



Panel Discussion: Utility Management and Drinking Water Safety Management Systems & Water Utilities



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What is a Management System?

A framework for organizations to:

- ✓ Effectively manage their internal processes
- ✓ Understand and meet needs and expectations of interested parties
- ✓ Achieve organization's goals and objectives across various disciplines, departments and service areas

Objectives can be related to **quality** (of a product or service), environmental performance (incl. use of resources / management of waste), health & safety, asset management, information security, etc.

What is a Management System?

Allows an organization to identify, qualify / quantify **hazards** and enables an organization to eliminate, mitigate and/or manage **risks**.

Aids in creating an organization with a focus of efficiency and efficacy, consistency of operation, and a **culture of continuous improvement**.

A Management System is not...

- A person or a leadership title
- A single department's job
- A one-time task or a one-time fix
- A set of static rules, nor a myopically-rigid set of work instructions or procedures
- An endpoint or goal
- A technology platform
- A magic bullet

What does a Management System look like when implemented?

- ✓ Established policies, adopted and endorsed at the highest level
- ✓ Procedures and processes dedicated to support established policy
 - ✓ Audit / review and change management processes to update as needed
- ✓ Understanding of risks and consequences (*risk assessment*), and linkages to infrastructure needs
- ✓ Consistency of operation, with evidence (*documents and records*) that supports due diligence
- ✓ Practices and outcomes that demonstrate (*evidence*) continuous improvement

What is Quality Management for drinking water? What does it look like?

A framework with objectives and procedures related to:

- ✓ The quality of the drinking water provided to consumers
- ✓ Identification of hazards and processes for the elimination, mitigation, and/or management of risks
- ✓ The necessary resources and processes needed to support:
 - Production and distribution of the product
 - Consistency of planning, engineering, and construction of infrastructure
 - Consistency of operations and maintenance practices
 - Management of change
- ✓ The necessary processes needed for continual improvement

Benefits of a Management System?

✓ Improved performance

- Increase efficiency and productivity
- Proactive problem-solving
- Enhanced collaboration
- Consistency of operation
- Coordinated and effective organizational culture
- Consistent and coordinated training and knowledge management
- Consistent and effective communication (both internal and external) and information-sharing

Benefits of a Management System?

✓ Better decision-making

- Data integrity
- Transparency
- Improved documentation and reporting
- Improved system knowledge
- Clear and consistent linkage to policies, practices and objectives
- Dynamic and flexible over time

✓ Improved risk management

- Proactive approach to risk identification and management practices
- Activities and outcomes directly linked to identified risks
- Proactive and consistent approach to change management

Benefits of a Management System?

✓ Improved compliance

- Framework for consistent application of standards and practices
- Consistent approach of documentation and document management

Benefits of a Management System?



