TWC (Services) Ltd provides a comprehensive range of water treatment and water hygiene services, including domestic water system inspection and monitoring, Legionella risk assessment, technical and laboratory analysis, consultancy, and the supply and maintenance of dosing and control equipment. Our aim is to deliver these services reliably, consistently and cost-effectively, meeting applicable requirements and maintaining a high level of customer satisfaction.

Scope of the Quality Management System

''Water Hygiene and chemical specialists providing legionella risk assessment, L8 Monitoring, sampling, disinfection and ongoing chemical treatments for domestic water, cooling and heating systems, cooling towers and steam boilers''

Our Quality Commitments

Meeting Customer & Regulatory Requirements

- Provide services that consistently meet customer requirements and, wherever practicable, exceed expectations.
- Comply with all applicable legislation, regulations, industry standards and other requirements relevant to our activities.
- Uphold the standards of the Legionella Control Association, SafeContractor, Constructionline, ISO 14001 and other relevant schemes.

Maintaining and Continually Improving the QMS

- Maintain our Quality Management System in accordance with the requirements of ISO 9001.
- Continually improve the effectiveness and performance of the QMS, applying a risk-based approach to the management of our activities and services.
- Ensure this policy remains aligned with the organisation's strategic direction, purpose and context.

Climate Change and Sustainable Operations

- Recognise the impact of climate change and its importance to our clients and other interested parties.
- Seek to make our operations as sustainable as reasonably practicable, reducing environmental impact and supporting climate change mitigation.

Setting and Reviewing Quality Objectives

- Establish measurable quality objectives across relevant functions and levels within the organisation.

- Monitor and review objectives and performance indicators through Management Review Meetings, and more frequently where appropriate, to support continual improvement. This policy provides the framework for setting and reviewing those objectives.

- Reviewing this Quality Policy periodically to ensure its continuing suitability, adequacy and alignment with organisation's purpose, strategic direction and the requirements of the Quality Management System.

Communication, Competence and Leadership

- Communicate this policy and the requirements of the QMS to employees through induction, training and team meetings.

- Ensure personnel carrying out work that affects quality are competent and aware of their responsibilities.

- Making this Quality Policy available to relevant interested parties where appropriate.

- Provide the resources necessary to maintain and continually improve the Quality Management System.

- Ensure the Quality Manager monitors system performance and reports regularly to Senior Management.

TWC (Services) Ltd recognises that the success of the business depends on a consistent commitment to quality. Senior Management therefore provides full support to this policy and to all personnel involved in delivering our services and maintaining the effectiveness of the Quality Management System.



Darren Dobinson
Managing Director