



# LNER Engineering Quality Policy

## April 2022



The continuing policy of LNER Engineering is to provide a high quality, professional and efficient service to ensure the requirements of our customers are satisfied. The Senior Management Team will demonstrate leadership and commitment, bearing the responsibility for establishing, implementing, and maintaining the Quality Management System (QMS). This policy and supporting objectives support the strategic direction and context of the organisation.

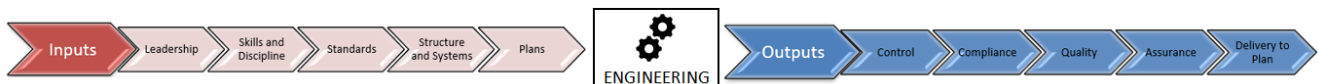
We will ensure sufficient resources are available within Engineering and we undertake to ensure through communication, engagement and training that Quality Assurance is the aim of all members of the Engineering team. Through direction and support, each employee will have a full understanding of the importance of the Quality System function, their responsibility to contribute to its ongoing effectiveness and its direct relevance to the success of Engineering. Equally, every engineering team member is responsible for, and will be trained to perform the duties required by their specific role.

LNER Engineering has a policy of promoting *continual improvement* and the setting of Quality objectives in line with the framework established within the ISO9001:2015 Standard. These objectives will address the risks and opportunities within Engineering, as determined by the Senior Management Team and Quality & Assurance Function:

**Our Primary Objective** is to efficiently provide safe, clean, and reliable rolling stock to enable the business to deliver a full service for our customers and meet the requirements of the LNER performance targets. We aim to continuously improve on our customers' requirements and demands for improved performance throughout the service; delivering compliance to our obligations; this through ongoing delivery, and where required vehicle refurbishment.

**Our Secondary Objective** is the ongoing commitment and provision of service commitments to specified standards for our third-party customers.

We will achieve our objectives through the following inputs and outputs:



We understand that quality is integral to all our working practices, and we believe that it is critical to the success of our business. The key elements of our approach to quality are all based on the principles highlighted in our associated Quality Charter, which forms part of our commitment to Quality.

We hereby certify that our Quality Manual (QM-1) and associated Quality Procedures (QPs) accurately describe the Quality Management System in use within LNER Engineering to meet the requirements of ISO 9001:2015.

This Quality Management System will be monitored, measured, evaluated, and enhanced regularly by the Senior Management Team with regular reporting and communication of its status and effectiveness at all levels via the Quality & Assurance Function. We will review our Quality Policy in the event of changing circumstances such as legislative or organisational changes.



**John Doughty**  
Engineering Director



**Linda Wain**  
Head of Engineering & Assurance

April 2022



# Engineering Quality Charter: Our Commitment to Quality



## Customer Focus



We depend on our customers and are committed to providing them with a high quality, innovative product and service that conforms to their requirements. Meeting and exceeding our customer expectations is key.

## Leadership



The Senior Management Team (SMT) is committed to maintaining compliance with all statutory, regulatory, legislative, and contractual requirements.

## Environment



We will provide an environment which will allow our employees to become fully involved in achieving LNER Engineering's Objectives.

## People



We will recruit and retain highly motivated, competent people and will encourage their full involvement to develop their abilities for the benefit of the individual and LNER Engineering.

## Processes



We will manage our engineering activities and associated resources as a series of planned processes to maximise efficiency. Our individual processes will be structured into a documented Quality Management System (QMS) which meets the requirements for ISO9001:2015

## Fleet



We will measure our performance, using data collected to make informed and effective decisions on how to improve our processes.

## Relationships



We will seek to develop mutually beneficial relationships with our suppliers and collaborative business partners to improve quality, which will lead to greater reliability, enhanced services, and increased efficiency.

## Certification



Our Quality Management System is externally audited by RIQC and has been certified as meeting the requirements of ISO 9001:2015.

## Assurance



The Assurance Teams focus on requirements, international standards, and governing regulations. They aid Engineering in identifying, assessing, and prioritising risks with the overall aim of achieving synergies that will reduce risk, increase quality and ensure assurance.

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Engineering Director

**Linda Wain**  
Head of Engineering & Assurance

**Richard Close**  
Head of Commercial  
Engineering

**Dean Hobson**  
Head of Fleet Delivery

**Jared Hoag**  
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**Paul Boyle**  
Head of ERTMS

**Jon Colley**  
Head of Fleet  
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**April 2022**