

# QUALITY POLICY

## Excellent Service Is Our Way Of Life

1. To provide the best rail services between Kuala Lumpur International Airport and KL Sentral in order to achieve customer satisfaction.
2. To commit and comply with ISO 9001:2015 through continual improvements to ensure effectiveness of Quality Management System.
3. To establish and review measurable Quality Objectives at all levels within the departments.
4. To ensure the Quality Policy and Quality Objectives are communicated and understood by all employees.
5. To periodically review the Quality Policy and Quality Objectives for improvements and relevancy.

Approved by

**Noormah Mohd Noor**  
Chief Executive Officer  
Express Rail Link Sdn Bhd