



Aquatec Maxcon Group (hereafter called the company) specialises in the design, manufacture, supply and installation of wastewater and water equipment, materials handling equipment and general engineering (particularly plate work and associated fields such as tanks and pressure vessels). We value innovation, efficiency, safety and quality in providing our services to our customers.

It is the policy of the management on the company to provide superior customer service in a manner that conforms to our customer's requirements and regulatory requirements through consultation, design and manufacture of quality products and reliable delivery.

Continuous innovation and total involvement of customers, management, suppliers, employees and interested parties are the means of implementing this overall policy and achieving ongoing improvements to our quality system whilst achieving customer satisfaction. The nature of the services place particular emphasis upon experience, workmanship, capability and quality combined with after sales service and customer interaction. The company attaches major importance to competition based on quality and acknowledging the specification, statutory and regulatory requirements and the needs of its customers.

It is the objective and commitment of the management of the company to;

- Establish, maintain and continuously improve an effective and properly maintained quality management system demonstrated through continual third party certification to the ISO 9001 Standard.
- Provide objective evidence demonstrating the planned quality systems are implemented and maintained as evidenced through completion of internal audits and are subject to periodical review to ensure compliance and suitability to our business and Quality, Health, Safety and Environmental (QHSE) objectives.
- Maintain customer satisfaction in the upper range for measured parameters.

As an integral part of its business philosophy and practices, the company is committed to the development and implementation of an effective, consultative QHSE Management System for all employees and persons associated with our business.

The QHSE manual (and systems referred therein) describes how the quality system is designed ensuring the policy and objectives are satisfied at all times. The QHSE manual outlines how effective control of the Quality Management System is established, reviewed, implemented and maintained in order to achieve the requisite assurance of quality and high degree of consistency in completed work and meeting customer requirements.

The Quality Management System has the full support of the top management of the company and its successful implementation and maintenance is a commitment by them. Proper adherence to the Quality Management System and active participation in all quality activities is a requirement of all personnel in the company.

Peter Ferrando, Managing Director  
Aquatec Maxcon Group

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