



Quality Policy

Our Mission: 'To be our customers' first choice for products and services by providing industry-leading manufacturing and supply chain solutions'

Unipart Rail operates Total Quality Management Systems that comply with the requirements of BS EN ISO 9001

All goods and services sold will

- ◆ Comply fully with customers' requirements
- ◆ Be delivered or returned to customers on time
- ◆ Be delivered complete in terms of detail and quality

Arrangements and procedures will be established to ensure that

- 1 Only design specified materials are used from approved suppliers
- 2 All free issue material is properly cared for
- 3 Materials and products are procured from approved suppliers
- 4 Only trained personnel working to approved procedures are used
- 5 Only calibrated measuring and test equipment is used
- 6 No deviations from customers' specifications without written concession
- 7 Keep clear identifiable records of product manufacture and repairs
- 8 All goods are adequately protected for storage and transport
- 9 Each consignment is accompanied by its specified documentation
- 10 Each facility is continuously maintained and kept safe and tidy to a high standard of housekeeping
- 11 We establish and review Quality objectives
- 12 We communicate this policy throughout the organisation

Close relationships will be developed with all customers and suppliers to encourage and maximise feedback to

- ◆ Fulfil the cycle of continuous improvement
- ◆ Be resourceful and innovative
- ◆ Be open to new ideas and adaptive to change
- ◆ To ensure our activities are carried out in a manner commensurate with satisfying our Corporate Social Responsibilities, paying heed to the requirements of all stakeholders

All guarantees will be honoured to the full.

This statement represents my commitment on behalf of Unipart Rail to comply with the requirements and continually improve the effectiveness of our Quality Management Systems.

Graham Jackson

GRAHAM JACKSON
Managing Director

6th April 2010