PARARAIL
SINGLE SOURCE SOLUTIONS

# QUALITY POLICY

**This policy statement establishes the top-level approach taken to ensure that everything ParaRail does is done well, that business objectives are achieved and that performance, customer satisfaction, profitability and on-going investment is continuously reviewed. It is therefore important to all ParaRail staff as it applies to all the activities that they undertake.**

## Management Systems

ParaRail is committed to maintaining compliance with the requirements and spirit of ISO 9001:2000 and to achieving the highest standards in all its undertakings. ParaRail will carry out all its activities to meet or exceed the relevant legislative and quality standards that are applicable.

## Customer Focus

ParaRail's objective is to provide an unparalleled service to the rail and construction industry. ParaRail places high importance on understanding and satisfying all customer needs in order to provide a quality service, delivered efficiently and offering value for money.

## Quality Culture

ParaRail is committed to developing a culture of improvement and learning and will achieve this through appropriate training and development of its staff to enhance quality performance and customer focus.

## Continual Improvement

In order to realise business objectives, ParaRail will improve its performance and customer care by continual improvement throughout the business. ParaRail's Management Team will continually evaluate systems and processes through audit and customer feedback to ensure that customer satisfaction, cost effectiveness and competitiveness is maintained.

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