

Quality Policy

SA Pipe Relining is committed to total customer satisfaction and continuous improvement. As a team, we are dedicated to getting it right, first time, on time, every time. It is SA Pipe Relining's aim to be viewed by our customers as the best and to be their first choice provider of relining services.

To achieve this goal, every employee in the Company is accountable for fully satisfying our customers by meeting or exceeding their needs and expectations with best-in-class solutions and services. It is the responsibility of every employee in SA Pipe Relining to take ownership and be accountable for the quality of their service and products.

Quality is defined by our Customers. There is a clear need, therefore, to accurately establish customer's requirements and to respond rapidly and effectively to meet them.

Quality excellence can best be achieved by preventing problems, rather than by correcting them after they occur.

SA Pipe Relining Management consider the quality aspects of the Company's business to be of paramount importance, as only service which provides on-going customer satisfaction will guarantee the continuing success of the Company.

Our Quality Policy is defined and strongly driven by the following management principles and behaviors:

- Build a mutually beneficial relationship with all our customers, ensuring their expectations are met, through the understanding of their needs and the provision of cost effective best-in-class solutions and services.
- Achieve our commitments for quality, cost and schedule.
- Enhance the systematic research and use of best preventive practices at all levels and ensure reliable risk management.
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices and customer surveys.
- Promote teamwork and use of common language and processes.
- Develop staff competencies, creativity, empowerment and accountability through appropriate development programs and show strong management involvement and commitment.
- Only use suppliers and sub-contractors that have a demonstrable commitment to quality management and customer satisfaction.