

Quality, Well-being of employees and Environment Policy

Flanders Hydraulics Research (FHR) stands for quality and has, therefore, developed a quality charter which has to be subscribed by every employee. This quality charter integrates different policies concerning quality, well-being (prevention & safety at the work place) and the environment.

Quality charter Flanders Hydraulics Research

The main objective of FHR is to work efficiently and effectively, delivering high quality work in a healthy work environment.

To obtain this:

- *FHR stands for quality of services, process quality and quality of output. To provide this quality, a project-based approach is implemented.*
- *FHR says what it does (**plans**), does what it says (**executes**), and evaluates the process (**learns**).*
- *The well-being of staff is an essential link. Therefore, FHR focuses on the promotion of the well-being of its employees and the environment.*
- *To achieve all of its objectives, FHR manages risks and takes the necessary actions.*
- *FHR meets all legal requirements and also monitors its own requirements pertaining to the execution of work.*
- *To objectify its performance, FHR collects and analyzes all data. These data are used for continuous improvement of the operations.*

FHR uses a project-based, client-oriented approach. While using this approach, the responsibilities and roles are clearly defined and the necessary agreements are made and enforced. FHR treats everyone as a client, including internal customers.

FHR manages the risks that may positively or negatively impact the obtaining of the objectives and possible causes and consequences of risks are identified. When the impact is negative, measures to eliminate or reduce the risk to an acceptable level are taken. On the other hand, when the impact is positive, actions are implemented to increase the possibility of occurrence. Rather than always take corrective measures, FHR works in a preventive way to achieve its goals.

FHR creates a continuous learning environment. FHR evaluates the methodologies used and applies the lessons learnt to new projects. Also, datasets in terms of perception as well as performance are collected. Consequently, FHR analyzes these data on both short and long term, and tries to identify the causes behind the obtained results. This allows FHR to work long-term on sustainable improvement.

The various processes and tasks of FHR are adapted to international standards where possible. FHR has a ISO 9001 certified quality management system. FHR strives to renew this certificate periodically. If required by the customer, certification according to other specific standards is also pursued.