

Quality Policy



Our Commitment

At Torrens Connect, we are committed to the provision of sustainable light rail passenger transport operations and rail infrastructure management, meeting the highest standards of customer service, quality assurance and community expectations. We are continually striving for excellence in the provision of these services for our customers and stakeholders. This commitment drives us to set internal objectives and targets that underpin the establishment of quality management programs and initiatives that lead to world-class performance.

Our underlying belief is that all legal, customer and other requirements can be met in ways that are socially and economically sustainable. This includes our commitment to proving planned performance in all aspects of our operations and maintenance activities. This belief includes providing the framework by which we measure our success and regularly monitor and report on our performance.

Our Approach

Our framework and approach to quality management revolves around:

- Developing a positive culture within Torrens Connect that facilitates an open and transparent business practices that embrace quality management as core component of our work,
- Ensuring all departures from planned service standards and other non-conformances are investigated for the purposes of preventing recurrence,
- Ensuring our Senior Leadership Team actively provides direction, guidance, and appropriate levels of supervision to ensure we meet all legal, customer and other requirements,
- Understanding the needs and expectations of our stakeholders so that our continual improvement processes incorporate these inputs,
- Applying an integrated risk management system that identifies, assess and control quality risks through the business and operational lifecycle.

Continuous Improvement

Our continuous improvement processes revolve around the 3rd Party Certification to ISO:9001 Quality Management System Requirements and the processes necessary to ensure our operations consistent with the Plan, Do, Check, Act improvement model.

Managerial Accountability

Our Senior Leadership Team is accountable for meeting all requirements set out within this Policy and our Integrated Management System.

Digitally Signed By:

General Manager - Sarah Kelley at:15/09/2022 12:56

Torrens Connect