

# Policy Statement

## PL-001 Quality Policy Statement

Date:	Changed by	Change/Amendment	Version
Nov 18	D Greenwell	First issue	v1.0
Feb 19	P Lindley	Editorial Update	v1.1
Aug 19	P Lindley	Updated to ISO 9001	v1.2
Dec 19	P Lindley	Renumbering and wording alteration	v1.3
Nov 20	P Lindley	Annual Document Review	v1.4
April 21	P Lindley	Reviewed	v1.5
May 21	S White	Up Rev	V2.0

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## Quality Policy Statement

SigTech Rail helps companies on the rail network by providing quality signalling related services that keep the network running. We are committed to providing a service that consistently meets or exceeds our client's expectations.

Our Quality Management System is consistent with ISO 9001:2015. Its purpose is to:

- Ensure we act on the feedback from our clients, suppliers and others that we engage with;
- Continually improve the services we provide;
- Remain compliant to all legislative & regulatory requirements;
- Ensure that those we engage with have a positive experience.

As part of our commitment to continual improvement we have set several high-level objectives:

- To continually improve customer and supplier satisfaction;
- To improve process efficiency;
- To enhance relationships with our interested parties;
- To improve our employee's welfare;
- To ensure knowledge is continually enhanced and shared;
- To reduce risk and maximise our opportunities.

To achieve these, we set SMART objectives at relevant levels across the organisation.

We all have a responsibility to ensure that both our clients and workforce (internal and external) receive a quality service and to demonstrate a high level of competence always. The Company's services and systems are designed, engineered and managed to meet or exceed our client's expectations through the simplest and most cost effective means possible.

The Company is committed to a training policy that ensures all personnel have the necessary competence and training to perform their duties. The Quality Policy is understood by and communicated to all staff within the Company. It is the responsibility of Senior Management to investigate any quality problems and ensure that corrective action and/or preventative action is implemented as soon as possible. Senior Management shall also ensure customer requirements are determined and met, therefore enhancing customer satisfaction.

All the components that together make up our Integrated Management System (IMS) are regularly reviewed to ensure they are appropriate, understood and most of all the system continually improves and we exceed our customers' expectations.

Signed:



Pete Lindley  
Managing Director  
May 2021