

# Quality Policy Statement

## Introduction

JSD Research & Development Ltd. provides high-quality customer service for the seasonal treatment of the railway infrastructure. This includes the control of weeds, snowploughs, autumn railhead treatment, winter railhead treatments, project management & specialist engineering projects.

## Policy Statement

The policy of the company is compatible with its objectives. It commits the organisation to not only comply with the requirements of its Quality Management System, requirements of our ISO 9001:2015 accreditation and continual improvement of quality performance, but to establish and maintain the highest achievable standards with our clients and supply chain partners.

JSD Research & Development Ltd. is not involved with design in any physical product and only a portion of its operations and therefore partially excludes itself from Clause 8.3 of section 8 ISO 9001:2015.

Our policy provides a framework for establishing and reviewing our quality objectives, which are:

- Achieve customer satisfaction, within the KPI elements of a contract.
- Respond to customer feedback within five working days, where corrective, preventive or improvement actions are agreed.
- Increase or, at least, maintain our customer base.

This Policy and its objectives have been communicated and are understood throughout the company and are reviewed for continuing suitability in meeting the requirements we place on our suppliers and the ISO 9001:2015 Quality Management Systems.

As the management representative, the Head of Safety is responsible for ensuring that the requirements of the Quality Management System are adhered to throughout the company by all employees, who take responsibility for their own work.

Refer also SMS105 Quality Manual

Authorised by



Managing Director

**BS EN ISO 9001:2015 Quality System POL002**

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