



Policy

Title: Quality Management

Invicta Rail Ltd (Invicta) provide various services to several industries and recognise the importance of providing a level of care, service and focus that exceeds the client's expectation and delivers complete satisfaction.

The Invicta Quality Policy commitments are as follows:

- To develop a quality management system which satisfies the requirements of ISO 9001:2015, by the end of next year and base it on continuous process improvement and the avoidance, rather than detection of problems.
- To ensure customer needs and expectations are determined and fulfilled by supplying quality products and services with the aim of achieving and exceeding customer satisfaction.
- To ensure the availability of resources and provide all employees with the training and support needed to supply quality products and services to customers.
- To give individual responsibilities and accountability to employees, and to actively encourage each employee to realise their full potential and take pride in the work they complete.
- To set measurable quality objectives and targets and track progress against these in order to drive continual improvement of quality performance and enhance customer satisfaction.
- To undertake Director reviews which review the quality of Invicta deliverables.
- To establish strong relationships with both customers and suppliers that will contribute to improving the quality of what is provided and purchased.
- To foster the concept of a team approach within the organisation, based on increasing Invicta competitiveness by way of improved quality and productivity.
- To ensure the policy and objectives are communicated and understood throughout the organisation.

The responsibility for the management of quality assurance lies with the Directors. High standards in this area are deemed to be of equal importance with health, safety, environmental, production and achievement of commercial targets.

Invicta will regularly review its quality performance to ensure that best practices are implemented and continual improvement is achieved.

Invicta expects all of its employees and subcontractors to contribute to the fulfilment of this Policy. Each new employee is briefed on this Policy as part of their Invicta induction process.

Furthermore, this Policy will be displayed at all depots and site offices, on the company website, and a copy shall be made available to Clients, members of the public and other interested parties as required.

This Quality Policy will be reviewed annually to monitor its operation and effectiveness or sooner if there are changes to relating British Standards or Invicta business activities that may affect the application of the Policy.

Signed: Michael Cooper

Position: Director

Dated: 01/04/2024

A handwritten signature in black ink, appearing to read 'Michael Cooper', written over a faint, light-colored background.