

Acwa Operations is committed to provide high quality services for the operation and maintenance of desalination and power plants, and industrial utilities. Acwa Operations' management shall implement a quality management system (QMS) that meets the requirements of ISO 9001:2015, incorporating the following elements:

- Adoption of a process and risk-based system to ensure quality, sustain improvement and deliver outstanding business performance;
- Satisfying customer, legal and stakeholder requirements by systematically considering the needs and expectations of the interested parties;
- Maintaining effectiveness of the QMS by fully defining applicable requirements, needs, expectations, responsibilities and accountabilities;
- Meeting quality standards articulated in contractual, statutory and regulatory requirements by ensuring full integration of such requirements and associated business processes within the QMS;
- Ensuring that employees have the necessary competencies to implement and maintain the QMS;
- Implementing a regime of structured QMS enhancement by setting of annual quality objectives, performance of periodic assessment reviews and identification of required corrective actions to address improvement opportunities; and
- Validating the effectiveness of the QMS through internal and external audit processes in accordance with international standards and ensuring timely clearance of audit findings.

Management will conduct periodic review of the QMS policy and ensure continual system upgrade and improvement and shall further communicate this policy within the organization and make it available to interested parties.


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Matt York
President Acwa Operations