

Fuse Rail is committed to providing the highest quality products and services to the construction and rail industry by achieving and exceeding our customers' expectations and requirements. The goal of the company is to achieve a high level of client satisfaction at all times. Fuse Rail operates and maintains an Integrated Management System which is structured and certified to ISO 9001:2015.

This policy outlines our commitment to:

- Customer focus
- Leadership
- Engagement of people
- Process approach
- Continuous improvement

Fuse Rail recognise that understanding the context of the business and the implementation of supporting managerial and business operational systems is essential to achieving our goal, in addition to this, consideration of interested parties and risk management are essential factors for the ongoing development of the company.

We have confidence in the collaboration between clients and suppliers and believe this is a significant way of achieving high levels of quality and continually improving the management of electrical and mechanical services, quality and safety, whilst ensuring that legal obligations and commitments are fully maintained.

The quality policy is based on 3 fundamental principles:

- Ensuring that we fully identify and conform to the needs of our clients.
- Looking at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.
- Everyone understanding how to do their job and doing it right first time.

This policy is developed in conjunction with the company's policies to ensure continuity of obligations.

The company accepts the responsibility:

- To ensure that the policy is successfully implemented, staff will be responsible for identifying client requirements and ensuring that the correct procedures are followed to meet those requirements.
- Ensure objectives needed to ensure that the requirements of this policy are met, and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at Management Review.
- Ensure the quality policy principles and objectives will be communicated and available to staff at all times. Training will be an integral part of the strategy to achieve the objectives.
- Ensure all necessary certifications and accreditations to ensure compliance.

Within this Policy we are committed to operating our Company under the disciplines and control of a Quality Management System conforming to the International Standard ISO 9001:2015, planned and developed jointly with our other management functions.

We are committed to operating to this standard for business improvement and we will maintain the necessary Quality Approvals consistent with our client requirements.

REVIEW OF POLICY

This policy will be reviewed for adequacy and compliance to relevant standards.

Signed: 

Date: 27/01/25

D. Saunders, Managing Director