection.	Corrective Action	Inspection	High	COMPLETE