



## Purpose

Water Industry Solutions (WIS) is committed to providing a safe, healthy and sustainable work environment for our employee's, contractors, clients and the community.

WIS believes that the health and safety of our team contributes in a significant way to the quality of our work and the success of our business.

The objectives of this Policy are to provide a high level framework that support Water Industry Solutions in creating a sustained culture of quality encompassing:

Quality Management

A quality PDCA approach

Audit, Review & Continuous Improvement

## Our Practices

To consistently deliver quality operations, WIS will:

- Comply with relevant legislation, regulations, codes of practice and with industry standards
- Establish a system of planning, monitoring and reviewing at regular intervals, for each project and for its operations
- Establish and pursue quality objectives and targets designed to improve customer service and satisfaction
- Monitor, measure and analyse to determine conformity, progress and improvement, KPIs and actions
- Communicate with employees regarding customer requirements and processes and resources required for successful project outcomes
- Maintain a competent and committed workforce who embrace our policies and objectives
- Undertake regular audits including management reviews to identify issues, develop solutions and establish improvement initiatives, KPIs
- Engage with stakeholders to establish mutually beneficial relationships;
- Establish and maintain a Management System in accordance with ISO 9001, ISO 45001, ISO 14001 and Australian Standards
- Deliver profitable projects which include productivity controls and result in positive financial outcomes

## Our Clients

To consistently deliver a quality service and product that guarantees client satisfaction, WIS will:

- Complete projects on time, on budget, and in accordance with our client requirements
- Establish with our clients, critical timeframes and success measure KPIs
- Consult with our clients on a regular and ongoing basis before, during and on completion of the project review with them
- Ensure our employees understand and commit to each of our client's requirements and processes', and are committed to the delivery of a successful project outcome

Peter Barwick  
Director  
April 2025

