

## Company Policy : Quality

### Introduction

Our policy is to achieve sustained profitable growth by providing the highest quality services that consistently exceed the needs and expectations of our Clients, by ensuring effectively managed competence and robust procedures.

This policy shall be supplemented by specific procedures to describe the processes developed to meet the Rail Industry requirements and any additional needs defined by the Infrastructure Controllers.

### Company Policy

Set out below are our quality targets and minimum commitments:-

- Maintaining a Company management system that complies with RISQS and ISO 9001 : 2015
- Maintaining RISQS accreditation
- Maintaining ISO : 9001 accreditation
- Target of acquiring at least 1 new client each year
- Target of increasing our tender success rate by 5%
- Target of increasing our clients average feedback rating by 5%
- Target of reducing the number of non conformance reports by 5%
- Increase profit margins on all timesheet tracked projects by 5%
- Continuously developing staff skills and competence. Improvements tracked via appraisals

Any improvements made will be tracked via the NCR/CI tracker and reviewed at team meetings to ensure all changes are beneficial to the CMS system.

An annual Quality Performance Review will be undertaken to determine if the company commitments are being met and quality targets are achieved. (Form NR-CMS-FO-125)

The Company quality management representative is Mark McMahon.

The Company internal auditor is Antony Dimuantes.

Quality support is provided by Simpson Consultancy Services Ltd.



Mark McMahon (Director)

Reviewed: May 2022