

# ◀ QUALITY POLICY ▶

## Purpose

Crossrail Limited is charged with delivering the Crossrail Programme to the satisfaction of its Sponsors, the Secretary of State for Transport and Transport for London. The purpose of this policy is to deliver on the above obligation.

## Principles

The planning, design, procurement, construction, installation, commissioning and bringing into service of Crossrail will be completed in accordance with the Crossrail Management System which will be compliant with the requirements of ISO 9001:2008.

- Through the implementation of the Crossrail Management System the Crossrail Team will:
- Achieve the vision and values, including delivery of a world class affordable railway;
- Manage all functions in an effective and efficient manner;
- Set realistic, measurable objectives and targets for all activities, to assist delivery of performance and progress;
- Apply the principles of 'right first time' and continual improvement to our performance;
- Ensure compliance with legislation, regulatory requirements, and relevant codes of practice and standards;
- Place accountability for quality with those best placed to act; and
- Implement review, surveillance and audit programmes to monitor compliance with requirements and assess the effectiveness of the arrangements.

## Applicability, Implementation & Resources

This policy applies to all aspects of the Crossrail Programme. Implementation within the Crossrail Team being through the Crossrail Management System while implementation by suppliers and industry partners is achieved through contracts and agreements developed by the Crossrail Team in accordance with the Management System.

The Crossrail Team will ensure the availability of resources needed to implement this policy and ensure that it remains effective and relevant through regular reviews and updates