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The Light Rail Transit Authority (LRTA) has developed and implemented a Quality Management System (QMS), which uses the ISO 9001:2015 as a framework that allows it to document and improve the practices adopted in order to better satisfy the needs and expectations of its customers, stakeholders and interested parties.

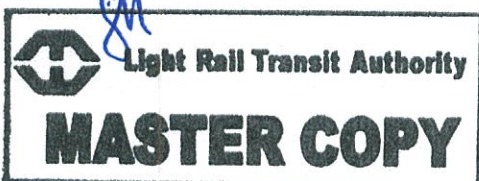
This Quality Manual (QM) of the LRTA serves as a reference and guide for all its personnel in the implementation and continual improvement of the LRTA's QMS. Through this document, the company's internal and external stakeholders are informed about the Authority's QMS which enable them to observe and implement its provisions. It defines and clarifies the contained LRTA policies, processes or systems and procedures adopted and the level of performance regarded as basis in the Authority's **Light Rail Transit (LRT) Operations and Maintenance Management for the Depot and Stations of the Line 2 System** core processes as well as its management and support processes.


In its implementation, it considers at all times the laws and principles on gender equality, accessibility, equal opportunities for employment and such other legal requirements that are relevant in the conduct of its business.

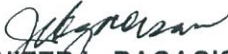




The LRTA's Integrated Management System (IMS) Team Leader, IMS Core Team is responsible for overseeing the maintenance and distribution of the QM, in accordance with the Control of Documented Information Procedure as well as in coordinating requests for changes and amendments to the QM per Section 7.5.1.3 on Quality Manual Amendment.

The approving official and issuing authority for this Manual and its subsequent amendments is the LRTA Administrator or in the absence of the Administrator, the duly designated Officer-in-Charge (OIC) of the Authority.

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