



## QUALITY POLICY

### SCOPE

This Policy applies to all employees, contractors, and other people at workplaces under the management and control of Light Rail Manila Corporation (LRMC).

### COMMITMENT

Through drive, passion and focus on excellence, LRMC is committed to consistently exceed the expectation of our clients and the industry in everything we do.

Our business is built on our people who, through innovative thinking and expertise, 'can-do' passion and collaboration, are committed to maintaining long term productivity and competitiveness. Our people seek to provide excellence in product and service delivery through continual improvement and risk management strategies.

### OBJECTIVES

To fulfill this commitment LRMC will:

- Provide products and services that meet or exceed the standards prescribed in relevant agreements, contracts, codes and statutory obligations;
- Establish and measure performance and customer satisfaction against project quality objectives and/ or targets with the aim of continually improving our reputation;
- Encourage a philosophy of doing things "right the first time",
- Focus priority on a collaborative working approach at the front end of a project to identify and eliminate or otherwise control critical risks;
- Focus on upstream control and design/ planning to achieve greatest quality outcomes;
- Ensure all management and staff are appropriately trained and have the necessary skills and competencies to fulfill their task and responsibilities;
- Identify, monitor and respond to client needs and expectations and levels of satisfaction;
- Ensure our systems are flexible and encourage new ideas, technologies and innovations;
- Identify gaps between what is planned and actual outcomes;
- Seek to capitalize on lessons learnt (both positive/negative and internal/external) and share this knowledge and information to facilitate improvements in performance; and
- Adopt a risk management approach to prioritize and identify project elements requiring greatest surveillance and audit effort.

  
**MR. ROGELIO L. SINGSON**  
President/ CEO  
January 19, 2017

