

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 (SMT) will demonstrate leadership and commitment, bearing the responsibility for establishing, implementing and maintaining the Quality Management System (QMS).

We will ensure sufficient resources are available within Engineering, and we undertake to ensure through communication, engagement and training that Quality 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 his/her specific role.

LNER Engineering has a policy of promoting continual improvement and 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:

Inputs	Outputs
Leadership Skills and discipline Standards Structures and systems Plans	Control Compliance Quality Assurance Delivery to plan

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 ISO9001:2015.

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
November 2018

LNER Engineering Quality Charter

Our Commitment to Quality

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 this Quality Charter:

Customer Focus



We depend on our customers and are committed to supplying them with a high quality 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 in order 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

Improvement



We are committed to the continuous improvement of the service we provide and to the effectiveness of our Quality Management System. We will set clear quality objectives and will monitor progress towards their successful achievement.

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.

John Doughty:
Engineering Director

Richard Close:
Head of Commercial Engineering

Dean Hobson:
Head of Fleet Delivery

Linda Wain:
Head of Engineering & Assurance

Robert Gordon:
Depot Manager Clayhills