

At Viadux, our Quality Objective is to provide innovative solutions that help our customers deliver water with ease and to deliver a unique level of personalised service we call customised service

To achieve this objective, Viadux will;

- *Develop and adopt Quality Management System processes, based on ISO 9001 Standards*
- *Incorporate, promote and support the Reece Group Values and drive the achievement of the S7 Service Standards*
- *Drive the consistent delivery of progressive and responsive solutions to our Customers*
- *Actively seek performance feedback from our customers and facilitate opportunities to enhance their satisfaction*
- *Drive engagement with our people to continually improve the way we all work in our own areas of responsibility*
- *Ensure ongoing compliance with all relevant statutory and other obligations, standards, specifications and codes of practice*
- *Continually identify and address risks and improve the effectiveness of the system*
- *Drive capability through developing competent, empowered and engaged employees at all levels.*

Scott McCormack

Operations Leader



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