

Document 1 (DWQMS - ACS2017-PWE-GEN-0029)

2016 Management Review Action Items

The following action items were identified as part of the meetings completed during the 2016 Management Review discussions and will be tracked by the Quality Management Coordinator as part of the DWQMS Continual Improvement process:

Table 1 - 2016 Management Review Action Items

Number	Management Review Action Item	Owner	Target Date
OTM-1	Establish mandatory quarterly meetings between Water Quality and Distribution personnel to discuss and review recent water quality incidents, including the presentation of a training module (water quality principles and procedures) in 2017.	Carol Hall/Ian Douglas	Q3 2017
OTM-2	Include the following KPIs in future Management Review reports, beginning in 2017: <ul style="list-style-type: none"> • First Response activities; • Watermain breaks categories; and • Key maintenance performance indicators. 	Carol Hall/Scott Gray	Q1 2018
OTM-3	For increased knowledge and awareness of front-line customer service staff, include trends regarding <i>Customer Inquiries, Investigations and Service Requests</i> in the annual Water Quality presentation to the PWES Client Support Unit-West.	Penny Wilson	Q4 2017
OTM-4	Review the current Capital Project Delivery Model to identify changes required to lessen the Operations involvement.	Tammy Rose	Q2 2018