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Go-Ahead Ireland goal is to be recognised for quality in the public transport services industry.

This will be achieved through:

- Consideration of context of the organisation and aligning the Integrated Management System with the strategic direction of Go-Ahead Ireland
- Satisfying customer and applicable statutory and regulatory requirements
- Management of organisation, along with employee established quality objectives and defined responsibilities for their fulfilment
- Establishing, applying, maintaining and continual improvement of effectiveness of Integrated Management System based on ISO 9001:2015 and ISO 14001:2015
- Tracking and applying new technologies and educating employees
- Careful selection of suppliers
- Commitment to increase quality of public transport services in order to exceed customers' expectations
- Making continuous improvement a part of our daily culture
- Ensuring that our Policies and Procedure Manuals reflect what we actually do
- Understanding how our jobs fit into the overall flow of work at Go-Ahead Ireland
- Continuously upgrading the Integrated Management System in all stages ranging from contract stage, design of services and schedules, provision of services, maintenance of fleet and depot management.

The framework for setting quality objectives is defined in the IMS Manual.

Andrew Edwards is responsible for communicating the Quality Policy to all persons working for or on behalf of the organisation and making it available to the public.



Andy Edwards, Managing Director
Go-Ahead Ireland