

Metro Wastewater Reclamation District
Environmental Management System for Biosolids

Element 15 and 17: EMS Program Performance and Management Review Report – Background

Revision: 10

Revision Date: 01/10/12

Approved By:

BACKGROUND

This element describes the process that the Metro District will use to conduct an annual management review and develop the annual *EMS Program Performance and Management Review* report summarizing the status of the District's EMS for Biosolids activities and environmental performance.

Program performance and management review of the EMS will focus on performance relative to policy commitments, goals, objectives, and established performance measures, to ensure they are stable, adequate, and effective. A summary of program performance and management review will be drafted into a report that will be reviewed by management and presented at Board Committee meetings each year.

Audit results, corrective action reports, inquiry and complaint reports, and internal and external communication recommendations, will be used as a gauge for measuring if the District's EMS for Biosolids Program is working effectively.

The Management Review will address the need for change(s) to:

- Policies
- Goals and objectives
- Critical and operational controls
- Other appropriate EMS elements

Changes will be based on:

- NBP's four outcomes (environmental performance, regulatory compliance, public participation, and quality biosolids)
- Legal and other requirements
- Monitoring and measurement requirements
- Changing technologies and circumstances
- Commitment to continual improvement of EMS and the biosolids program
- Internal audit results
- Third-party verification results

The Report will be available on the District's Internet and Intranet web pages and mailed to interested parties.

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PURPOSE

This procedure defines the process to prepare for and conduct the Program Performance and Management Review and annual report by taking a strategic look at the biosolids program and EMS performance.

SCOPE

The procedure describes the process of compilation, drafting and completing the performance information report for management review.

REFERENCES

- NBP National Manual of Good Practice
- Element #2: Biosolids Management Policy
- Element #4: Legal and Other Requirements
- Element #5: Goals and Objectives
- Element #6: Public Participation
- Element #9: Communications
- Element #13: Monitoring and Measurement
- Element #15 and 17: EMS Program Performance and Management Review Report
- Element #16: Internal EMS Audit

DEFINITIONS

Biosolids Program Performance: includes the biosolids program/EMS performance with respect to compliance, budget conformance, and actions on input from interested parties, progress toward goals and objectives, and the results of the third-party EMS audit.

RESPONSIBLE PERSONS

- RR&R Project Coordinator
- EMS Workgroup
- Public Information Officer
- District Manager
- District Deputy Manager
- Department Heads
- IS Division Staff
- Internal Auditor

RELATED TRAINING

For related training, please refer to Element #8 of this manual.

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PROCEDURAL STEPS

1. In the fourth quarter of each year the RR&R Project Coordinator will begin to compile information from audit results (when available), progress toward goals, objectives and action items, inquiry/complaint reports, nonconformance reports, regulatory reports, the annual budget, and other appropriate documents, to create a draft of the EMS Program Performance and Management Review Report. THE DRAFT REPORT WILL THEN BE REVISED BY THE rr&r Project Coordinator's supervisor and the RR&R Department Head before being routed to the Public Information Officer (PIO)
2. In January, the RR&R Project Coordinator will forward a draft of the Report to the PIO for review and comment.
3. The RR&R Project Coordinator will forward a draft of the Report to all Department Heads and the District Manager for review and comment. Reviewers are requested to ensure the draft addresses the below criteria:
 - Overall EMS effectiveness based on Monitoring and Measurement, Corrective Action, Periodic Performance Report findings and internal audit findings.
 - Progress/status of public support/acceptance.
 - Adherence to policy commitments and NBP *Code of Good Practice*.
 - Progress toward goals and objectives.
 - Adherence to NBP's four outcomes:
 - Environmental Performance
 - Regulatory Compliance
 - Relations with Interested Parties
 - Quality Biosolids Management Practices
4. The RR&R Project Coordinator will revise the draft of the Report based on comments received. The Director of RR&R will perform a final review of the draft to ensure all comments and suggestions received during the review process has been addressed.
5. The Director of RR&R will provide a sign-off sheet for the final report at the next available Department Head meeting.
6. The RR&R Project Coordinator will draft a memo to attach to the final Report for presentation at the Board Committee meetings in April/May.
7. The Director of RR&R will submit the draft memo to the OOM for review and comment by the end of February to be included in the Board Committee meeting packets.
8. The Director of RR&R will obtain an electronic copy of the signed memo for future use.

Note: All meetings and other discussion regarding the Management Review will be documented and filed accordingly.

9. The Public Information Officer and RR&R Project Coordinator will develop an appropriate mailing list and coordinate the printing and distribution of the publication to Interested Parties. The

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printed publication will be available at the District Administrative Offices, the RR&R Department, and the Public Information Officer's office.

10. The RR&R Project Coordinator will ensure the Report is posted on both the Intranet and the Internet web pages.