



# QUALITY POLICY

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**ABCO Water Systems** is committed to ensuring the design, development, manufacture, supply, installation, commissioning and ongoing service of products are of the highest possible quality.

ABCO Water Systems recognises that to achieve this, the needs and requirements of clients must be understood and responded to in an efficient, innovative and professional manner.

This commitment to quality is underpinned by a comprehensive management system comprising of documented procedures and instructions which are integrated into all facets of our activities operations. This documentation forms a framework for all work done by the company with an emphasis on obtaining key information as necessary for ongoing improvement of processes and products.

ABCO Water Systems management firmly believes that compliance with international standards ISO 9001 for quality management is critical to the development of a company that excels in all aspects of work.

**In order to achieve this ABCO Water Systems management will:**

- Ensure the benefit and operation of compliance to the management systems is clearly communicated to all staff
- Track key performance indicators of quality in the workplace.
- Continually improve the effectiveness of our management systems
- Keep up to date and compliant with all relevant statutory requirements and best practice standards
- Obtain feedback from customers and initiate appropriate improvement action on feedback
- Ensure all delivered products meet their specifications and schedule
- Provide adequate resources for the efficient and effective achievement of our objectives.

**Employees and contractors** also have a responsibility towards continual improvement in the company. In order to achieve this each individual is required to:

- Openly report problems as they arise and address those problems immediately where practical
- Provide constructive feedback and suggestions for improvement.
- Inform themselves of the procedures and instructions detailed within the management system and comply with those procedures and instructions.
- Strive for excellence in all aspects of work

We require the full cooperation and commitment of all employees and contractors to work with us and help us to implement this policy.

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Murray Brown  
Managing Director