



# Quality Policy Statement

## Purpose

This Quality Policy Statement is designed to help direct and align quality management with the strategic direction of Aqwest and is fully endorsed and supported by Aqwest's management team. In this way Aqwest commits to pursuing the following objective for the Key Result Area – Customer Service.

## Policy Statement

Aqwest is committed to providing sustainable high-quality water services that meet the requirements of its customers and other interested parties. To demonstrate our commitment, Aqwest will:

- 1) Ensure our water services contribute to community health and wellbeing.
- 2) Provide products and services that meet our customer and regulatory requirements, especially that of the Operating Licence and Water Services Code of Conduct.
- 3) Keep quality failures and nonconformance risks to acceptably low levels through preventative and effective quality management practices.
- 4) Set measurable quality targets and objectives, focused on providing water quality in accordance with Australian Drinking Water Guidelines and as outlined in the Memorandum of Understanding with the Dept. of Health.
- 5) Plan, support and operate processes to deliver quality water and supporting services with a maintained focus on enhancing customer satisfaction.
- 6) Drive continual improvement and innovation based on efficient business processes, well-defined measurement, best practice and customer surveys.
- 7) Provide our people with adequate training, instruction, resources and supervision.

Aqwest will comply with its quality performance requirements set by relevant legislation, monitor quality performance and continually improve our business management practices and quality performance through our Integrated Management System that conforms with ISO 9001 Quality Management Systems.