

The Water Research Laboratory (WRL) Projects Team provides specialist consulting, research, design, management and planning services for water, energy, catchments and coasts.

conformity

of products and services and the ability to enhance client satisfaction are determined and addressed and the focus on enhancing client satisfaction is maintained.

The WRL Projects Team management group shall:

Take accountability for the effectiveness of the QMS.

Ensure the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the WRL Projects Team.

Promote the use of a process approach and risk-based thinking.

Ensure that the resources needed for the QMS are available; including training, support and encouragement.

Communicate the importance of effective quality management and of conforming to the QMS requirements.

Ensure that the QMS achieves its intended results.

WRL Projects staff and organisations working for the WRL Projects Team and it is expected that they will co-operate and assist in its implementation.