



NSF International Strategic Registrations Audit Report

The Corporation of the City of Owen Sound

808 2nd Ave East
Owen Sound , Ontario N4K 2H4 CAN

C0122170

Audit Type

Re-certification Audit

Auditor

Rose Johnson

Standard

Ontario's Drinking Water Quality Management Standard Version 2
(Exp Date: 25-APR-2025)

Audit Date(s):

01/16/2025 - 01/17/2025

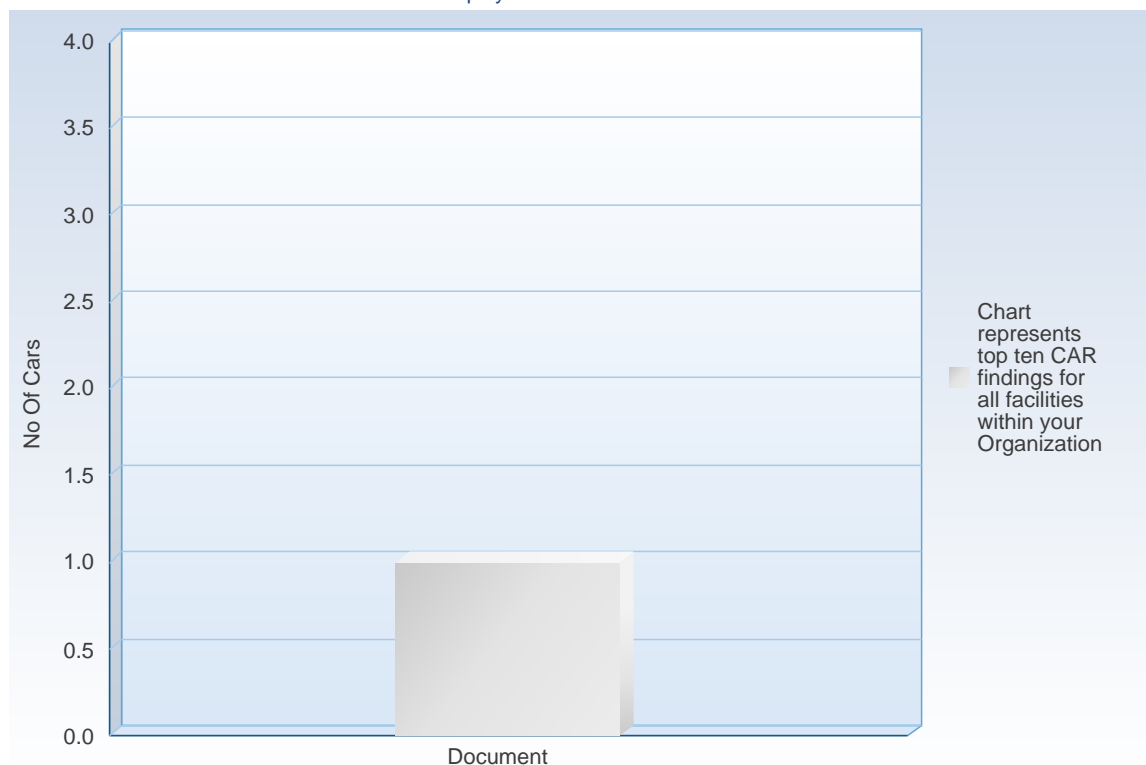
Recommendation

Ontario's Drinking Water Quality Management Standard Version 2 : Recertification Pending
Closure of Minor NCR(s)



Executive Summary	
Ontario's Drinking Water Quality Management Standard Version 2	<p>This was a re-accreditation audit for the City of Owen Sound's Drinking Water Quality Management System (DWQMS).</p> <p>The DWQMS was found to be overall effectively implemented, with the exception of one minor nonconformity (NC) detailed in this report.</p> <p>Numerous system strengths were observed during the audit, including:</p> <ul style="list-style-type: none"> - Commitment to DWQMS - Continual improvement culture - Communication processes - Internal audit process <p>The audit results are summarized as follows:</p> <ul style="list-style-type: none"> - zero major NCs - one minor NC - one opportunity for improvement (OFI) <p>Please respond to the minor NC using NSF-Online within 30 days of the closing meeting date. (Note: OFIs do not require a formal response, but are included in this report for consideration by the DWQMS team.)</p> <p>The support and cooperation of all involved in the audit is acknowledged and appreciated. Thank you for choosing NSF-ISR for your DWQMS accreditation</p>

Top 10 Non Compliant Standard Clauses
CAR Chart Displays Current and Previous Years Data



The Corporation of the City of Owen Sound

Standard Clause Description	
Document & Records Control	
Opportunities	
Ontario's Drinking Water Quality Management Standard Version 2	See below



Corrective Action Request Summary By Type

Car Type	Car Count
MINOR	1

Corrective Action Request Summary By Standard Clause

Standard Clause	Car Count
Document & Records Control	1

Corrective Action Requests

CAR No	T00014733612-1	Type	MINOR
Standard & Clause	DWQMSV2, Document & Records Control	Discussed with	Ashley Ford / Lara Widdifield
Auditor Name	Rose Johnson		
Statement of Requirement	<p>PLAN – The Operational Plan shall document a procedure for Document and Records control that describes how:</p> <p>a) Documents required by the Quality Management System are:</p> <p>i. kept current, legible and readily identifiable...</p> <p>DO – The Operating Authority shall implement and conform to the procedure for Document and Records control...</p>		
Statement of Nonconformity	Document control processes are not fully effective		
Objective Evidence	<p>During the audit, the following document control issues were observed:</p> <p>1. Obsolete / uncontrolled forms available / in use, e.g. SOP-C1 Water Distribution Complaint and Inquiry Form (Rev. 7 dated January 21, 2022 used for December 17, 2024 complaint (Distribution); current version is Rev. 9, dated April 13 2023); also an uncontrolled version (no number / revision) entitled "Water Quality Complaint and Inquiry Form" was used for September 26, 2024 WTP complaints</p> <p>2. Obsolete posting in Distribution shop office: SOP-C11 Adverse Water Quality – Reporting Protocol (Rev. 11, 10/24/2023; current is Rev. 12, 10/30/2024)</p>		
Location of Finding	Various		

Corrective Action Information and Instructions

See NSF-ISR Policies for Accredited Registration Services for corrective action information and instructions. (Available in the "Standards and Policies" section of [NSFOnline](#))

Also, submit all corrective actions through [NSFOnline](#). For instructions on how to use [NSFOnline](#), please click "Help" in the upper right-hand corner. If you require any assistance in accessing your [NSFOnline](#) account, please contact your Registration Specialist (Natasha Kwas email: KWAS@NSF-ISR.ORG).

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 : Owen Sound Drinking Water System, 092-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>Location of OFI Risk assessment records;</p> <p>Discussed With Ashley Ford / Lara Widdifield;</p> <p>Description Although generally found to be conforming with the Standard, an opportunity exists to clarify CCPs for primary / secondary disinfection;</p>

General Information

Operating Authority: Legal Name & Address	The Corporation of the City of Owen Sound 808 2nd Avenue East Owen Sound, ON N4K 2H4
Owner: Legal Name and Address	The Corporation of the City of Owen Sound 808 2nd Avenue East Owen Sound, ON N4K 2H4
Operating Authority Representative Information (Name, Title, Phone, Email & Address, if different from the OA Address)	Lara Widdifield - Director of Public Works and Engineering Tel: 519-376-4274 Xt. 1201 lwiddifield@owensound.ca www.owensound.ca
Accreditation Option	Full Scope - Entire DWQMS
List Drinking water system names and Population of the Subject System(s)	Owen Sound Drinking Water System - population estimate: 24,000 (unchanged)
Activities:	Treatment & Distribution

Processes



Summary of Findings

Requirement	Finding
1. Quality Management System	C
2. Quality Management System Policy	C
3. Commitment and Endorsement	C
4. Quality Management System Representative	C
5. Document and Record Control	Mn
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	C
18. Emergency Management	C
19. Internal Audits	C
20. Management Review	C
21. Continual Improvement	C
Mj	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.
Mn	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.
OFI	Opportunity for Improvement. Conforms to requirement, but there is opportunity for improvement.
C	Conforms to requirement.
	Not Applicable to this audit
*	Additional Comment added by auditor in the body of the report.

