

Rail Systems Australia (RSA) is committed to continual improvement in the quality delivery of its products and services.

We apply a systematic approach to deliver customer satisfaction, that is guided by our Integrated Management System (IMS) which is certified to ISO 9001:2015. We strive to align our business with industry best practice and maintain the highest standards of innovation and technical leadership.

The management of RSA is responsible for implementation of this policy. All employees are responsible for ensuring that the quality system is applied at all times and that all work is carried out with quality of product and working practice as a primary consideration. Any employee raising quality issues is guaranteed the full support of the company and its management.


OBJECTIVES

RSA is committed to these key quality objectives:

- Promote an organisational culture that is committed to quality with a focus on customer satisfaction;
- Ensure that we understand the clients' needs and expectations to identify the business drivers of our clients, ensuring that we deliver value, in a timely manner
- Communicate effectively with all our stakeholders
- Ensure that the quality management system is maintained and managed in an effective, efficient and consistent manner;
- Ensure that the quality management system complies with ISO 9001:2015;
- Prepare, control and maintain documentation required to support the quality structure and ensure that such documentation is available for reference to all employees;
- Encourage customer, employee and supplier input and feedback to improve the quality structure and IMS;
- Always comply with statutory, regulatory and other requirements;
- Review the performance of the IMS and set measurable objectives and targets to continually improve our quality processes and procedures.


This Policy applies to all business units, operations and functions, including those where employees who are deployed remotely, on secondment, or working from home.

This policy will be reviewed periodically, during major organisational changes and following any significant event that impacts on the company's quality management.



Mike Stegena

Director



Tom Warner

Managing Director