

# Quality

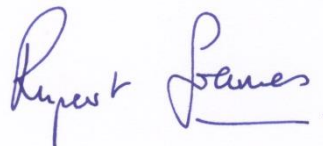
**Our reputation and capability to grow our business depends on our ability to provide products and services that are of a consistent, reliable and high quality, meeting or exceeding our customers' needs and achieving customer satisfaction.**

Embedded within the delivery of our services and products is a commitment to quality and continuous improvement. This increases our probability of enhancing customer satisfaction and the satisfaction of other interested parties. It gives the Company and its customers the confidence that the provision of services and products will be delivered effectively and consistently to the standards required.

**We will:**

- Work closely with our customers to fully understand their needs and meet their expectations throughout the life of their contract with us
  - Set objectives and targets which are focused on meeting the needs of our customers, our business and other stakeholders
  - Use all necessary resources – in a way that clearly allocates responsibilities relating to quality to appropriate staff – to make sure we meet the commitments we have made to our customers
  - Make sure our employees have adequate training and have the skills, knowledge and experience they need for their roles.
  - We will encourage effective teamwork and make sure staff feel empowered and understand how meeting their objectives will contribute to the success of their particular business unit and Serco as a whole
  - Measure and report on our performance in managing our business and meeting our customers' needs and use performance information to help us improve
- Independently audit our management systems to confirm whether or not they are adequate for meeting any regulatory requirements as well as the needs of the business, our employees, our customers and others with an interest in our work
  - Use the outcomes of independent audits to help us to continuously improve and meet the needs of our customers
  - Give all employees and interested parties relevant information and consider their views on how to improve the quality of our services
  - Regularly review the suitability and effectiveness of our systems to identify improvements that we need to make to be more able to meet our needs and those of our customers and people who have an interest in our work
  - Develop effective relationships with our subcontractors and suppliers

We will put this policy into practice by applying policies, standards, operating procedures and processes so that we control the delivery of high-quality products and services that reliably and consistently meet our commitments to our customers.



**Rupert Soames**  
*Group Chief Executive, Serco Group plc*