
Quality Policy

First Class Partnerships Limited is committed to supplying Services of Consistent Quality that at all time meet with Customer needs and provide high Customer Satisfaction; thereby enhancing our position as a Leading Supplier of Specialised Consultancy and Advisory Services for the Rail Industry.

In order to meet our objectives, we have adopted the European Foundation for Quality Management (EFQM) model of business excellence to construct our core business processes and resource management approach around (see below).

The quality system is maintained by regular monitoring by the Board of Directors and where appropriate by annual review. Management and Staff are given the authority to implement the Quality Policy, achieving quality improvements for analysis at Board Meetings.

QUALITY OBJECTIVES

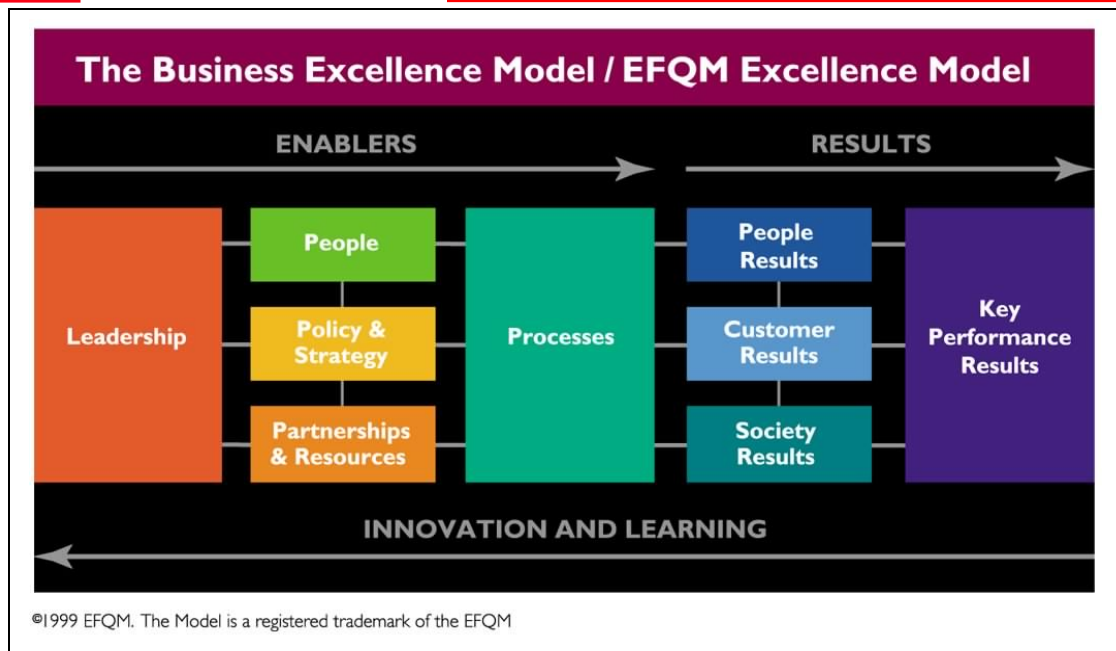
To focus on customer satisfaction, meeting and exceeding expectations. A commitment to total quality and continual improvement. A commitment to environmental improvements and the Health & Safety of all stakeholders.

APPOINTED MANAGEMENT REPRESENTATIVE

The Managing Director is the Appointed Management Representative, who irrespective of other responsibilities has the authority and responsibility for ensuring that the requirements of this Quality Policy are implemented and maintained by **First Class Partnerships** Limited.

Peter Wilkinson

**Managing Director
First Class Partnerships Ltd**



The need for a model

Regardless of sector, size, structure or maturity, organisations need to establish an appropriate management system to be successful. The Excellence Model is a practical tool to help organisations do this by measuring where they are on the path to Excellence; helping them understand the gaps; and then stimulating solutions. The BQF, with the EFQM, is committed to researching and updating the Model with the inputs of tested good practices from thousands of organisations both within and outside of Europe. In this way we ensure the Model remains dynamic and in line with current management thinking.

Overview of the Excellence Model

The Model is an over-arching, non-prescriptive framework based on nine criteria. Five of these are 'Enablers' and four are 'Results'. The 'Enabler' criteria cover what an organisation does. The 'Results' criteria cover what an organisation achieves. 'Results' are caused by 'Enablers'.

The Model, which recognises there are many approaches to achieving sustainable excellence in all aspects of performance, is based on the premise that: Excellent results with respect to Performance, Customers, People and Society are achieved through Leadership driving Policy and Strategy, People, Partnerships, Resources, and Processes. The arrows emphasise the dynamic nature of the model. They show innovation and learning helping to improve enablers that in turn lead to improved results.

Model structure.

The Model's nine boxes, shown above, represent the criteria against which to assess an organisation's progress towards excellence. Each of the nine criteria has a definition, which explains the high level meaning of that criterion.

To develop the high level meaning further each criterion is supported by a number of sub-criteria. Sub-criteria pose a number of questions that should be considered in the course of an assessment.

Below each sub-criterion are lists of possible areas to address. The areas to address are not mandatory nor are they exhaustive lists but are intended to further exemplify the meaning of the sub-criterion.

The Fundamental Concepts of Excellence

The Model recognises there are many approaches to achieving sustainable excellence. Within this non-prescriptive approach there are some Fundamental Concepts which underpin the Model. These are expressed below. There is no significance intended in the order of the concepts. The list is not meant to be exhaustive and they will change as excellent organisations develop and improve.

Results Orientation

Excellence is dependent upon balancing and satisfying the needs of all relevant stakeholders (this includes the people employed, customers, suppliers and society in general as well as those with financial interests in the organisation).

Customer Focus

The customer is the final arbiter of product and service quality. Customer loyalty and retention, and market share gain, are best optimised through a clear focus on the needs of current and potential customers.

Leadership & Constancy of Purpose

The behaviour of an organisation's leaders creates a clarity and unity of purpose within the organisation and an environment in which the organisation and its people can excel.

Management by Processes & Facts

Organisations perform more effectively when all inter-related activities are understood and systematically managed and decisions concerning current operations and planned improvements are made using reliable information that includes stakeholder perceptions.

People Development & Involvement

The full potential of an organisation's people is best released through shared values and a culture of trust and empowerment, which encourages the involvement of everyone.

Continuous Learning, Innovation & Improvement

Organisational performance is maximised when it is based on the management and sharing of knowledge within a culture of continuous learning, innovation and improvement.

Partnership Development

An organisation works more effectively when it has mutually beneficial relationships, built on trust, sharing of knowledge and integration, with its Partners.

Public Responsibility

The long-term interests of the organisation and its people are best served by adopting an ethical approach and exceeding the expectations and regulations of the community at large.