



## NSF International Strategic Registrations Audit Report

### **The Corporation of the Municipality of Lakeshore**

492 Lakeview Drive  
Belle River, Ontario N0R 1A0 CAN

**C0121465**

#### **Audit Type**

Re-certification Audit

#### **Auditor**

Rose Johnson

#### **Standard**

Ontario's Drinking Water Quality Management Standard Version 2  
(Exp Date: 13-APR-2022)

#### **Audit Date(s):**

02/28/2022 - 03/02/2022

#### **Recommendation**

Ontario's Drinking Water Quality Management Standard Version 2 :



## Executive Summary

<p>Ontario's Drinking Water Quality Management Standard Version 2</p>	<p>This was a re-accreditation / verification audit of the Municipality of Lakeshore's Drinking Water Quality Management System (DWQMS). The audit was performed remotely due to the ongoing COVID-19 pandemic.</p> <p>System strengths observed during the audit include:</p> <ul style="list-style-type: none"> <li>- internal audit process</li> <li>- work order system</li> <li>- documented information</li> </ul> <p>There were no major or minor nonconformities identified during the audit. There were six opportunities for improvement (OFIs) identified, which are included in the report for consideration by the DWQMS team. (Note: there is no formal response required for OFIs.)</p> <p>The support and cooperation of all involved in the audit is acknowledged and appreciated. Thank you for selecting NSF-ISR for your DWQMS accreditation.</p>
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## Opportunities

<p>Ontario's Drinking Water Quality Management Standard Version 2</p>	<p>See below</p>
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## Corrective Action Requests

There is NO Corrective Action Request in this audit.

## Site Information

The audit was based on a sampling of the company's management system.

### Industry Codes

NACE:E 41

### Scope of Registration

**Ontario's Drinking Water Quality Management Standard Version 2** : Town Of Lakeshore Drinking Water System – Lakeshore Water Treatment and Distribution System, 031-OA1, Entire Full Scope Accreditation



## Opportunities for Improvements

### Ontario's Drinking Water Quality Management Standard Version 2

Opportunity	Observations / Auditor Notes
Opportunities for Improvements (DWQMS)-01	<p><b>Location of OFI</b> Operational Plan;</p> <p><b>Discussed With</b> Garry Punt / Kyle Davis;</p> <p><b>Description</b> Although found to be in general conformance with the Standard, an opportunity exists to include a copy of Schedule C – Subject System Description form in the Operational Plan (per Director's Directions);</p>
Opportunities for Improvements (DWQMS)-02	<p><b>Location of OFI</b> Risk Assessment Outcomes;</p> <p><b>Discussed With</b> Garry Punt / Kyle Davis;</p> <p><b>Description</b> Although found to be in conformance with the Standard, consideration could be given to: - reviewing and incorporating MECP's recommended minimum CCPs in the risk assessment outcomes table (e.g. secondary disinfection) - consistently documenting 12/36-month reviews / changes (e.g. revision history);</p>
Opportunities for Improvements (DWQMS)-03	<p><b>Location of OFI</b> Calibration / verification processes;</p> <p><b>Discussed With</b> Garry Punt / Kyle Davis;</p> <p><b>Description</b> Although found to be in conformance with the Standard, consideration could be given to: - reducing re-calibration intervals when 'as-found' condition is 'out of tolerance', e.g. UV reference sensor - establishing a process for monitoring expiration dates of lab standards / reagents ;</p>
Opportunities for Improvements (DWQMS)-04	<p><b>Location of OFI</b> Emergency testing process;</p> <p><b>Discussed With</b> Garry Punt / Kyle Davis;</p> <p><b>Description</b> Although found to be in conformance with the Standard, consideration could be given to: - developing an action / summary log to ensure timely follow-up on improvement opportunities identified during emergency exercises - clarifying required frequency for emergency tests ;</p>
Opportunities for Improvements (DWQMS)-05	<p><b>Location of OFI</b> Management review process;</p> <p><b>Discussed With</b> Garry Punt / Kyle Davis;</p> <p><b>Description</b> Although found to be in conformance with the Standard, an opportunity exists to ensure all required management review agenda items (a-p) are clearly referenced in management review records;</p>
Opportunities for Improvements (DWQMS)-06	<p><b>Location of OFI</b> Continual Improvement / Corrective Action processes;</p> <p><b>Discussed With</b> Garry Punt / Kyle Davis;</p> <p><b>Description</b> Although found to be in conformance with the Standard, consideration could be given to: - standardizing the CAR form (currently two versions) - developing a summary log to track CARs ;</p>



<b>General Information</b>	
<b>Operating Authority: Legal Name &amp; Address</b>	<b>The Corporation of the Municipality of Lakeshore 419 Notre Dame Street Belle River, ON N0R 1A0</b>
<b>Language Preference: Correspondence</b>	<b>English</b>
<b>Language Preference: Audit</b>	<b>English</b>
<b>Owner: Legal Name and Address</b>	<b>The Corporation of the Municipality of Lakeshore 419 Notre Dame Street Belle River, ON N0R 1A0</b>
<b>Owner Language Preference: Correspondence</b>	<b>English</b>
<b>Owner Language Preference: Audit</b>	<b>English</b>
<b>Applicant Representative Information; Include Name, Title, Phone, Fax, Email &amp; Website</b>	<b>Garry Punt – Team Lead – Water / ORO Tel: 519-728-1975, ext. 649 gpunt@lakeshore.ca www.lakeshore.ca</b>
<b>Accreditation Option</b>	<b>Full Scope - Entire DWQMS</b>
<b>Date of Previous Systems Audit:</b>	<b>January 27-28, 2021</b>
<b>Date of Previous On-Site Verification Audit:</b>	<b>January 15-17, 2019</b>

## **Processes**



<b>Summary of Findings</b>	
<b>Requirement</b>	<b>Finding</b>
1. Quality Management System	OFI
2. Quality Management System Policy	C
3. Commitment and Endorsement	C
4. Quality Management System Representative	C
5. Document and Record Control	C
6. Drinking-Water System	C
7. Risk Assessment	C
8. Risk Assessment Outcomes	OFI
9. Organizational Structure, Roles, Responsibilities, and Authorities	C
10. Competencies	C
11. Personnel Coverage	C
12. Communications	C
13. Essential Supplies and Services	C
14. Review and Provision of Infrastructure	C
15. Infrastructure Maintenance, Rehabilitation & Renewal	C
16. Sampling, Testing & Monitoring	C
17. Measurement & Recording Equipment, Calibration & Maintenance	OFI
18. Emergency Management	OFI
19. Internal Audits	C
20. Management Review	OFI
21. Continual Improvement	OFI
<b>Mj</b>	Major Non-Conformity. The auditor has determined one of the following: (a) a required element of the DWQMS has not been incorporated into a QMS; (b) a systemic problem with a QMS is evidenced by two or more minor conformities; or (c) a minor non-conformity identified in a corrective action request has not been remedied.
<b>Mn</b>	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.
<b>OFI</b>	Opportunity for Improvement. Conforms to requirement, but there is opportunity for improvement.
<b>C</b>	Conforms to requirement.
	Not Applicable to this audit
*	Additional Comment added by auditor in the body of the report.

