DigiSig Rail Group Ltd

Quality Policy Statement

Doc No.	DRGL/D/2.3.3	
Version	**Description**	
1.0	Initial Issue	
1.1	Update to new logo and Managing Change Form	
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Principles and Commitments

At DigiSig Rail Group Ltd our Quality Policy is defined and strongly driven by the following management principles and behaviours:

- Build a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers as well as achieve our commitments for quality, cost, and programme.
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and customer survey.
- Develop staff competencies, creativity, empowerment, and accountability through the IRSE professional development logbook scheme and continued training in an ever-changing industry.
- As we grow as a company all staff are encouraged to partake and be supported through the IRSE examinations.
- As part of our signalling verification and validation services all issues and errors found are logged in our Signalling Assurance Forms, sometimes referred to as Error Reports.

DigiSig Rail Group Ltd strives to be the best provider of signalling design consultancy services in the industry. Using these guiding principles, everyone at DigiSig Rail Group Ltd is accountable for fully satisfying our customers' needs by meeting or exceeding their expectations with the best-in-class solutions and services.

At DigiSig Rail Group Ltd we work hard and take pride in our final product to provide the best possible work to the customer, whether that is a checker, tester, reviewer or passenger.

Our goal is 100% customer satisfaction 100% of the time.

Responsibilities

At DigiSig Rail Group Ltd we take full responsibility in adhering to Network Rail Standards and RSSB Group Standards.

Quarterly reviews are carried out to ensure any standard changes are captured and our baseline standards are updated to the latest set of requirements.

Everyone at DigiSig Rail Group Ltd is competent to the relevant IRSE licence categories for the work they are assigned to carry out or they are mentored by somebody who is fully experienced and holds the relevant IRSE licence for that work.

Ensure a systematic approach to promoting continual improvement.