

Premier Traffic Management is committed to providing a quality service by executing our integrated management systems and processes more consistently and reliably than the competition, whilst driving value for the customer and embedding a Lean culture which strives for perfection. Our blueprint for operational excellence supports us to consistently deliver on our promises every time to make Premier Traffic Management the partner of choice for our clients.

Rather than focusing solely on continuous improvement our operational excellence goes further; it involves setting Premier Traffic Management up for growth by understanding what the market wants and creating an uninterrupted value stream that always feeds the customer need. It is a change in mindset that must be embedded in our people to be the best they can be, regardless of their role.

By championing a culture of excellence, we will deliver exceptional quality by:

- Embedding quality at the source of delivery through the implementation of our ISO9001 accredited Quality Management System with scope for National Highways Sector Scheme 12A/B, C, and D
- Creating a value stream which is tailored to the needs of the highways industry
- Striving for process excellence to drive waste from the ways in which we work
- Designing a compelling experience for the Premier Traffic Management team to empower people and demonstrate that every individual has a part to play in our journey towards excellence
- Communicating the importance of quality and right-first-time delivery to our workforce and supply chain through a structured training and engagement programme using visual management standards
- Creating and implementing robust Quality Plans on every Premier Traffic Management project to deliver upon the requirements of our Quality Management System and the expectations of our clients and customers
- Auditing our delivery standards against SMART KPI's to provide a baseline for continuous improvement plans
- Implementation of Lean tools such as value stream mapping, visual management, and 3C boards to drive out waste from our operations and deliver greater efficiency and effectiveness
- Embedding innovative thinking and research and development within our quality management strategies to support greater consistency, efficiency and effectiveness through a commitment to digital delivery, automation, and sustainability

Our overall approach to quality management is contained within our Business Management Systems and is the responsibility of Premier Traffic Management Director, Matthew Turner. Each Premier Traffic Management General Manager is responsible for ensuring that effective resources, arrangements, and management controls are in place to deliver requirements in compliance with Quality Plans and legal requirements.

We will communicate this Policy to the attention of our employees, supply chain partners and relevant interested parties and review it on an annual basis.



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Matthew Turner, Director

Reviewed November 2020