

Corporate Quality Management System

Quality Policy of JSC FPC

JSC FPC’s corporate quality management system (hereinafter – CQMS) is aligned with the parent company’s Quality Management Strategy, the Development Strategy of JSC FPC, and ISO 9001:2015 Quality Management Systems. Requirements.

The Company’s priorities in respect of quality include the following objectives:

- Meet customer requirements and expectations by continuously improving service quality and ensuring high levels of service, comfort and safety
- Continuously improve the Company’s operational efficiency and performance by enhancing its CQMS and business processes and introducing new technologies for lean production, rolling stock maintenance, and customer service.

To achieve these goals and ensure sustainable development, JSC FPC’s management undertakes to:

- Follow the management’s leadership principle, foster collaboration between employees in achieving goals, enhance employees’ competencies, motivation and corporate relations culture
- Support and develop mutually beneficial long-term relations with suppliers, improve the satisfaction levels among the Company’s customers and all of its stakeholders

- Manage potential corporate risks, prevent recurring and potential inconsistencies, and make decisions based on objective evidence and stakeholder requirements
- Keep its CQMS compliant with ISO 9001:2015 international standard and stakeholder requirements
- Continuously improve its corporate quality management system, enhance operational efficiency and performance through process improvement, innovation and cost optimisation
- Organise the implementation of the Quality Policy, while providing staff with the necessary resources



Certification of the CQMS and its compliance with ISO 9001:2015 Quality Management Systems. Requirements

In 2023, JSC FPC successfully passed a CQMS inspection for compliance with ISO 9001:2015 Quality Management Systems. Requirements to validate current certificate **No. 210890/A/A/0001/UK/RUS** dated 19 April 2023 with validity period till 17 April 2026 for the core business processes of the Company:

- Transportation of passenger, baggage and unaccompanied baggage
- Passenger assistance, customer service, and carriage servicing and maintenance on long-distance trains
- Issuance and sales of travel and carriage tickets and documents
- Carriage servicing before journey
- Carriage overhaul reconditioning
- Depot repairs (DR) of carriages
- Stage one and two (KR-1 and KR-2) carriage overhauls
- Current repairs of coupled/uncoupled carriages
- Wheelset repairs
- Repairs of carriage components and assemblies

- Carriage maintenance and inspection (TO-1, TO-2, and TO-3).

Key advantages of having the certificate of compliance with ISO 9001:2015 Quality Management Systems.

Requirements:

- Image of a customer-focused company confirmed by state-level documents
- Confirmation of JSC FPC’s compliance with global best practices in quality management by an independent certification body
- Increased passenger satisfaction driven by services provided in line with global quality standards
- Improved operational efficiency and performance of the corporate governance system
- Increased share value
- JSC FPC’s higher score in bids (tenders) for the provision of auxiliary services held by the parent company and other customers