

## STATEMENT OF INTENT

Our policy is to create an environment where we deliver on our promises and commitments of right first time, every time as described in the contract.

We recognise the trust that our customers place upon us and we are committed in our aim to deliver all applicable requirements as well as meeting expectations. We will achieve this by:

- Having in place a robust, agile and effective business management system consisting of policies and procedures that provide a framework for setting Quality objectives and delivering our business aims and commitments.
- The structured use of robust quality planning and continual improvement to ensure we meet our customers and stakeholders asset creation and protection requirements.
- Establishing a culture that focuses on empowering our people to become experts in their roles in order to achieve defect-free delivery.
- Using clear indicators to measure performance, drive continuous improvement and the removal of waste from our processes.
- Making informed decisions based on sound reliable data, lessons learnt, risk assessment and good practice.
- The robust communication of lessons learnt and best practice to help drive continual improvement.

## RESPONSIBILITIES

Our overall approach to Quality Management is contained within our parent company Business Management System and is driven by leadership at all levels through our Build to Last and defect-free delivery improvement programmes.

The Scotland TranServ Operating Company Representative is responsible for:

- Ensuring the Quality Policy is applied.
- Monitoring Scotland TranServ quality performance.
- Management arrangements to ensure the effectiveness of the Policy.

Each manager is responsible for:

- Ensuring that effective resources, arrangements, and management controls to deliver these requirements are established and implemented across the operations of the business.
- Ensuring compliance with all parent company and legal requirements.

It is the responsibility of every individual in the business to:

- Comply with this policy and its associated arrangements as an integral part of their day to day duties.

We will communicate this policy to our employees, supply chain partners and relevant interested parties and review it on an annual basis.

## ARRANGEMENTS

Arrangements for the control of Quality are contained within the Integrated Management System, which fully satisfies the requirements of ISO 9001:2015 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 Senior Management Team. This Policy aligns with 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 Scotland TranServ. It will also be freely available to the public via the Scotland TranServ website.

Signed .....

**Andy Fraser, Op. Co. Representative – For and on behalf of the Scotland TranServ Joint Venture Board.**

**Date 04<sup>th</sup> June 2018**

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