

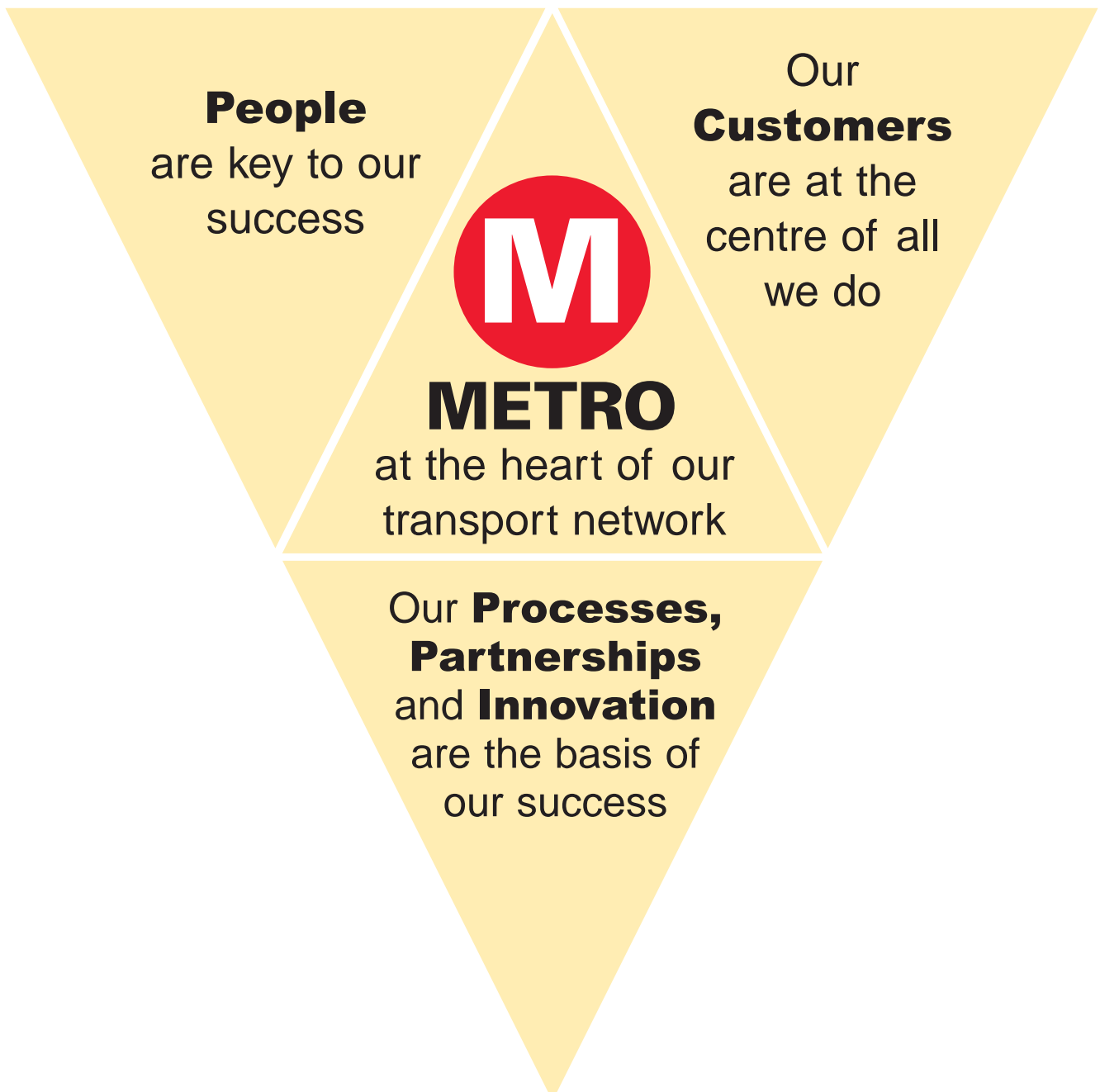
METRO'S QUALITY FRAMEWORK

Metro continues to operate within the Quality Framework and is committed to its role as an Investor In People (IIP) accredited organisation.

The purpose of the Quality Framework is to ensure Metro's quality culture continues to develop. It provides the foundations to demonstrate that Metro is performing well and achieving its targets efficiently and effectively.

This year Metro has refreshed the Quality Framework circle into a pyramid design. However, the original segments of customer focus, staff commitment, managerial effectiveness and planning, and corporate performance are still represented within the new model. The pyramid has three key areas: People, Customers and Processes.

The inner and outer circles on the previous model are still represented within these three headings.



People

People are key to our success. Metro recognises the importance of achieving and maintaining a skilled workforce. Metro works hard at areas such as training and development, communication, management development and performance management. Metro is particularly proud this year to have been recognised as an Investors In People Champion in recognition of our outstanding practice in relation to people development. Metro is only the second organisation in the Yorkshire and Humberside region to achieve this status.

Customers

Our Customers are at the centre of all we do. This element of the framework is centred around ensuring that Metro remains a proactive and responsive organisation that satisfies the needs of all customers. It includes areas such as customer feedback, consultation, political engagement and market research. Metro's recognition as an Institute of Customer Service accreditation centre is based on these foundations.

Processes

Our Processes, Partnerships and Innovation are the basis of our success. This focuses on the organisation as a whole. Key elements of this area include the PTA Policies, Corporate Plan, MetroPlan, Policy to Action framework and Metro's 20-year Vision. All these elements are encapsulated in the main heading of the framework which is that **Metro is at the heart of the transport network.**

