

# Quality Management System Statement



Bus Átha Cliath - Dublin Bus is the principal public transport company serving the Greater Dublin Area.

Dublin Bus aims to provide a safe, secure, reliable, efficient, and accessible bus service to its customers.

Dublin Bus is committed to delivering the highest level of customer service and experience for each of our customers and meeting the objectives and targets set out in our Direct Award Public Service Contract with the National Transport Authority (NTA PSO Contract).

The implementation of the Dublin Bus Quality statement is the responsibility of and requires a positive commitment from each and every employee to achieve and to exceed the customer service standards outlined in our Public Service Contract.

To ensure that the Quality statement is successfully implemented, it is vital that each employee follows the agreed standard operating procedures.

## **Dublin Bus is committed as part of this quality statement to:**

- Operate under the requirements of the NTA PSO Contract and the international standard EN ISO 9001:2015 (Quality Management System) in order to attain and retain the contract and the recognised ISO accreditation.
- Meet all applicable legal, regulatory and other relevant requirements.
- Drive continual improvement and innovation, via the Dublin Bus Business Plan / Strategic Plan, based on efficient business processes, well-defined measurements, best practices, and initiatives.
- Educate, train, and motivate employees to carry out tasks in a responsible manner and ensure that a continuous improvement ethos exists in the organisation to increase quality performance and achieve our objectives and targets.
- Utilise and monitor KPIs (Key Performance Indicators), where applicable, to demonstrate performance, identify areas for improvement and provide a framework for the development of objectives and targets.
- Build a professional relationship with NTA, ensuring its long-term success through the understanding of their needs and the needs of our customers.
- Promote good quality management practices among employees.

The Dublin Bus Executive Team are committed to continuously improving the Quality Management System. We will ensure that risks and opportunities of our products and services are identified, with the focus on continuously improving customer experience and our internal processes.

**Billy Hann**

Chief Executive Officer

Dublin Bus | June 1, 2026



**Bus Átha Cliath  
Dublin Bus**