

QUALITY MANAGEMENT SYSTEM (QMS) ISO 9001 POLICY

DOCUMENT CONTROL PAGE

Supersedes	New Policy
Document Number	RS/CU/01/01/2021

ORIGINATOR

Custodian	Policy and Compliance Unit
Responsible Person	Executive: Risk and Strategy

APPROVAL

Review date by Executive Committee	09 February 2021
Approval date by RSR Board of Directors	22 February 2021

CIRCULATION

Effective Date	Date of Approval
Circulated by	Media and Communications

POLICY REVIEW

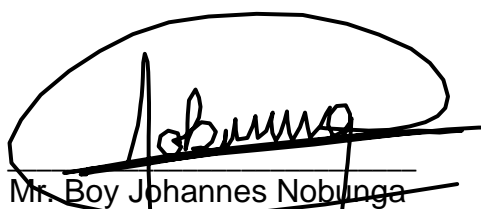
Recommended Review Date	February 2022
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THIS POLICY HAS BEEN ENDORSED BY THE RSR'S CHIEF EXECUTIVE OFFICER:

Ms. Tshepo Kgare

ACTING CHIEF EXECUTIVE OFFICER

THIS POLICY HAS BEEN APPROVED BY THE RSR'S BOARD OF DIRECTORS:



Mr. Boy Johannes Nobunga

CHAIRPERSON: RSR BOARD OF DIRECTORS
06 April 2021

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1. ACRONYMS

Acronyms	Definition
QMS	Quality Management System
ISO	International Organisation for Standardisation

2. DEFINITIONS OF TERMS

Term	Definition
PRODUCT	Is defined as “result of a process”
PROCESS	Is defined as “set of interrelated or interacting activities which transforms inputs into outputs.”
QUALITY	Degree to which a set of inherent characteristics fulfils requirements.
MANAGEMENT SYSTEM	A set of interrelated or interacting elements of an organisation to establish policies and objectives and processes to achieve those objectives.
ORGANISATION	Group of people and facilities with an arrangement of responsibilities, authorities and relationships.
CUSTOMER/ CLIENT	Organization or person that receives a product/service.
MANUAL	A document that transmits information or, in general terms, sets out the requirements to be met and principles to be applied to achieve a desired goal. It may consist of a single document or a set of documents that relate to a specific series of related subjects.
PROCEDURE	A document that, in sequence of execution, prescribes the action required to perform a defined task and accords specific responsibilities to specific persons.

3. INTRODUCTION

- 3.1 A Quality Management System (QMS) is defined as a formalized system that documents processes, procedures, and responsibilities for achieving quality policies and objectives. A QMS helps coordinate and direct an organization's activities to meet customer and regulatory requirements and improve its effectiveness and efficiency on a continuous basis.
- 3.2 This QMS Policy will act as a guide to ensure continual improvement of the RSR's Quality Management Systems.

4. SCOPE

- 4.1 The QMS Policy is developed to comply with the requirements of ISO 9001 2015 and will apply to RSR employees.

5. PURPOSE

- 5.1 The purpose of this policy is to:
 - 5.1.1 Establish and maintain the quality policy objectives of the organisation
 - 5.1.2 Promote the quality policy and objectives
 - 5.1.3 Ensure the appropriate processes are implemented to enable all requirements to be fulfilled
 - 5.1.4 To ensure the availability of the necessary resources
 - 5.1.5 To decide on actions for improvement of the quality management system.

6. QUALITY MANAGEMENT SYSTEM POLICY STATEMENT

6.1 The Railway Safety Regulator (RSR) recognize that the priority of every relevant interested party in the organisation to ensure that we continue to oversee railway safety, promote improved safety performance in the railway transport industry, develop an enabling regulatory framework and to monitor and ensure compliance.

6.1.1 To this end, we commit ourselves to:

- Establish the needs and expectations of our customers which are relevant to our Quality Management System;
- Establish an approach and/or a suitable solution to satisfy the needs and expectations of our customers;
- Communicate the objectives and targets of our Quality Management System to our employees and relevant interested parties via regular meetings, training inductions and management reviews;
- Engaging with our employees with respect to knowing their quality responsibilities in achieving our Quality Objectives and to be empowered to act to protect our customers and other interested parties through standards, training and effective communication;
- Continually improving the Quality Management System, and ensuring the Quality Objectives are consistent with the Quality Policy;
- Ensuring the Quality Policy is compatible with the strategic direction and context of the RSR;
- Acknowledging that management by process is essential to our QMS as it provides the framework for attaining and maintaining compliance and measuring performance; we will thus promote adherence to Standard Operating Procedures.
- Engaging our employee commitment to continual improvement and the application of constantly looking for opportunities to apply our continuous improvement approach to deliver our competitive advantage;

- Ensuring a culture of Quality which is integral to our corporate business principles, by developing Quality awareness through the organization and encouraging the anticipation of potential Quality issues and Risk mitigation;
- To recognise that teamwork, engagement, ownership and support by everyone are vital for achieving our Quality objectives and improving Quality performance;

6.1.2 We further commit ourselves to the implementation and maintenance of a Quality Management System complying to ISO 9001:2015 QMS, and to the continual improvement of the RSR business by an annual review of our Quality Management System and by keeping abreast with the latest technology and applicable legislation in our field.

7. KEY QMS REQUIREMENTS

- 7.1 Customer Focus
- 7.2 Leadership
- 7.3 Engagement of People
- 7.4 Process Approach
- 7.5 Improvement
- 7.6 Evidence-based Decision Making
- 7.7 Relationship Management

8. ROLES AND RESPONSIBILITIES

- 8.1 The Chief Executive Officer
 - Managing the RSR in accordance with the QMS strategy and policies.

8.2 The Executive Management/ Senior Management

- Ensuring that responsibilities and authorities for relevant roles are assigned and communicated within the RSR and their respective departments.

8.3 The RSR Employees

- Familiarising themselves with all the RSR Policies concerning the QMS the policy and their obligations that are relevant to their workplace activities and shall comply with the RSR Standard Operating Procedures.

9. QMS NON-CONFORMITY

- 9.1 The RSR will take action to eliminate the cause of non-conformities to prevent their recurrence. Corrective actions are appropriate to the effects of the non-conformities encountered.

10. POLICY REVIEW AND AMENDMENTS

- 10.1 The Quality Management Systems Policy will be reviewed at least annually and updated with any relevant changes when the need that is deemed significant arises.