

Quality Policy

Transdev Sydney is the operator and maintainer of the Sydney Light Rail network. Transdev Sydney commits to providing a light rail service that meets and, where possible, exceeds our business and customer objectives.

To achieve this we will:

1. Put our customers' interests first in everything we do;
2. Promote a culture that ensures we deliver on our quality promises;
3. Understand and satisfy applicable client and customer requirements;
4. Monitor, measure and analyse our performance, including the following areas:
 - Reduction in Customer Complaints;
 - Reduction in Infrastructure Defects;
 - Reduction in Vehicle Defects;
 - Reduction in Missed Services;
 - Compliance to Audit schedule.
5. Take corrective action where performance does not meet expectation, while fostering a continuous improvement culture to cater for growing client and customer demands.

To provide for this policy, Transdev Sydney have established a Quality Management System (QMS) in line with the requirements of the ISO 9001:2015 Standard. Transdev Sydney is dedicated to the continual improvement of this System by:

1. Providing clear focus on priorities by establishing quality objectives, which are reviewed periodically through the management review process;
2. Implementation of an Internal Audit Programme to ensure the ongoing internal and contractor suitability and conformity of the QMS;
3. Participation by top management in the monitoring and measurement of the performance of the QMS.

All Transdev Sydney employees and contractors are encouraged to strive to achieve quality outcomes in accordance with this policy.



Brian Brennan

Managing Director Light Rail

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