



Green Line Budget and Risk Committee to GREEN LINE BOARD

December 3, 2021

Green Line LRT Program Quality Policy

RECOMMENDATION:

That the Green Line Board:

1. Approve the Green Line LRT Program Quality Policy, as set out in Attachment 1 to this Report, to reinforce the importance of quality for the Green Line LRT Program.

PURPOSE

The purpose of this Briefing Note is to inform the Committee of the Green Line LRT Program Quality Policy, (the “Policy”) seek the Committee’s endorsement of the policy and discuss any amended policy the Committee may want to propose.

BACKGROUND INFORMATION

Green Line Senior Management directed the development and implementation of a Quality Management System (QMS) for the Green Line Program based on ISO 9001, the international standard for Quality Management Systems. ISO management systems for quality, environmental management, and health and safety require a policy statement for the relevant management system. City Corporate policy statements exist for health and safety, and environmental management. However, a City Corporate policy statement for quality management has not been published. A specific program quality management policy has been developed for Green Line to communicate senior management direction for the QMS.

The policy is provided as Attachment 1 and can be summarized as follows:

- It describes the overall intentions and direction of the organization related to quality and provides a framework for setting measurable quality objectives
- Policy statements demonstrate the commitment to quality that senior executive and managers believe in and encourage all members of their team to support.
- The policy focus and achievement of quality objectives can have a positive impact on product quality (installed/constructed assets), operational effectiveness and the satisfaction and confidence of stakeholders



- The policy is used as an internal guidance document for Green Line employees and is to be shared with our contractors and consultants to consider incorporating elements of the policy in their project quality plans.
- Early confirmation of the policy is recommended to communicate the importance of quality and create shared commitment with Green Line contractors, consultants and the LRV Supplier
- The Policy is to be published in the Green Line Program Quality Management Plan and the Green Line internal and external websites.

RISKS

Not applicable.

BUDGET IMPACTS

Not applicable.

ATTACHMENT(S)

Attachment 1 – Green Line LRT Program Quality Policy

Author: G. Wennerstrom
Approved: D. Bhatti