

# 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 customer's requirements and expectations by delivering products and services we can justifiably be proud of.



As Managing Director of Loram UK and together with my management team, I am committed to implementing this policy by: -

- Making our customers' total experience with Loram UK the best in the industry
- Clearly understanding customer needs and providing products and services that exceed those needs
- Being aware of Loram UK's interested parties and to manage their needs and expectations
- Identifying, investigating and managing the risks and opportunities relevant within Loram UK's business
- Integrating quality management principles into critical business processes and decision-making practises
- Maintaining our quality management system to conform to the requirements of ISO 9001-2015
- Promote the use of Lean Six Sigma tools and training to continuously improve and enhance customer satisfaction.
- Complying with the relevant regulatory requirements
- Continually improving the effectiveness of the quality management system, our processes, products and services to enhance their value for our customers, shareholders and employees
- Promoting a culture of quality throughout all Loram UK's activities
- Analysing performance and compliance to our quality management system and investigating all quality issues, implementing robust corrective actions and taking steps to prevent re-occurrence
- Ensuring that our partners, supply chain and contractors comply with our quality management system requirements
- Clearly communicating to all stakeholders the Loram UK strategies and business objectives
- Recognising and rewarding best practise within Loram UK
- Ensure this policy is made available to all our employees, contractors, visitors and others

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

- Adhering to the quality management system processes and procedures
- Supporting Loram UK quality management system activities and actions
- Identifying and reporting any quality concerns to management
- Supporting any investigations into quality concerns identified within Loram UK
- Undergoing and engaging with any quality training provided

Loram UK's Business Plan defines the objectives for the company. Objectives for individuals are aligned with the requirements of this plan to ensure employees perform their tasks to the requirements of the quality management system and to the satisfaction of the customer.

I am personally committed to this statement of our quality and continual improvement policy and endorse its content to everybody involved with Loram UK.

Richard Kelly  
Managing Director  
Loram UK Limited



Ref: LUKL/POL/014  
Issue: 7  
Date: 24/01/22