Source Receiving
- Water is carefully collected from the source, which may either be a well or municipal supply.
- Common method of receiving water is through stainless steel pipeline.
- Sample is taken from source weekly prior to internal processing.
- Microbiological and general chemistry testing performed on samples regularly.

Activated Carbon Filtration (Municipal Water Only)
- Removal of chlorine and THMs.
- Filtration process monitored and tested daily.

Pre-treatment (Where necessary)
- Water softener used to reduce water hardness.

Demineralization/Purification
Minerals are removed using one of the following processes:
- Reverse Osmosis – Use of high-pressure pump and special membranes, called semi-permeable membranes, to reverse the natural phenomenon of osmosis.
- Distillation – A process that boils the water and collects the condensate for bottling.

12 Steps to Quality Assurance
- Source Receiving
- Water Storage And Monitoring
- Demineralization/Purification
- Activated Carbon Filtration (Municipal Water Only)
- Pre-treatment (Where necessary)
- Water Softener
- Demineralization/Purification
- Corporate Quality Assurance
- Plant Quality Control And HACCP
- Clean-In-Place Line Sanitation Process
- Bottling Control
- Packaging Control
- Ozone Disinfection (Where necessary)
- Ultraviolet Light Disinfection
- Micro-filtration
- Remineralization Process (Mineralized Water Only)
8 Bottling Control
- Bottling is conducted under very controlled conditions using state-of-the-art equipment.
- Each bottle is given a specific code that identifies the plant location, bottling line and time produced.
- Process monitored and tested continuously.
- Filling room and environment are of high sanitary conditions.

11 Plant Quality Control and HACCP* Program
- Each plant has a fully staffed Quality Assurance Department and laboratory that maintain the plant Quality Control processes.
- Water, packaging materials and plant processes are carefully monitored to ensure they meet company specifications and standards.

*Hazard Analysis Critical Control Point

12 Corporate Quality Assurance Program
- National Testing Laboratory is equipped with state-of-the-art testing machinery and staffed with degreed, experienced personnel.
- Comparative analyses are performed on products in accordance with State and Federal regulatory standards.
- Independent from the plant Quality Control and Quality Assurance Departments, the Corporate Quality Assurance program sets company-wide standards, specifications and monitors plant quality programs.

12 STEPS TO QUALITY ASSURANCE