

Quality Policy

Transdev Sydney (TDS) are the operators of the Sydney Light Rail on behalf of ALTRAC, a network which extends to and from the Sydney CBD, linking Central Station with Sydney's Inner western suburbs. Transdev is committed to delivering products and services with superior value that exceed the expectations of Government, Customers and the community. To achieve this we will:

- Put our customers' interests first in everything we do and promote a culture that ensures we deliver on our quality promises;
- Understand and comply with our Client's and customers' requirements through open communication and ensuring specified obligations are clear and precise;
- Understand our Client's value chain to determine best ways to add value by our engagement;
- Create enduring business relationships by acting with integrity and honesty and foster a culture of continuous improvement, organisational learning and sharing of lessons learnt;
- Work with, and encourage our suppliers and contractors to ensure they meet their obligations and add value to the delivery process;
- Use our resources, information and knowledge efficiently and effectively to enhance the value of our delivery processes;
- Monitor, measure and analyse our performance and take corrective action where performance does not meet expectation;
- Enhance the skills and competencies of our personnel to improve our performance, product/service quality and delivery capability;
- Assess Client and customer satisfaction both during and after delivery through proactive communication;
- Work collaboratively with our stakeholders and encourage them to partner with us to realise the commitments within this Policy;
- Ensure Senior Managers actively encourage, support and provide adequate resources to enable the commitments of this Policy to be achieved within their teams;
- Provide a framework for establishing and reviewing Quality Objectives.



Brian Brennan

Managing Director Light Rail

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