

# Qatar Rail Quality Policy

The Railway is one of the most efficient modes of transport.

Qatar Rail's Quality Policy provides our goals and basic principles to deliver excellence to its stakeholders.

## OUR GOALS

- Delivering excellence to our Customers.
- Achieving 'right first time', every time with zero defects.
- Continuous improvement based on risk and organisational benefit.

## BASIC PRINCIPLES

We will achieve our goals by undertaking the following:

- Embedding a quality culture across Qatar Rail and its projects and operations by actively leading and influencing both within our industry and the region, placing our customers at the forefront of all we do.
- Setting quality objectives and targets as part of our overall business strategy.
- Providing adequate resources, training and the appointment of competent personnel to ensure effective implementation of our Company Management System (CMS).
- Implementing procedures for the control of non-conformance, corrective action and assurance, and other controls as appropriate, to ensure business requirements are met and desired results and objectives are achieved.
- Ensuring compliance with applicable legislations, standards and other requirements associated within our industry and region.
- Continually improving the effectiveness and efficiency of the CMS and the quality of service.
- Planning and implementing actions to address risks and opportunities.
- Effectively analysing data to measure the effectiveness of the Quality Management System and identify opportunities for continuous improvement.

We will create a working environment characterised by a commitment to our quality objective, best practises and continual improvement. In this way we can work together so that our goal of 'right first time' is achieved.

This policy statement is our personal commitment and that of Qatar Rail leadership team, their teams and contractors to provide a positive Quality culture and our goal of 'right first time' in all our activities.



**Abdulla Al Subaie**  
**Managing Director & CEO**