ACCREDITATION PROGRAM FOR OPERATING AUTHORITIES
ON-SITE/SYSTEMS VERIFICATION AUDIT REPORT – 2017

FILE #: 1648717-01

Ontario Clean Water Agency

Operating Authority for:

Town of St. Marys Water Supply & Distribution System

Systems Audit

Prepared by: Scott Freiburger

Date: Aug 22, 2017
Audit Objectives

The objective of the audit was to determine whether the drinking water Quality Management System (QMS) of the subject system conforms to the requirements of the Ontario Ministry of the Environment’s (MOE) Drinking Water Quality Management Standard (DWQMS) at all of the locations noted in the Applicant Profile Form (AP 602). It was also intended to gather the information necessary for SAI Global to assess whether accreditation can be offered to the operating authority.

Audit Scope

The facilities and processes associated with the operating authority’s QMS were objectively evaluated to obtain audit evidence and to determine a) whether the quality management activities and related results conform with DWQMS requirements, and b) if they have been effectively implemented.

Audit Criteria:

- The Drinking Water Quality Management Standard
- Current QMS manuals, procedures and records implemented by the Operating Authority
- SAI Global Accreditation Program Handbook

Auditor:

Scott Freiburger

Audit Report Distribution List:

The Audit Report is distributed as follows:

- Operating Authority
- Owner
- Ministry of the Environment Director

Confidentiality and Documentation Requirements

The SAI Global stores their records and reports to ensure their preservation and confidentiality. Unless required by law, the SAI Global will not disclose audit records to a third party without prior written consent of the applicant. The only exception will be that the SAI Global will provide audit and corrective action reports to the Ontario Ministry of the Environment. For more information, please refer to the SAI Global Accreditation Program Handbook.
PART A. MANAGEMENT SUMMARY

This was an offsite system audit of the Ontario Clean Water Agency for the Town of St. Marys conformance with the requirements of DWQMS: Oct. 2006.

No non-conformities were identified during this assessment, as noted in Part D of this report.

Notes

Copies of this report distributed outside the organization must include all pages.

As part of the SAI Global Terms, it is necessary for you to notify the SAI Global of any changes to your Quality Management System that you believe are significant enough to risk non-conformity with DWQMS: Oct. 2006. For more information, please refer to the SAI Global Accreditation Program Handbook.
PART B. GENERAL INFORMATION

Operating Authority:
Legal name and address: Ontario Clean Water Agency for the Town of St. Marys

Address: 408- James Street South St. Marys Ontario
Applicant representative: Ms. Renee Hornick
Title: 
Telephone: 519-271-9071 Fax 519-271-8687
E-mail: rhornick@ocwa.com

Owner:
Legal name and address: 
Applicant representative: Renee Hornick
Title: 
Telephone: 519-271-9071 Fax 519-271-8687
E-mail: rhornick@ocwa.com

Accreditation Option: Full Scope - Entire DWQMS
Population Serviced: 2,700

This audit report covers the subject systems listed:

- Town of St Marys Water Supply and Distribution System
PART C. SUMMARY OF FINDINGS

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**MAJOR**
- Major non-conformity. The auditor has determined one of the following:
  1. a required element of the DWQMS has not been incorporated into a QMS;
  2. a systemic problem with a QMS is evidenced by two or more minor non-conformities; or
  3. a minor non-conformity identified in a corrective action request has not been remedied.

**MINOR**
- 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.

**OPPORTUNITY FOR IMPROVEMENT**
- Opportunity for improvement. Conforms to the requirement, but there is an opportunity for improvement.

**CONFORMS TO REQUIREMENT**
- Conforms to requirement.

**NOT APPLICABLE TO THIS AUDIT**
- Not applicable to this audit.

* Additional comment added by auditor in the body of the report.
PART D. FINDINGS/COMMENTS

DWQMS Reference: 8 Risk Assessment Outcomes
Client Reference: QP-02 Risk Assessment and Risk Assessment Outcomes (Rev. 4, 18-May-2017)
Results: Opportunity for improvement
Details: There is an opportunity to consider including frozen water mains as a potential hazard in the risk assessment process.

DWQMS Reference: 18 Emergency Management
SOP Adverse Water Quality (Rev 4, 23-Jun-2017)
Results: Opportunity for improvement
Details: There is an opportunity to clearly define or reference Owner responsibilities during emergency situations.
RECOMMENDATION

The auditor recommends the following:

- Offer of accreditation
- Offer of accreditation after response to corrective action requests has been deemed acceptable to the SAI Global
- On-site verification audit after response to corrective action requests has been deemed acceptable by the SAI Global
- On-site verification audit as next step in the accreditation process
- On-site verification of corrective action requests
- Maintenance of existing accreditation
- Complete re-assessment

E-signature of Lead Auditor / Auditor