



CITY OF CAPE TOWN | ISIXEKO SASEKAPA | STAD KAAPSTAD

WATER & SANITATION

QUALITY POLICY STATEMENT

As Management of Water and Sanitation Department we are committed to consistently and continually provide the highest quality water and sanitation services that meet and exceed the requirements and expectations of our consumers by ensuring the implementation of a Quality Management System that complies with ISO 9001:2008.

OUR AIM

- **To progressively ensure equitable, efficient, affordable, economical and sustainable access to water and sanitation services.**
- **To initiate quality conscious water conservation and demand management strategies.**
- **To develop environmentally friendly and reliable water sources at all times.**
- **To implement and maintain a Quality Management System for all Departmental activities and ensure compliance with Batho Pele principles.**
- **To have leadership that ensures optimization of resource utilisation through business improvement and involvement of all staff.**
- **To ensure compliance with SANS:241, DWA: Wastewater General Standards (1984), DWA: Wastewater Special Standards (1984), National legislations, International Guidelines and the City By-laws.**
- **To regularly audit and review operational processes, procedures and systems.**
- **To acquire Blue Drop and Green Drop Certification status at all times.**
- **To encourage research, innovativeness and partnerships with credible institutions of technology and foster continual improvement.**
- **To effectively communicate the Quality Policy to all stakeholders and meet the Customer Service Charter provisions.**

PHILEMON MASHOKO
DIRECTOR : WATER & SANITATION
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