

# Sunass' Integrated Management System Objectives

## Quality-related

- Optimize the audit role of drinking water, sewerage and wastewater treatment service supply.
- Contribute to the performance improvement through good, learned practices identified in benchmarking.
- Optimize the quantity of appeals solved during the month.
- Reduce the billing arrears in sanitation services fostering service quality, suppliers' economic-financial sustainability and social equity among end users.
- Strengthen the Regulatory framework related to the sanitation service supply.
- Strengthen Sunass sanctioning role.
- Provide orientation and information of quality to sanitation service users.

## Related to anti-bribery

- Strengthen reporting channels.
- Strengthen the application of institutional due diligence.
- Strengthen the application of due diligence on suppliers.

## Related to information security

- Ensure the protection of information assets through the management of information security risks.
- Ensure the protection of information assets through the application of information security controls.

## Objectives integrated to the three management systems

- Carry out adequate monitoring of the efficiency and improvement of the Integrated Management System.
- Raise awareness and train Sunass workers on issues related to the Integrated Management System.