

Improvement Opportunities for Water Supply Services Operators in Quality - Water Safety Management Systems

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Abstract

The successful keeping of a performing water management in an integrated manner by quality –water safety systemic approach allow the investigation of management system and leads to the objectives and targets fulfillment. The motivation to raise a management integrated system, with SMART features and objectives by reporting to standard requirements, has as support internal forces (manager vision) or external forces (requirements related to regulation). A quality – water safety management system to include issues regarding: satisfaction of clients' requirements, staff training, deal with claims, improvement of relationships with interested parts, the control risks regarding the safety of drinking water should be a strategic decision of each operator from the field of water supply services. This article presents the concept of integration, equivalence between the management systems and the valuation issues in the management integrated system, as well as the opportunities to improve the operators of water supply services which adopt this systemic approach.

Keywords: quality, water supply, water safety, hazard analysis and critical control points, systemic approach

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