

Implementation of ISO 9001:2015 Quality Management System

Introduction

National Water Supply and Drainage Board has developed and implemented a quality management system (QMS), which uses ISO 9001:2015 as a framework that allows our organization to document and improve our practices in order to better satisfy the needs and expectations of our customers, stakeholders and interested parties.

This manual describes the quality management system, delineates authorities, inter relationships and responsibilities of personnel operating within the management system. The manual also provides references to procedures and activities that also comprise our quality management system.

The manual is used to familiarize customers and other external organizations or individuals with the controls that have been implemented and to assure them that the integrity of our quality management system is maintained and is focused on customer satisfaction and continual improvement. Our quality management system meets the requirements of ISO 9001:2015 and uses the Plan, Do, Check and Act approach to process planning. Our QMS addresses and supports our strategies for requirements used in the planning, design, implementation, operation and maintenance of systems in water supply

Scope of Quality Management System

Scope of the quality management system of RSC (NW) is ensuring reliable and good quality water supply and a satisfactory customer care service to its customers and interested parties.

Quality Policy Statement

NWSDB RSC (NW) is committed to fulfill the entire requirement in serving our customers ensuring implementation of the quality management systems proposed herein. The organizational goals of giving a reliable and good quality water supply to its existing and proposed customers in accordance with NWSDB vision and mission is the main aim. These objectives will be achieved while ensuring statutory and regulatory requirements, continuous development and satisfaction of its employee's and customer satisfaction with utilizing available manpower, and financial resources efficiently and effectively.