

THE QUALITY POLICY

The City of Owen Sound is committed to the continuous supply of effective wastewater collection and treatment to all its users. To fulfill this commitment every aspect of the operations is guided by three overarching principles.

QUALITY

Implementing and maintaining a Quality Management System and being in compliance with all applicable legislation and regulations.



SUSTAINABILITY

Maintaining infrastructure and operations in an environmentally-responsible fashion with a reasonable cost without sacrificing performance.



CONTINUAL IMPROVEMENT

Striving always to improve the Wastewater Quality Management System.

