**Australia's only supplier of the world leading Brawoliner pipe relining system retains crucial WaterMark Approval with GrowEQ's help.**



## The Customer

Australian Pipelining Supplies (APS) are the official Australian suppliers of the unique and exceptional Brawoliner pipe relining products and system. As well as supplying the products required, they also supply the machinery and equipment needed to install the system. Moreover, APS provides full training in the use of the Brawoliner system, and full support to the plumbers who use it.

## The Issue

APS had already gained WaterMark Approval for the Brawoliner system, but as they imported the products and did not manufacture them, it became clear that they were going to need an approved Quality Management System to retain that Approval. WaterMark status is crucial to APS, as it sets them apart from their competitors, and gives them a vital marketing edge.

APS had already invested an enormous amount of money and time into their market leading product, now they needed to develop a Quality Management System – fast!

## The Solution

GrowEQ was able to build on Australian Pipelining Supplies' excellent record keeping system to develop a Quality Management System that fitted as seamlessly into APS's business as their product fits inside a pipe.

Consulting with APS face to face and over the phone, GrowEQ was able to get the system up and running within a matter of weeks, and guide APS through the Approvals process.

Now Australian Pipelining Supplies are able to maintain their system with no disruption to their business practices; their WaterMark Approval status has been gained and will be easily retained through each yearly audit.

sustainable business performance