



## **Quality Policy**

This Quality Policy defines the Merseytravel commitment to service quality and customer satisfaction. It is fully endorsed by management, Directors and Elected Members and will be on prominent display on the Merseytravel web site, internally on OnePlace and at various Merseytravel premises.

It is the policy of Merseytravel to consistently meet the needs and expectations of our customers by providing services which, as a minimum, conform to specified (including Statutory and Regulatory) requirements, together with customer requirements which are not specifically documented.

Through the management review process, Quality Objectives are established and monitored. The overall organisation objective is to ensure the continual improvement of its Quality Management System.

These objectives will include specific objectives in the following areas:-

- Ensure that the customer is at the forefront of everything we do with a measurable increase in customer satisfaction levels
- Improved levels of performance and consistency across the whole organisation
- Improved efficiency including, where appropriate, a reduction in costs
- Improved communications and engagement of staff

Further service specific objectives can be found in the Customer Charter, Corporate Plan, Directorate Plans or Service Plans.

To this end, Merseytravel maintains a Quality Management System that complies with the requirements of ISO 9001:2008.

Through customer feedback and the use of appropriate trend analysis, the organisation endeavours to maintain a culture of continuous Improvement of its services, people, and processes.

**Neil Scales, Chief Executive and Director General  
Merseytravel  
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