

ECOWATER
S Y S T E M S®



SINCE 1925.

ISO REGISTERED
9001

**Committed
to
World
Class
Quality**

We are pleased that our company has been registered to the ISO 9001 Standard for Quality Systems since 1994.

ISO 9000 is a set of internationally accepted standards which define a quality management system designed to enhance customer satisfaction. These standards were developed by the ISO – International Organization for Standardization of Geneva, Switzerland. ISO provides a framework for companies to establish and implement a quality system to worldwide accepted quality standards.

EcoWater Systems is committed to serving the needs of our customers by providing products that meet or exceed their expectations, are delivered on-time and are priced to provide superior value through continual improvement efforts. EcoWater's registration to ISO 9001 demonstrates the company's commitment to quality and customer satisfaction. Quality is not a destination but a continuing journey and ISO 9001 is not a one time event but a constant process of product improvement with periodic audits by an outside agency.

We are proud to be the first manufacturer of Water Conditioners, Tank Water Filters, and RO Drinking Water Systems to be ISO Registered and we will continue our quest for excellence in every aspect of our business as that is our ultimate objective both for ourselves and you – our customers.



QUALITY SYSTEM
REGISTERED TO
ISO 9001:2000

Certificate No. 4Z481-5

WHY ISO 9001?

The following questions and answers are intended to explain to our customers, suppliers, and employees, the ISO 9001 standards and benefits.

What is the ISO 9001 Quality Systems Standard?

The ISO 9001 Quality Systems Standard is applicable to both small companies and large, complex organizations within the manufacturing sector.

What is the primary benefit of the ISO 9001 Quality Systems Standard to the customer?

Quality and Consistency. These are the objectives of any quality assurance system. ISO 9001 means careful attention to the customer's requirement from the very start and the execution of every operation to the highest quality standards. ISO 9001 adds discipline to a business, ensuring consistent performance: order-to-order, product-to-product, customer-to-customer. Focus has shifted to a "Plan-Do-Check-Act" approach with, clearly understood process inputs, outputs, and objectives. All departmental objectives are in alignment with and support the quality policy.

Who actually "certifies" our business?

A number of competent "certification" bodies exist. We selected NSF International, a globally recognized registrar of ISO 9001.

Is ISO 9001 a certification of product quality?

ISO 9001 is a standard for processes – not products. The Standard does not guarantee product quality, although strict adherence and working to a quality system provides consistency in our processes – and it is our processes which ultimately deliver product and product quality.

Why did we pursue ISO 9001 Certification?

ISO 9001 is a valid, tangible credential of achievement in quality. It is a blueprint to tie all of our systems to our customers' needs in order to meet or exceed customer satisfaction. ISO 9001 offers acceptability across many borders, and gives our customers confidence that their expectations will be met as we expand our business worldwide.

Does ISO 9001 have a specific requirement for continual improvement?

The ISO 9001:2000 Standard supports continual improvement activities and contains five main clauses: Quality Management System, Management Responsibility, Resource Management, Product Realization, and Measurement Analysis and Improvement.

What does the certifying registrar do?

NSF International serves both us and our customers as independent third-party quality system assessors, performing semi-annual reviews of our quality system to insure that we continue to meet all requirements of the ISO 9001 Standard. Their certification approvals provide an independent endorsement of our commitment to maintain the highest quality standards.

What is our Quality Policy?

Our Quality Policy Statement sets the tone and objective for our quality system. Our Quality Policy Statement is this: "EcoWater Systems, Inc. is committed to serving the needs of our customers by providing quality products that meet or exceed their expectations, are delivered on-time, and are priced to provide superior value through continual improvement efforts." This policy is the basis for NSF's periodic assessment of our continuing quality efforts.

Are any other companies in our major business certified?

We are the first manufacturer to become certified. At the time of our initial certification, no other manufacturer of residential water softeners/conditioners, tank water filters, reverse osmosis drinking water systems, and distillers was certified.

How does ISO 9001 Certification fit into the other quality programs we currently have?

Our ISO 9001 Certification fits perfectly as part of the Continual Improvement Strategy of our Total Quality process. Total Quality Leadership provides the framework for the evaluation, planning, and implementation of processes which support the vision of our company. The strong, documented quality system of ISO 9001 provides a broad foundation for the implementation of all strategies of Total Quality Leadership.



Our facility has been Registered by NSF International to the International Organization for Standardization ISO 9001 Standards for quality.