



# **Quality Assurance Policy, Statement and Strategic Plan**

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# Document Details

**Owner:** Compliance Team

**Approved By:** Andrew Loble

**Signature:** 

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# Policy Statement

Hydrosave UK Limited (the 'Organisation') aims to provide defect free goods and services to its customers, on time and within budget.

The Organisation operates a Quality Management System that has gained BS EN ISO 9001:2015 certification, including aspects specific to providing specialist technical consultancy, equipment and field work to water utilities and industrial users of water.

## We are committed to:

- Providing authoritative, independent and highly professional services and products that delight our clients and fully satisfy their requirements.
- Continually improving the effectiveness of both the quality management system and the provision of all of our services and products.
- Ensuring all staff are trained and briefed about all the quality documentation so that they can implement the policies and procedures in their work.

## We will achieve this by:

- Establishing, implementing and maintaining our quality management system.
- Setting and reviewing measurable quality objectives and ensuring those objectives are met.
- Conducting Management Reviews of the effectiveness of the implementation of the Quality Management System.
- Providing the necessary resources and ensuring responsibilities and authorities are determined and communicated throughout the organisation.
- Reviewing the effectiveness of the quality management system and assessing opportunities for its continual improvement.
- Seeking structured feedback from our customers.
- Ensuring everything we do is always carried out in accordance with stated methods and customers' requirements.

All personnel are required to understand this Quality Assurance Policy and abide with the contents of the Quality Manual. This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

**Approval:** Andrew Lobley – Managing Director



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