



2.1 QUALITY MANAGEMENT POLICY

Quality Traffic Surveys Ltd aims to deliver the highest quality of service to its clients demonstrating high class standards of professionalism in accordance with all requirements and regulations of the traffic and transport industry.

In October 2012 Quality Traffic Surveys Ltd were accredited with an ISO9001 award by an outside independent company (QMS Ltd), which ensures our quality management systems are in place and regularly audited. We therefore have the ability to tailor to the needs and requirements of any individual project to its client's specifications. Our Directors and Management team like to keep in continual contact and communicate with clients throughout the project to ensure the service is delivered to the highest possible standards.

Each individual job is assigned to one of our experienced project managers, who will be responsible for overseeing all processes of the job from the preparation of the survey to on sight data collection, through to the analysis and checks, then finally the presentation and delivery of the service.

QTS Ltd ensures a Project Manager will attend and supervise on site on every survey job. Their expertise and experience will always ensure the smooth running of each job and effectively and efficiently deal with any difficulties that may occur. Notes are made on sight of any adverse effects to the survey such as road works, accidents and weather, and digital photographs may be taken of such

incidents that can be forwarded to the client. All instances are recorded and documented within a simple QA spread sheet, in severe cases the client will be informed immediately keeping them aware and allowing the ability to decide to postpone the s A Job log is assigned to each project, detailing its briefs and specifications. Each stage of the jobs process is signed off upon completion by the staff involved, then by the management and project manager, once the work is completed it will be presented to a Director who will proof read the work, and conduct a number of checks before signing off the completion of the project. The Version 1.1 Mar 13 Director that signs of the works will not have been involved with the works in any way with the exception being pricing/tendering. Therefore they will have a fresh outlook upon the job.

10% checks are conducted on all vehicle and pedestrian analysis to ensure the accuracy of the data collected. Whilst conducting an ANPR study random 15 minute counts of all vehicles are checked to verify the number of vehicles through each location. ATC's are physically checked onsite a minimum of once every 7 days, depending on its location and or density of traffic the flow. All data is proof checked for consistency and validity by the Project Manager, before being presented to a Director.

All staff employed by QTS Ltd goes through a vigorous interview process where analytical, equipment and aptitude tests are conducted. References must be provided to ensure the right individual is employed. Once employed all staff are supervised by an experienced management team, who in turn are monitored by the company Directors.

QTS Ltd provide extensive annual training to its staff in all areas of traffic surveying, including the use of our high tech equipment, understanding the survey requirements, office training, health and safety and road and traffic laws. Every member of our workforce is expected to adhere to all road and traffic laws as well as our health and safety policies, failing to do this will result in disciplinary action.

Quality Traffic Surveys pride itself on the quality and efficiency of the data we provide. We aim to fulfil every requirement and exceed the high expectations of our clients and deliver our data well within its deadline. To assist us in ensuring this we often ask for feedback from clients on the service we provide,

and how if at all we can improve on our already high standard of service. This is to ensure the company operates effectively and efficiently and meets the needs of its clients.

Our name is Quality Traffic Surveys and therefore we aim to live by that with the Quality we deliver.

Quality Traffic Surveys objectives are:

- To continue to meet in full the requirements of the client.
- To reduce waste and loss.
- To carry out all our activities within our environmental policy guidelines, thus helping to ensure a sustainable environment for the benefit of the community.

To continually identify improvements to existing working practices In order for Quality Traffic Surveys to achieve the above objectives, every employee:

- Understands our client and customer needs.
- Is responsible and accountable for the quality of work.
- Ensure that the clients and customers deadlines are met.