



Company Policy Statement: **Quality Policy**

Portfolio: Governance and Assurance
Portfolio Director: Mr Roger Clarke

Document Reference: GRAAY\POL\DOC\2023\Quality\Rev.12.0520][4

Status: Published

graay.a4.policy.quality.docx

Author: Mr Roger Clarke



File Reference: [https://graaylimited.sharepoint.com/sites/graaylimitedsynology/shared documents/legal/graay/documents/iso9001/02.03cs - policy control/graay.a4.policy.quality.docx](https://graaylimited.sharepoint.com/sites/graaylimitedsynology/shared%20documents/legal/graay/documents/iso9001/02.03cs%20-%20policy%20control/graay.a4.policy.quality.docx)
Released: 21/06/2023 06:58:00

...committed to life-long learning and excellence in all we do.

(C) Copyright GRAAY® Limited 2011-2023. All rights Reserved.
Document Designation: Public Access Document

DOCUMENT ETYMOLOGY

Title

Policy Statement for Quality Policy	Portfolio Governance and Assurance
--	---------------------------------------

Responsibility

Reference	
Organisation	GRAAY@ Limited
Portfolio Director	Mr Roger Clarke
ISO Document Reference	GRAAY\POL\DOC\2023\Quality\Rev.12.0520
Electronic Library Location	https://graaylimited.sharepoint.com/sites/graaylimitedsynology/shared documents/legal/graay/documents/iso9001/02.03cs - policy control/graay.a4.policy.quality.docx

Version and Status

Version	Date	Author	Status
4	23/11/2021 07:27	Mr Roger Clarke	Published

Approver

Title	Name	Date
Chief Executive Officer	Mr Frank Lloyd-Murray	Wednesday, 21 June 2023

Distribution

Name	Business Area	Reason and Use
Director (Project Management)	Senior Leadership	Sign-Off and Acceptance
Director (ASURRA Operations)	Senior Leadership	Sign-Off and Acceptance
Director (Signalling Operations)	Senior Leadership	Sign-Off and Acceptance
Director (Rail Infrastructure)	Senior Leadership	Sign-Off and Acceptance
Director (Business Development)	Senior Leadership	Sign-Off and Acceptance
Director (Governance and Assurance)	Senior Leadership	Sign-Off and Acceptance
Director (Media Operations)	Senior Leadership	Sign-Off and Acceptance

Section: 2 – The Policy Statement

What exactly is a Policy Statement?

A policy statement is an organization-level document that prescribes acceptable methods or behaviours. Essentially, a policy is simply the way things are done within an organization.

Policies are different from procedures and standard operating procedures because they are applicable to an entire organization and are primarily intended to set direction.



...committed to life-long learning and excellence in all we do.

(C) Copyright GRAAY® Limited 2011-2023. All rights Reserved.
Document Designation: Public Access Document

QUALITY POLICY STATEMENT

Our aim is to be recognised by all our customers as their supplier of choice and especially for our ability to provide effective solutions. In pursuit of this aim, we are committed to meeting the highest standards of quality performance and customer service. The key elements of our Quality Policy are:

CUSTOMER FIRST

We always aim to satisfy our customers with the service and value for money that we offer, whilst maintaining our core goals. We strive to exceed our customers' expectations for the honesty of our approach and the excellence of the service we provide. We will maintain an efficient, flexible and honest response to customers.

OUR STAFF

We will always strive to be united team in the service of our customer. Our motivation is that we want to make a difference and to continually improve the services we provide. We care about:

- our employees, what they do and how well they do it.
- our customers and their people
- the reputation and image of the company
- Improving our service and processes.

We provide our people with the training they need to bring out their best in providing an excellent service.

EFFECTIVE SYSTEMS AND PROCESSES

We will maintain a quality management system that is process based and aims to be compliant with the requirements of ISO 9001:2015 by 2025. We constantly look for ways to improve our management and delivery processes and our standards of performance.

This policy and management systems will be regularly reviewed by the management team to ensure that they are adequate and continue to satisfy business aims and objectives. This policy will be reviewed and updated as required at least but not limited to once every 12 months.

Signed as Approved this day, Wednesday, 21 June 2023

Signature

Position

Mr Frank Lloyd-Murray
Chief Executive Officer

