

Railscape recognises that the provision of a consistently high standard of service is the keystone to our success, reputation and the satisfaction of our customers.

We are dedicated to operating in accordance with the principles of ISO 9001 in order to demonstrate our management commitment to quality to our customers and employees.

We will establish measurable business objectives at relevant functions and levels within the organisation, aimed at continual improvement of the Quality Management System, process activities and enhancing customer satisfaction, that will be periodically reviewed to track progress and ensure that they remain relevant to the business. We will ensure that this policy and objectives are communicated to and understood by all members of staff.

Business objectives shall be reviewed for effectiveness and suitability against the established known expectations and where required, re-established or appropriate corrective action taken to achieve the desired results.

We will constantly strive:

- To define and maintain a high quality of service through the rail engineering activities that we carryout.
- To meet, comply and maintain with applicable legislative and industry standards throughout the business activities.
- To maintain training and competency standards for all personnel involved in safety critical activities.
- Effectively analyse data: Customer satisfaction and conformity to service requirements, in order to identify opportunities for preventive action, continuous improvement and to measure the effectiveness of the Quality Policy.
- To be resourceful and innovative in striving to meet our customer needs and expectations.

The achievement of a high quality and consistency of service calls for a systematic and disciplined approach by all employees in all activities associated with the customer's requirements according to the principles of the management system and in compliance with ISO 9001.

This policy will be reviewed annually as part of the management review process, to ensure its continued relevance and adequacy.

It is part of the Company's training program to ensure that this policy statement is briefed, understood and implemented at all levels within the company.

Above all, we will always remember that our customers are the very purpose of our business and that our employees and maintained standards of work are the means to satisfy those customers and regulatory requirements.

This statement represents my commitment on behalf of the company, to the Quality Policy.



Signed:

Position: Managing Director

Date: January 2020

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