



**SOUTHERN**  
PROGRAM ALLIANCE

# Quality Policy

We are committed to delivering to the Level Crossing Removal Authority a rail upgrade and removal of the level crossings on the Southern Program Alliance, that meets requirements for whole of life quality and value for money. We work collaboratively with all stakeholders to ensure the quality requirements are understood. We implement and continually improve our management system so that the quality of the products and services we deliver meet the project objectives.

## Our quality practises

- **Compliance:** establish, implement and maintain an integrated management system that complies with AS/NZS ISO 9001 'Quality Management Systems – Requirements', regulatory and statutory requirements and manage internal and outsourced processes and risks to quality.
- **Continual improvement:** regularly document, review and revise our management system to maintain its relevance, effectiveness and continual improvement.
- **Customer satisfaction:** collaboratively ensure the agreed expectations of the Level Crossing Removal Authority and other alliance participants as defined in the Project Alliance Agreement are satisfied. Including aligning the design with the objectives for the local area, considering and providing for a positive user experience.
- **Training:** ensure all team members are competent and aware of requirements and the importance of meeting them through structured induction, education and training programs.
- **Responsibility:** ensure all team members understand the quality requirements and their role in meeting those requirements, and are committed to achieving them individually and collectively.
- **Workmanship:** take pride in the work we do and endeavour to meet quality requirements the first time and by doing so, eliminate the need for re-work.
- **Learning:** learn from experience in pursuit of finding better ways to do things which add value.
- **Consultation:** communicate this policy and related plans and procedures to our team members and stakeholders as appropriate to ensure they are aware of their responsibilities and are included in the decisions affecting quality.

In delivering this policy we embrace new ideas, technology and innovations that deliver outstanding performance and advance industry practice.

**Steve Litterick, Alliance Manager**

Level Crossing Removal Project – Southern Program Alliance