



# Townsville Water Quality Systems Policy

## ISO 9001:2015 Quality Management System Requirements



### 1. POLICY STATEMENT

Townsville Water is committed to maintaining Townsville Water's ISO 9001 (Quality Management System Requirements) certification and will deliver products and services that achieve or exceed relevant standards.

### 2. PRINCIPLES

Townsville Water is committed to:

- A customer focused approach to meet customer requirements and willingness to exceed customer expectations.
- Strong leadership that creates and maintains an operational environment in which people can become fully involved in achieving our scorecard objectives.
- High levels of employee involvement, enabling their abilities to be used for Townsville Water's benefit.
- A systematic approach to managing our processes for various activities.
- The process of review and continual improvement.

A factual approach to decision making, based on the analysis of data and information.

### 3. SCOPE

This policy applies to the commercial business unit 'Townsville Water' within Townsville Water and Waste of Townsville City Council.

Townsville Water's business processes are subject to third party certification.

TCC corporate processes supporting Townsville Water are not subject to certification.

### 4. RESPONSIBILITY

Council's Leadership Management Group (LMG) members are responsible for ensuring this policy is understood and adhered to by all staff. Reporting for compliance to this policy is the responsibility of the General Manager Townsville Water and Waste.

### 5. DEFINITIONS

Nil

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Authorised by – Director Infrastructure & Operations

Document Maintained by – Townsville Water and Waste

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## 6. POLICY

Townsville Water is committed to maintaining Townsville Water's ISO 9001 certification and will deliver products and services that achieve or exceed relevant standards.

Townsville Water will maintain and further develop its Quality Management System, and increase the competency and awareness of its staff and provide infrastructure and work environments that enable staff to provide high quality products and services.

Townsville Water continuously will measure and analyse customer satisfaction and internal processes to guide improvements in product and service delivery. Townsville Water recognises that comprehensive internal planning and development of our processes is critical to achieving high-quality product and service delivery.

## 7. LEGAL PARAMETERS

*Nil*

## 8. ASSOCIATED DOCUMENTS

ISO 9001:2015 Quality Management System Requirements

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