

QUALITY ESSENTIALS

OUR KEY FOCUS AREAS FOR QUALITY

utilita
WATER SOLUTIONS



1

CUSTOMER FOCUS

Customer satisfaction is a constant focus.

2

LEADERSHIP

Leadership drives our improvement of maintenance services with responsibility and accountability being core principles.

3

ENGAGEMENT OF PEOPLE

The whole Utilita team has a role to play with quality. Involve everyone in the process through effective communication, supervision and education.

4

RELATIONSHIP MANAGEMENT

Know the stakeholder's needs - work together to develop effective relationships.

5

RIGHT FIRST TIME

Deliver quality maintenance services and projects, right first time, within budget and to schedule.

6

ELIMINATE WASTE

Highlight non-value adding activities. Identify and eliminate process, product and system waste. Do more with less.

7

DATA DRIVEN DECISION MAKING

Establish priorities and required actions through data driven decision making.

8

RISK MANAGEMENT

Apply a risk-based approach and implement controls appropriate to planned activities and contract requirements.

9

PROCESS APPROACH

Use a process approach to identify key activities, then apply the Plan-Do-Act-Check cycle.

10

CONTINUOUS IMPROVEMENT

Support the Betterways program to allow us to constantly improve processes to increase quality and productivity and drive down costs.