



QUALITY POLICY

MARCH 2016

Water Modelling Solutions Pty Ltd

DOCUMENT STATUS

Revision Number	Document Type	Policy Author	Reviewer	Distributed to	Report Date
01	Final	Blake Boulton	Kym Armstrong	Internal Staff	25/07/2014
02	Final	Monika Balicki	Blake Boulton	Internal Staff	19/04/2015
03	Final	Jarrod Brooks	Blake Boulton	Internal Staff	10/11/2015
04	Final	Monika Balicki	Blake Boulton	All	21/03/2016

REVISION STATUS

Revision Number	Description
01	Final
02	Updated policy statement
03	Updated format
04	Updated objectives to comply with the requirements of ISO 9001

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Water Modelling Solutions Quality Policy

POLICY STATEMENT

Water Modelling Solutions (WMS) takes quality management seriously and accepts responsibility through all levels of employees and management to ensure that a high quality standard of work is delivered through its products, services and activities.

MISSION STATEMENT

WMS aspires to transfer knowledge of water into value for clients and welfare for people and the environment. We provide solutions to the community by applying and integrating our core competencies within a managerial and societal context.

Our mission is to:

- Be the preferred source of specialist knowledge within our competencies;
- Be the consultant of choice for the engineering solutions we offer;
- Be recognised by our clients for adding value in solving environmental engineering problems;
- Develop innovative applications of engineering to improve civil and environmental engineering practice;
- Improve the efficiency and raise the technical standards of the profession;
- Maintain an intellectually challenging, yet supportive and welcoming environment; and
- Create possibilities for the development of employee potential.

VISION STATEMENT

Our vision is to provide tradition of excellence in consultancy services, drive development and innovation in the field of water engineering and exceed our clients' expectations in everything we do.

OBJECTIVES

WMS aims to apply and maintain an effective Quality Management System certified under ISO 9001:2015 and ensure compliance with statutory and safety requirements.

All employees contribute to the implementation of the Quality Management System. The objectives of our quality system are:

- To meet requirements of clients and applicable regulatory standards in a cost effective and timely manner by effective project planning through all phases of delivery and review and approval of outputs;
- To build beneficial relationships with our suppliers by clearly defining procurement requirements and continually monitoring and evaluating their performance;
- To empower and train our staff to meet the objectives of our quality system;
- To safeguard our reputation by identifying, monitoring and treating risks associated with the quality of our services and products.

DUTIES OF EMPLOYEES

Employees and contractors must take reasonable care to ensure that all work outputs, namely reports and models, are completed to a high quality standard of work. This duty includes compliance with this policy, all procedures developed under it and any reasonable instructions or directions given by management.

Employees have specific responsibilities and obligations to:

- Comply with instructions from their manager or supervisor on achieving a high quality standard of work;
- Perform their duties in a manner that achieves a high quality standard of work;
- Maintain continuous improvements in work output quality; and
- Report issues or concerns to the Quality Manager.

POLICY IMPLEMENTATION

This policy is to be implemented through the processes and arrangements established by Water Modelling Solutions and outlined in the WMS Quality Manual. WMS commits to reviewing its Quality Policy on a biannual basis to ensure continuous improvement of the quality system and quality of products.