

QUALITY POLICY

MKWD, as a self-reliant and financially viable government owned and controlled corporation is committed to provide its customers with safe, adequate and potable water within its service area.

MKWD will continually improve the Quality Management System with its commitment for cost effective services and achieve customer satisfaction.

To fully implement its Quality Management in water supply distribution that exceeds the minimum requirements of National Standards for Drinking Water and other Water Supply Distribution Policies and Regulations, and other applicable requirements, MKWD will:

- A. Manage water quality from catchments to customer services using risk based approach;
- B. Ensure designed response period in addressing customer needs in service delivery;
- C. Conduct constant water quality monitoring on water supply in compliance to regulatory requirements and to achieve customer satisfaction;
- D. Respond to incidents and emergencies effectively without affecting its operations;
- E. Continuously train managers, officers and the entire workforce with regard to water quality management and services.