

## **QMS – ISO 9001 CERTIFICATION**

The Quality Management System (QMS) was implemented in CP in December 1999 and its first stage was completed in October 2002 with the Certification - through Standard ISO 9001 - of what was then called the Central Departments of CP Lisbon and CP Oporto. The second stage was concluded by the end of 2008 with the certification of CP Carga, CP Long Distance, CP Regional, CP Fleet and CP Services.

CP became a totally certified company in accordance with Standard NP ISO 9001 in December 2008.

CP was the first national railway company in Europe to have the quality of all its critical business processes certified.

On January 1<sup>st</sup>, 2020, CP merged with EMEF, maintaining its corporate name. EMEF is dissolved and its global assets, as well as its powers and competences, are transferred to CP. With such merger, the manufacturing and sales activities, as well as maintenance, repair, major repair and rehabilitation services of railway rolling stock, including all complementary activities, such as studies and design of workshop facilities, manufacturing, repair and maintenance of railway electronic components and development of IT solutions, are now additionally developed by CP (Decree-Law no. 174-B/2019 of December 26<sup>th</sup>).

Within the scope of the integration into CP, the Industrial QMS from EMEF - certified since 1999 - was subject to a specific audit by the Certifying Entity, for the transition of ownership, ensuring such certification in CP at the beginning of 2020, in the scope of repair, maintenance, rehabilitation, modernisation, design, manufacturing, modification and re-railing operations of railway rolling stock and reconditioning of the corresponding entities and equipment, encompassing all its workshops and Central Departments.

Thus, CP has today the QMS certification, in the two abovementioned areas, which cover both the passenger transportation service and the rolling stock maintenance service.

There is a long list of benefits that the QMS has brought to the organisation over the years:

- it helped the definition of CP's Vision, Mission and Values;
- greater focus on the Customer with the publication of the CP Service Quality Report. Here, CP's Customers and the public in general can see the performance of the service in different areas: information, customer care, cleanliness, safety, train punctuality, accesses, complaints and the results of customer satisfaction inquiries.
- process based approach and identification of performance indicators;
- transformation of the employees' tacit knowledge into explicit knowledge by producing various written procedures associated to critical processes for the organisation;
- development of internal and external audits of all quality processes and the creation of the corresponding Corrective Action and Improvement Plan;
- implementation of an employee Suggestion System and the corresponding Incentive System.