

Quality Policy

Utilita Water Solutions is committed to implementing and maintaining a management system that improves effectiveness and efficiency, and ensures that all services provided meet the requirements of our customers, both internal and external as well as statutory and regulatory requirements.

Our Objective

To satisfy our customers' as well as our own requirements through consistently and predictably providing products and services that conform to relevant specifications, standards, codes and agreements.

Our Methods

At Utilita Water Solutions we will meet this objective by:

- Promoting a performance standard of zero defects.
- Monitoring and measuring the effectiveness of implementation of the Quality Management System through a program of measurements and audits to verify performance and identify opportunities for improvement.
- Promoting a Continual Improvement Program (CIP) to develop and sustain a culture of routinely doing things right and doing them better, while building successful relationships.
- Facilitating knowledge sharing, development and the effective application thereof.
- Providing adequate resources to establish, implement, maintain and continually improve the Quality Management System, ensuring the Quality Management System is implemented and maintained on all sites.
- Ensuring our Management System complies with the requirements of the ISO 9001 Quality standard.
- Ensuring our management system is integrated throughout all parts of our business processes, and is driving continuous improvement.
- Communicating this policy to all employees through inductions, training and ongoing examples in the workplace.

Quality is the responsibility of every Utilita employee, subcontractor and supplier.

The Quality Management System will be subject to continual improvement based upon ongoing feedback from users and customers – together with management reviews – to ensure it meets the requirements of Utilita Water Solutions, our customers and the market.

Nathan Hallam

Contract Director

Utilita Water Solutions

A Broadspectrum and Downer Utilities Joint Venture