

# QUALITY POLICY STATEMENT

The Australian Water Quality Centre's (AWQC) mission is to provide high quality analytical services, leading edge research and professional advice on water quality issues. Our mission builds on the well-established national and international reputation of AWQC for providing quality scientific solutions and service.

We are committed to ensuring our customer's requirements and expectations drive the way we operate our business. This will lead to the continual improvement and achievement of our mission. AWQC will actively pursue improved quality standards in the water industry by developing enhanced quality principles and practices to supplement existing NATA ISO/IEC 17025 accreditation, AS/NZS 4020 and ISO 9001 certification.

The Business Quality Management System provides the framework and documentation for controlling the quality of our services and continual improvement. It encompasses those functions that are essential to delivering our high quality analytical, research and water quality services including our OHS&W, information technology, business support and training functions.

Quality Objectives are incorporated into the AWQC business plan and are reviewed as part of the process for development of the plan every year.

To implement our Quality Policy and to ensure that we satisfy the needs and expectations of our customers, everyone at AWQC will strive to create an environment where quality is the key component in our business operations.



**WILLIAM BODEKER**  
**SENIOR MANAGER**  
**AUSTRALIAN WATER QUALITY CENTRE**