

**STATEMENT OF INTENT**

As thoughtful contributors to the built environment, attention to quality is central to Scotland TranServ. A core principle is driving operational excellence in all we do. We are committed to sharing our thinking inside and outside our company and harnessing the capabilities of our people, partners and supply chain to ensure quality delivery to our customers.

We define quality as meeting customer requirements every time. We will identify and understand these requirements and focus on perfect execution throughout the project lifecycle so that our standards for managing quality will ensure that:

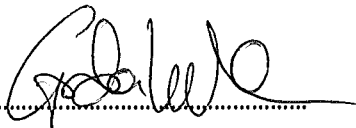
- designs clearly evidence that they fully meet all customer requirements
- robust quality planning enables works to be performed in a systematic, safe and coordinated manner
- processes, materials and workmanship deliver a quality finished product
- inspection and testing supports a 'right first time' culture, reducing defects and re-work. Delivering our quality requirements will be achieved by
- engaging with our customers, partners, designers and supply chain
- identifying and working in compliance with applicable legislation, corporate directives, relevant codes of practice, accepted industry standards and customer requirements (Including National Highways Sector Schemes)
- ensuring our Integrated Management System supports our 'right first time' culture
- embedding a quality culture which allows our people to take pride in their work and to fulfil their potential
- harnessing all of our parent company capabilities and delivering locally
- driving continuous improvement through the adoption of innovation and best practice
- establishing, implementing, cascading and reviewing corporate objectives to drive continual process improvement.

**RESPONSIBILITIES**

Responsibility for this Policy ultimately lies with the Scotland TranServ Contracts Director. Day to day implementation of the Policy is the responsibility of operational management and functional heads with the Quality Director responsible for the provision of specialist quality support. All employees have a responsibility to comply with this Policy and its associated arrangements.

**ARRANGEMENTS**

Arrangements for the control of Quality are contained within the Integrated Management System, which fully satisfies the requirements of ISO 9001:2008 and the relevant sector-specific National Highways Sector Scheme (NHSS) as detailed in the Contract Quality Plan. The effectiveness of these arrangements and our performance against Company objectives is routinely monitored and reported to the Executive Management Team. This Policy aligns with Balfour Parent Company Policies and will be reviewed annually as a minimum. This Policy will be brought to the attention of all employees, supply chain partners and persons working on behalf of the Company. It will also be freely available to the public via the Company website.

Signed ..... 

**G Wilson, Contracts Director – For and on behalf of the Scotland TranServ Joint Venture Board.**

**Date 11<sup>th</sup> September 2015**

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