

Our vision for quality

Our customers expect us to consistently deliver high quality roads that meet their needs.

Quality is integral to how National Highways manages, maintains and improves the strategic road network to make journeys safer, smoother and more reliable.

Quality is essential to every aspect of our work, from planning and design through to construction, operation and decommissioning.

Our aim

To always do ‘the right thing, the right way, every time’ to reduce roadworks and build assets that last longer and require less intervention.

Our approach

Our focus is to deliver real benefits for our customers, our people and our supply chain through:

- Significant efficiencies and productivity savings
- Safety improvements through better planning and ‘right first time’ execution
- Better customer experiences
- Substantial contributions to our carbon and environmental targets

Improving quality in construction

Our charter

Our principles

- **Culture** – Embed a culture of quality
- **Process approach** – Improve our end-to-end quality process
- **Partnership** – Incentivise suppliers to improve quality
- **Measure to improve** – Enable data-driven improvement
- **Capability** – Establish the right structure and skills

Our personal commitment

As individuals and as a team we are all responsible and empowered to deliver better value through improved quality. We know there are many opportunities for improvement and we are committed to ensuring quality is a fundamental part of all our decision making and activities in support of our safety, customer and delivery imperatives.



“I am convinced that if we get our approach to quality right, this will create more efficiencies and productivity savings, greater safety improvements and better customer experiences.”

Nick Harris, CEO, National Highways