

Quality Policy

The Quality Policy of GWW is a statement of its commitment to meeting customer requirements with respect to the supply of water.

All staff members have received a copy of the policy and it is a responsibility of managers and supervisors to ensure all staff understand and maintain the policy.

The Quality Policy is:

Greater Wellington Water is committed to providing an adequate supply of high quality water to the customer territorial authorities at a cost comparable to that of other similar suppliers. All water will be fluoridated unless a territorial authority specifically requests otherwise and the supply of unfluoridated water is practicable. Water treatment plants will achieve a grading of at least "A" and distribution zones at least "a", unless customer preferences preclude this. Environmental impacts will be kept to the minimum practicable level.

The Quality Policy provides a framework for the setting of objectives relating to the achievement of policy aims and to the continual improvement of our staff, infrastructure and systems.