



## **Drinking Water Quality Management System Policy**

The Regional Municipality of Durham, Works Department, Plant Operations and Maintenance Operations Divisions are committed to:

- Maintaining and continually improving the Quality Management System
- Providing safe drinking water to consumers
- Complying with applicable legislation and regulations
- Striving to reduce environmental impacts

This commitment to implement and continually strive to improve the effectiveness of the Quality Management System will be accomplished through the following quality objectives:

- To provide safe and reliable water treatment and distribution services in an efficient and effective manner that meet or exceeds Provincial water quality requirements.
- To provide a team-oriented work environment that encourages personal development and continual improvement by ensuring that training and resources are available to all employees.
- To invest in infrastructure, technology and process improvement to enhance water service delivery.
- To measure the effectiveness of the Quality System through recording and tracking of incidents and their resolutions.

This commitment covers all the water systems that are owned and/or operated by the Regional Municipality of Durham.

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