

Quality & Continual Improvement Policy Statement



Loram UK know that our Customers and the Rail Industry expect the highest standard of performance. As such we will continually improve our performance to exceed our customers' requirements and expectations by delivering products and services, we can justifiably be proud of.

At Loram UK, we are dedicated to delivering our products and services of the highest quality to our customers and stakeholders. We are committed to establishing and implementing a Quality Management System in accordance with ISO9001:2015 to achieve this goal, by using Continual Improvement.

Customer focus	Risk-based thinking	Employee involvement
We prioritise understanding and meeting our customers' needs, expectations and requirements. Customer satisfaction is our ultimate measure of success, including the needs and expectations of interested parties.	Loram UK will identify and address risks and opportunities relevant to the different roles to prevent quality issues and enhance our performance. Loram UK ensures a proactive approach that encourages staff to identify, assess, and manage risks to achieve our objectives and make informed decisions.	We engage our employees at all levels in quality-related activities and decision-making.
Quality Objectives	Compliance	Leadership
Our objectives are measurable goals, related to Loram UK's values, products, services and processes. We will do this by analysing our current performance, reviewing our Policy, involving relevant stakeholders and monitoring them.	We ensure compliance with relevant laws, regulations and industry standards.	We influence, guide and motivate individuals or groups to achieve a common goal or vision. Our Leadership is demonstrated at all levels of our organisation in various aspects by involving a combination of skills, qualities and behaviours that inspire and empower others. strategic direction to be added in

Loram UK employees have a duty to comply with this policy by:

Adherence to Policies and Procedures	Participation in Audits	Customer Focus
All staff should understand their roles in achieving Loram UK's quality policy and objectives.	Loram UK staff may be required to participate in internal or external audits of the QMS.	Loram employees, regardless of their role, should be aware of customer needs, and work to ensure customer satisfaction.
Non-Conformance Reporting	Process Ownership	Continual improvement
Loram UK's staff should report any instances of non-conformance or quality issues they encounter. This helps identify problems and initiate corrective actions.	Loram UK employees are responsible for following documented processes and procedures related to their roles. This includes carrying out tasks in a manner that ensures compliance with quality standards and requirements.	We are dedicated to the continual improvement of our processes, products and services. We regularly review our quality objectives and seek opportunities.

Debbie Francis
 Managing Director
 Loram UK Ltd



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