

Quality Management System Policy

The Environment Division – Water Authority on behalf of the Corporation of The City of Thunder Bay is committed to:

- Operating and maintaining a safe, clean, continuous potable water supply to the citizens of Thunder Bay
- Meeting or exceeding applicable legislative and regulatory requirements
- Participating in studies relevant to drinking water
- Participating in and encouraging water conservation initiatives
- Implementing a Quality Management System consisting of policies, standard operating procedures, staff competency, and emergency contingency and response planning

The Environment Division – Water Authority is dedicated to the maintenance and continual improvement of the Quality Management System through the support and participation of all affected employees.

