

Quality Management Policy - Summary Edition

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Prepared by:

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Prepared for:

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Contents

1 Quality Management Policy Statement..... 1
Our mission statement 1
Quality Management System 2

1 Quality Management Policy Statement

Steer's reputation and standing is based on a proven ability to deliver high quality work that meets our clients' expectations through delivering strategic advice underpinned by technical excellence and expert opinion.

The Company is led and managed in a manner that is consistent with our Mission and Principles.

Our mission statement

- To be recognised by our clients and prospective clients as the leading international consultancy in transport and related sectors.
- To serve those markets and clients that recognise and reward the value of our services.
- To have motivated, rewarded and fulfilled employees who are able to contribute to the success of the Company.
- To operate and manage with skill, knowledge and expertise and to meet our professional obligation to objectivity and integrity at all times.
- To be respectful, considerate and supportive of the communities, cultures and environments in which we work.
- The Company will always seek to be profitable and aims to increase its value year on year.

To ensure staff are equipped to accomplish this, and to drive continuous improvement in our technical and management capabilities, Steer has an established robust Quality Management System that provides the framework in which the company operates and supports the behaviours and principles that Steer is committed to.

The Quality Management System is designed to support quality in service provision, risk management to the business and continuous learning from internal reviews and client feedback. This leads to better quality relationships, communication, work outputs and results. The company's Board and Executive are committed to it and all staff are engaged through the provision of training and learning opportunities.

Quality Management System

The Quality Management System is based upon:

- Listening to clients and staff through supporting the dissemination of good practice and continuous improvement
- Monitoring and reviewing the process founded on external and internal audits with regular reporting to senior management
- Experience gained both internally and through external quality standards
- Supporting the business needs of Steer
- An identified Quality Director responsible for our Quality Management System who reports to the Board and is supported by a Quality Manager
- An approach to Quality Management designed to accord with the requirements of ISO 9001:2015

As a consultancy business operating in the service sector, Steer recognises that it is its people who are in many ways the embodiment of the company's products and services and consequently aims to create a culture which is fair, professional and supportive of teamwork and trust. In doing so, Steer ensures all its employees at all levels are treated fairly and with respect and consideration and without any form of discrimination.



Sharon Daly, Quality Director

Control Information

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