



PURPOSE

PPS Water Group, including its subsidiary Plummers Project Services, is committed to maintaining the highest standards of quality across all aspects of our operations. Our Quality Policy serves as a foundational guide, outlining our unwavering dedication to delivering excellence in our products and services. Through stringent adherence to this Policy, we aim to consistently meet and exceed the expectations of our clients and stakeholders while fostering a culture of continuous improvement and innovation.

OUR COMMITMENT

PPS is steadfast in its commitment to delivering superior services and products, with a focus on quality, professionalism, and cost-effectiveness. We specialise in providing end-to-end solutions for pipelines, pumping systems, civil works, and underground services, always striving to enhance our reputation and that of our stakeholders.

In line with this, our Quality Policy comprises the following guiding principles:

Integrated Quality Management System

Our Quality Management System (QMS) forms an integral part of all PPS business processes, ensuring a structured and consistent approach to maintaining high-quality standards.

Compliance

We adhere to all relevant legislative requirements, ISO 9001:2015 standards, client requirements, and community expectations, promoting trust and accountability in our business practices.

Resource Allocation

PPS is committed to providing sufficient resources to establish, implement, maintain, and continuously improve the QMS, ensuring we can consistently deliver high-quality outcomes.

Competent Workforce

Our leaders are devoted to fostering a competent and committed workforce through the provision of necessary resources and support, reinforcing our commitment to Quality.

Key Performance Indicators (KPIs)

We establish realistic and measurable KPIs and targets across our business to track our performance and drive continuous improvement.

Audit and Inspection

We regularly monitor the efficacy of our QMS through scheduled audits, inspections, and prompt resolution of identified non-conformances, ensuring sustained quality performance.

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Quality Control and Reporting

PPS is committed to maintaining a comprehensive quality control and reporting system that aligns with contract requirements, enabling transparent and effective communication.

Client Satisfaction

We continuously assess client satisfaction, utilising feedback to improve our services and build enduring relationships.

Best-Practice Methodologies

We are dedicated to implementing and maintaining best-practice methodologies across all our activities to uphold industry-leading quality standards.

Continuous Improvement

At PPS, we are committed to the ongoing enhancement of our systems, operations, and services, ensuring their suitability and practicality for our business and clients alike.

Efficiency and Productivity

We prioritise the implementation and maintenance of a system that promotes efficiency and productivity. By proactively meeting or exceeding customer requirements and expectations, we ensure our services remain professional, cost-effective, and of the highest quality.

REVIEW

This Policy will be reviewed periodically to ensure its effectiveness and alignment with our company values, business needs, and legal requirements. Any changes to this Policy will be communicated to all employees in a timely manner.



Matt Rear
Managing Director & CEO

PPS Water Group Pty Ltd



Aaron Huggett
Chief Operating Officer

PPS Water Group Pty Ltd

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