

Viadux is committed to delivering high-quality products and services that meet or exceed our customer's expectations.

To achieve this objective, Viadux will;

- *Develop, adopt and continuously improve Quality Management System (QMS) processes based on ISO 9001 Standards to ensure consistent quality in all operations.*
- *Incorporate, promote, and support the Reece Group Values while driving the achievement of the S7 Service Standards to ensure alignment with our broader organisational goals.*
- *Drive the consistent delivery of progressive, innovative, and responsive solutions that meet the evolving needs of our customers.*
- *Actively seek customer feedback, analyse performance, and implement opportunities to enhance customer satisfaction, ensuring needs and expectations are met.*
- *Engage with our people at all levels to foster a culture of continuous improvement, encouraging everyone to enhance how we work within our areas of responsibility.*
- *Maintain ongoing compliance with all relevant statutory and other obligations, standards, specifications, and codes of practice, while striving to implement industry best practices.*
- *Continually identify, assess, and address risks to improve the effectiveness and resilience of our Quality Management System.*
- *Drive capability across the organisation by developing competent, empowered, and engaged employees at all levels, ensuring they have the skills and resources necessary to excel in their roles.*

Michael Watts

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Operations Leader