

An introduction to AS/NZS ISO 9002: 1994



QUALITY AWARENESS



Met Tram Quality Policy

The management and staff of the Met Tram Business Unit are committed to the provision of quality public transport services to the community.

In particular the Met Tram Business Unit shall establish, develop, review and maintain quality management systems which facilitate the achievement of the core business objectives of:-

- √) Achieving high levels of service delivery.
- √) Achieving high levels of customer satisfaction.
- √) Enhancing asset utilisation and the safety of tram operations.
- √) Achieving an increase in patronage, revenue and operational efficiency.
- √) Ensuring conformance to specified requirements for provision of quality services.

These objectives will be achieved by the active participation of all Met Tram personnel.

Russell Nathan
Managing Director, Met Tram
4 April, 1997.