

QUALITY POLICY STATEMENT

The Quality Policy of the Cagayan de Oro City Water District is to provide our concessionaires with an excellent and efficient service at all times while providing safe, clean, adequate and reliable water for a healthy life and sustainable environment and economy. To do this, we adhere to the following principles.



Water Accessibility – Our Priority!

CUSTOMER SATISFACTION

We are Committed in meeting and exceeding customer requirements and continually find ways to improve and enhance customer satisfaction.

COMPLIANCE TO PHILIPPINE NATIONAL STANDARDS FOR DRINKING WATER

We ensure our Operations and water quality processes are in compliance to any applicable statutory and legal requirements.

ENVIRONMENT PROTECTION

As a major extractor of a limited resource, that is Water, for the consumption of the public, we provide environmental stewardship through integrated watershed management and efficient septage management program.

CAPACITY BUILDING

We engage competent personnel and provide continuous personnel training and Development as a means of consistently improving our QMS and Operations.

NRW REDUCTION

Our commitment is to ensure efficiency in our operations and keep the Non-Revenue Water (NRW), at least, at acceptable level according to recognized industry standards.