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1. Introduction

The Integrated Management System (IMS) Manual of the Light Rail Transit Authority (LRTA) serves as a comprehensive reference for all personnel in the implementation, maintenance, and continual improvement of LRTA's Quality Management System (QMS) and Occupational Safety and Health (OSH) Management System. This document ensures that both internal and external stakeholders are informed about the Authority's management systems, enabling them to comply with and implement its provisions effectively.

The Manual defines the policies, processes, and procedures adopted by LRTA, including the performance standards applied to its core operations, support functions, and management systems. Specifically, it outlines the Light Rail Transit (LRT) Operations and Maintenance Management for the Depot and Stations of the Line 2 System, along with associated support processes that uphold service quality, efficiency, and safety.

Furthermore, this Manual applies to all personnel, contractors, and operations under LRTA's jurisdiction. It encompasses a wide range of activities, including but not limited to construction, operation, maintenance, and management of light rail transit systems. The scope extends to all levels of the organization, ensuring that every employee and contractor understands their roles, responsibilities, and obligations in upholding safety, health, and quality standards in the workplace.

2. Integration

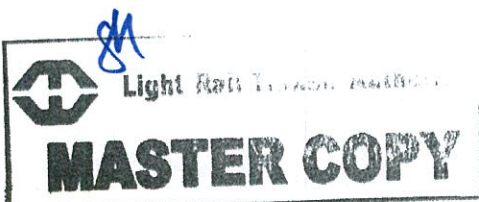
This IMS Manual underscores the integration of ISO 9001 and ISO 45001 standards within LRTA's management systems. This integration enhances operational efficiency, resource alignment, and the consistency of its quality and safety objectives. By adopting a unified approach to management, LRTA ensures that its processes and practices are continually improving and aligned with international best practices and standards.


3. Benefits

This IMS Manual outlines the numerous benefits that result from this integrated approach:

- Enhanced passenger satisfaction through consistent improvements in service quality.
- Reduced operational risks and incidents related to occupational health and safety.

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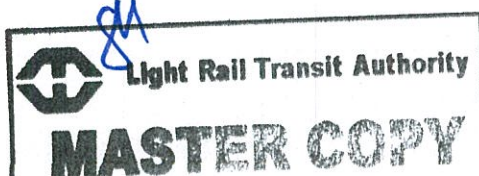



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- Streamlined and efficient management processes that enhance overall operational and safety effectiveness.
- Heightened compliance with quality and safety regulations.
- A secure, safe, and responsible environment for employees, passengers, and stakeholders alike.


LRTA encourages all employees, partners, and stakeholders to familiarize themselves with this Manual and actively participate in the successful execution of the IMS, contributing to its shared goals of excellence, safety, and customer satisfaction.

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