



Quality Management Policy



The Quality Management Policy describes Thomson Bridge's approach to quality assurance and continuous improvement. The key elements Thomson Bridge's approach are:

- Thomson Bridge's Planning, Quality and Risk Framework aligns the planning, quality and risk activities, and is embedded within all areas of Thomson Bridge's operations.
- Thomson Bridge aligns with international standards and applies quality management principles of customer focus, leadership, engaging people, a process approach, continual improvement, evidence-based decision making, and relationship management.
- Thomson Bridge's Quality Management Cycle consists of Plan-Implement-Review-Improve (PIRI) and further strengthens Thomson Bridge's focus on continual improvement and innovation.
- Planning within Thomson Bridge ranges from strategic planning through to Organisational Unit and Individual Performance Plans. Goals and targets are developed that clearly align with Thomson Bridge's Mission and Vision.
- Implementation ensures Thomson Bridge's infrastructure, resources, systems and processes are developed, deployed and coordinated to support the achievement of Thomson Bridge's goals and targets.
- Regular reviews ensure Thomson Bridge monitors its performance and progress at all levels to determine whether the established goals and targets have been met.
- Thomson Bridge identifies opportunities and areas for improvement, which drives its commitment to excellence, continual improvement and innovation.

Roles and Responsibilities

The intent and application of the Quality Management Policy is embedded within the work of all Thomson Bridge staff.

The Executive are responsible for providing oversight of quality management at Thomson Bridge. The Executive will convene committees to assist in quality management of HSE; People and Community; Operations; Finance; and Innovation and Technology.

The Management team are responsible for ensuring that the Quality Management Policy is communicated, understood and implemented for their respective areas.

The Management team are responsible for providing direction and clarification on how each individual role contributes to the strategic priorities of the work unit, including continual improvement and work toward excellence.

All Staff are responsible for full participation, engagement, resolving issues, meeting standards and ensuring quality relevant to their role and contribution to Thomson Bridge in relation to quality services, systems and processes.

Integrated Management Standard

Thomson Bridge details its approach to quality management and operational excellence through its Integrated Management Standard.

Signed	
Name	_____ Lisa Parkinson
Role	Chief Executive Officer and Managing Director
Date	12 January 2022