

## SVRP-03 - QUALITY POLICY

Sunville Rail Ltd operates in the construction, civil engineering and power equipment installation sectors within the railway industry. The company operates a Quality Management System (QMS) that conforms to the requirements of BS EN ISO 9001:2015. The scope of certification covers activity specific to the management and delivery of civil engineering and cable works to the rail industry.

The company is committed to –

- Meeting the requirements of the QMS.
- Developing and improving the QMS.
- Continually improving the effectiveness of the business needs.
- Ensuring that all staff are trained in the requirements of the QMS and how they should be fulfilled.
- The realisation of commercial targets and business growth.
- The management will set objectives to continuously monitor performance in relation to quality and implement improvements & corrective actions whenever necessary.
- Ensuring that the needs and satisfaction levels of customers, employees and other stakeholders of the business are accurately determined and fulfilled.
- Ensuring that the importance of customer satisfaction is communicated throughout the company.
- Carrying out regular management reviews of the system to ensure that it remains relevant and suitable for the company and its activities.
- Ensuring the continuing availability of sufficient resources.

The management will ensure that all staff understand the requirements of this Quality Policy and work in accordance with the related procedures. All members of staff have a role to play - it is the responsibility of everyone to think and act quality and, where appropriate, to offer suggestions for improvement.

The Quality Policy, management system and associated objectives are considered key elements of our business operation and will be under regular review, with changes being shared among all staff members.

Continuous improvement of our standards and systems is essential, as is encouraging everyone to contribute. It is equally important that everyone supports changes designed to improve the quality of our delivery. Managers shall assist and support the company by being frank, honest and approachable in a no blame culture. We must learn lessons from all loss situations.

All staff and managers have my support to improve our management systems. I accept responsibility for communicating, implementing and maintaining this quality policy at all levels of the company.

This policy statement is made publicly available in both hard and soft formats.

As the Managing Director I am personally committed to leading the implementation of this policy.



**P M Hayes**  
**Managing Director**  
**Sunville Rail Ltd**