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KEY ELEMENTS OF A QUALITY CONTROL SYSTEM

-  **Quality policy.**
Develop a statement of your organisation's commitment to the delivery of safe and reliable drinking water.
-  **Adequate resources.**
With resources, we refer to funds, man-power and materials.
-  **Responsibilities and authorities.**
Establish who will be responsible for providing adequate resources and controlling of the quality.
-  **Training, awareness and competence.**
Ensure that all employees are well trained and capable of their respective tasks.
-  **System documentation.**
Keep records of your quality control and related documents.
-  **Process controls.**
Identify, plan and manage all your operations and activities according to your policy, objectives and targets.
-  **Document control.**
Make sure that procedures and other system documents are managed effectively.
-  **Emergency preparedness and response.**
Identify potential emergencies and develop procedures for preventing and responding to them.
-  **Monitoring and measurement.**
Monitor key activities, track performance, and periodic assessments for legal compliance.
-  **Non-conformance and corrective and preventative actions.**
Identify and correct problems and prevent their recurrence.
-  **Records.**
Maintain and manage records of quality control performance.
-  **System audits.**
Periodically verify that your quality control system is operating as intended.
-  **Management review.**
Periodically review your quality control system with continual improvement in mind.

WHAT ARE THE POTENTIAL BENEFITS OF IMPLEMENTING QUALITY CONTROL?

-  Producing a better quality product.
-  Increased efficiency/reduced costs.
-  It will enhance employee morale.
-  Enhance image with public, regulators, etc.
-  Employee awareness of responsibilities.

Reference:

DWAF (2002). Quality of domestic water supplies. Volume 5. Management Guide. WRC No. TT 162/01, p. 69.