

	<h1>Quality Policy</h1>			Reference
				Revision
	Sheet	1	of	1

One-On is a established company supplying services to its clients within the railway industry in respect of: -

- trough and cable installation services,
- track safety protection staff, and
- minor civil engineering works

The company provides flexible, first-class services to all sectors of the railway industry.

One-On endeavours to ensure complete customer satisfaction and that all customers receive exemplary service which complies with the requirements of BS EN 9001:2000 and the following objectives: -

- The service provided by the company complies with the client's specification and conditions of contract and relevant regulatory requirements
- All contracts are implemented within agreed timescales and budgets, so as to be mutually beneficial to the company and client.
- The services offered are as a minimum equivalent with the industry best practices and wherever reasonably practicable will exceed these.

These objectives will be achieved by

- The management and control of our procedures and activities
- The management of resources (human, financial, plant & equipment, etc.) to ensure optimum performance
- Ensuring significant communications remain clear, applicable and concise
- Working to procedures to eliminate non-conformities. Where non-conformities are identified, taking immediate remedial actions to prevent re-occurrence.

- Involving all our interested parties, (employees, subcontractors, clients, ect.) in dialog in promoting continual improvement of our procedures and processes

One-On recognises the importance of applying quality management processes to the business and has made quality central to its operations.

One-On ensures that quality is everyone's aim throughout the company.

One-On ensures all employees and subcontractors have a sound understanding of the importance of the management systems and how this contributes to the continuing success of the company.

The company's management systems are subject to regular audits and management review in order to detect and prevent the occurrence of non-conformities. As well as proactively introducing, developing and continually improving the system further to ensure full compliance and support of our company policies.

I as Managing Director of One-On Railway Engineering Ltd will ensure this policy is resourced, implemented and reviewed for effectiveness, through management review, on an annual basis or more frequently as organisational needs or legislative changes dictate.

Signed:



**John Reidy**  
**Managing Director**  
**One-On Railway Engineering Ltd**