

Quality Policy

Water Features Australia is committed to delivering reliable quality outcomes that meet or exceed the expectations of our clients and continuously improving the quality of our services.

Objectives

In order to achieve this commitment, Water Features Australia will:

- Plan, deliver and monitor appropriate resources including people, training, equipment and infrastructure to achieve Water Features Australia's objectives, fulfil our clients' expectations and maintain the Water Features Australia Management System.
- Engage suitably qualified, skilled, and experienced people.
- Educate and train in order to continually improve the skills of our people, awareness and knowledge of quality issues and practices.
- Consult with clients and stakeholders to identify their changing needs and expectations and communicate the importance of meeting these needs appropriately across the organisation.
- Identify, report, investigate and resolve all non-conformities within our operations and take action to prevent recurrence.
- Establish, review and communicate performance measures and take action to improve outcomes.
- Monitor and evaluate the quality performance of consultants, subcontractors and suppliers and implement effective communication with them on quality and compliance issues.
- Comply with statutory obligations, standards, specifications and codes of practice relevant to quality management.
- Maintain, monitor, review, audit and continually improve our Quality Management System and practices to meet our business needs and the requirements of AS/NZS ISO 9001.



Joshua Almond
Managing Director

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