



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?



