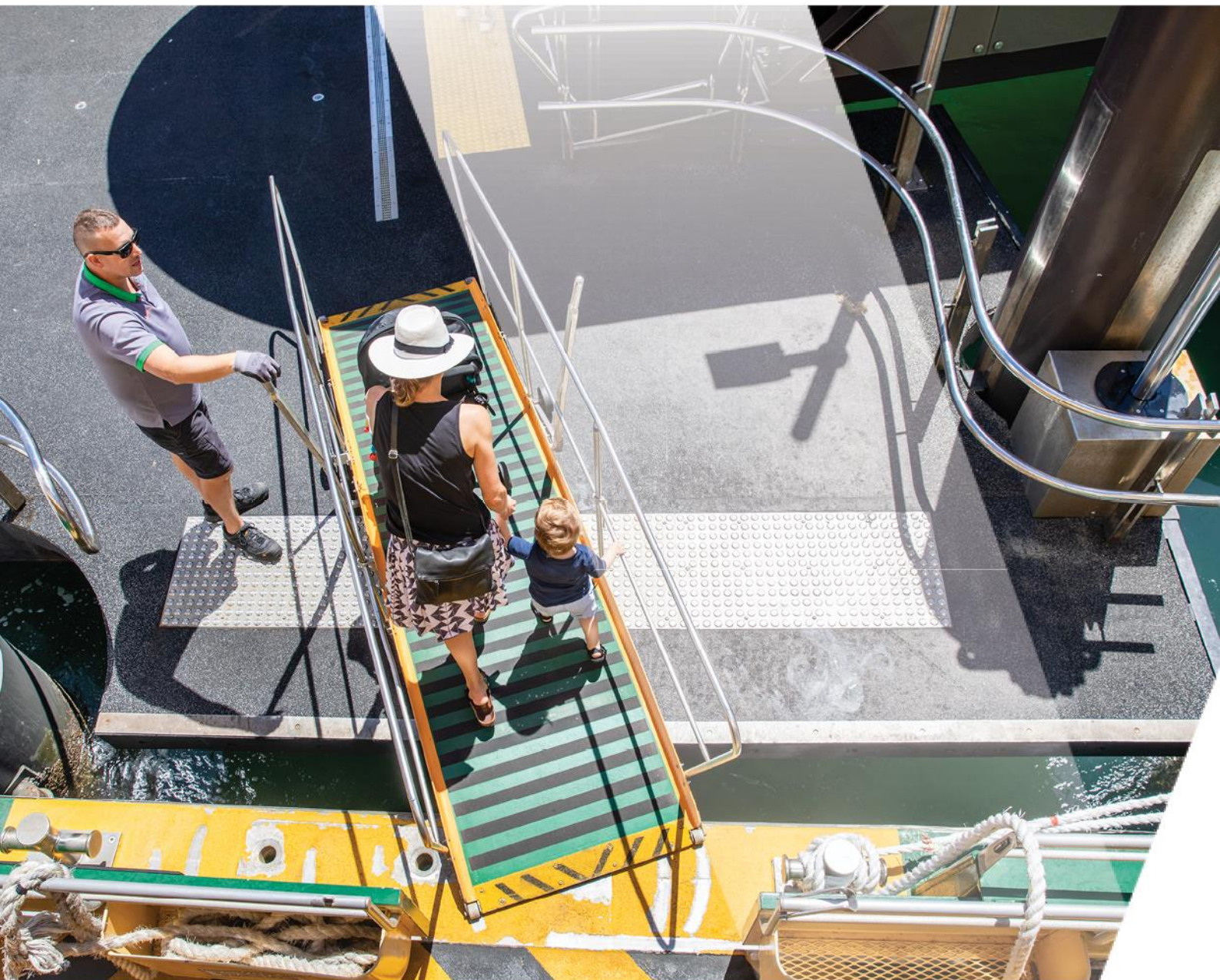




Proud operator of Sydney Ferries



Accessible Transport Action Plan 2024-2025



CUSTOMER EXPERIENCE & COMMUNICATIONS



A word from our Managing Director

I am delighted to present Transdev Sydney Ferries' ongoing commitment to accessibility and inclusion with our Accessibility Transport Action Plan for 2024-2025.

Public transport, including ferry services, plays a fundamental role in many of our customers' daily lives. It holds particular significance for individuals with disabilities, aiding in their social and economic integration.

With approximately 1 in 6 Australians living with a disability, alongside a growing elderly population and more than 22% of Australians speaking languages other than English at home, it is crucial that we prioritise accessibility in the design and delivery of our ferry services.



For those living with an invisible disability, such as autism, dementia, chronic pain, anxiety and more, travelling on public transport can be stressful, with sensory, physical, interactive, and other challenges that may not be immediately apparent to our colleagues and crews. That's why we're proud to have partnered since 2023 with the Hidden Disabilities Sunflower Project that offers support to people living with a hidden disability, by helping them get the patience, understanding, and assistance they need.

I am also extremely proud of many key achievements in the accessibility space in recent years, such as being recognised at the CSIA Customer Service Institute of Australia's Australian Service Excellence Awards, where our team secured victory in the Customer Project of the Year - Customer Impact category. Additionally, our dedication to accessibility was evidenced by an outstanding 98% score in the "Accessibility" category of the November 2023 customer satisfaction survey conducted by TfNSW.

Nevertheless, there remains much to be accomplished to ensure that we consistently recognise and address the needs of every individual customer.

This Plan brings together experts from various departments within Transdev to enhance access to and within our vessels. It encompasses improvements in infrastructure, comprehensive information dissemination, and a steadfast commitment to providing accessible and respectful customer service. Moreover, it underscores our ongoing commitment to not only adhere to, but also surpass compliance with the Disability Standards for Accessible Public Transport.

I look forward to collaborating with all members of the Transdev team and our client, Transport for NSW, to execute this plan and provide a safe, reliable and inclusive service to all our customers.

Kind regards

Gary Iddon

Managing Director Transdev Sydney Ferries



1. Introduction

1.1 Plan purpose and objectives

This Accessible Transport Action Plan (ATAP) responds to Clause 30.1 - Volume 1 of the Ferry System Contract (Contract).

The purpose of this ATAP is to provide guidance on how Transdev Sydney Ferries ('Transdev') will provide an environment that is accessible for all customers and employees, where practicable.

Transdev's ATAP, its procedures and philosophy are based on the following main objectives:

- Leveraging Transdev's unique understanding of Sydney Ferries' customers and accessibility environment.
- Identifying current performance and areas for improvement regarding accessibility, diversity and inclusion and continuously improving in those regards.
- Drawing up an action plan to deliver the initiatives necessary to achieve the customer satisfaction and accessibility targets outlined in this Plan.

Transdev's approach and journey towards Accessibility and Inclusion is built upon ten attributes:



Figure 1: Accessibility and Inclusion pillars

1.2 Legislative framework

To establish a robust framework for improving the accessibility of Sydney Ferries, Transdev will conduct an annual review of this ATAP to ensure it complies with:

- The DDA Legislation (Disability Discrimination Act 1992) & Disability Standards for Accessible Public Transport 2002 (DSAPT)
- The Anti-Discrimination Act 1977 (NSW).
- The Disability Inclusion Act 2014 (NSW).
- Any 'Guidelines for Disability Action Planning', or similar guidelines, issued by NSW Governmental Agencies.

1.3 Interfaces with other Plans, Policies and Procedures

This ATAP is a core part of Transdev's project management methodology and assists us in providing operational transparency to Transport for NSW (TfNSW) and Sydney Ferries customers. This Plan is developed in conjunction with plans, policies and procedures



created for the delivery of ferry services. Key documents that should be read in conjunction with this ATAP are as follows:

- Customer Service Plan
- Stakeholder Engagement Plan
- Asset Management Plan
- Diversity and Inclusion Policy
- Accessibility Communications Guidelines
- Priority Boarding Toolbox Training

This ATAP also works in conjunction with:

- Parent company Transdev Australasia (TDA) Accessibility & Inclusion Action Plan, which governs the vision and key objectives Transdev has for Accessibility and Inclusion in Australia and New Zealand.
- TfNSW Disability Inclusion Action Plan which states: "Ensure that disability action plans are a requirement of contracts with transport service providers."

A public condensed version of this ATAP is available for customers to view from our website and will be provided free of charge to customers upon request.

2. Background and Context

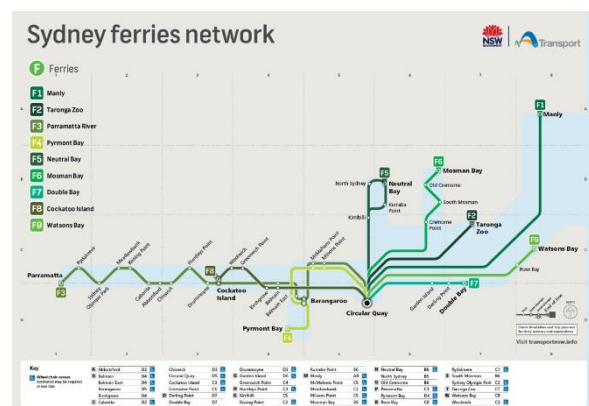
2.1 Sydney Ferries: accessibility overview

2.1.1 Network features

Sydney Ferries is an integral component of Greater Sydney's multi-modal public transport network, carrying 15.5 million customers throughout Sydney Harbour and its related waterways annually. The network consists of nine key routes and 38 wharves, ranging from Manly in the north-east to Parramatta in the west and including key destinations such as Barangaroo, Taronga Zoo, the Eastern Suburbs and Circular Quay.

Accessibility features of each of the 38, with Blackwattle Bay which is not part of the Opal network, wharves and vessels are detailed in Transdev's Access and Inclusion Index self-assessment (Appendix A).

The NSW Government is continuing improving the accessibility of the public transport, including ferry wharves, as part of their NSW Disability Inclusion Plan 2021-2025. Under this Plan, there is the TfNSW Disability Inclusion Action Plan 2018-2022 which included various initiatives such as floating pontoon and a fixed entry bridge connected by a gangway and ramp for the new wharf design to provide safe level access for wheelchairs and mobility aids, as well as upgraded accessibility features such as audio and visual destination information, a hearing loop to assist hearing impaired customers (positioned in an accessible location) and accessible emergency help points. While the targets set in the Plan haven't been delivered within the proposed timeframe, Transport for NSW (TfNSW) is working with local councils to improve landside access to wharves.





TfNSW recognises that even though independent access to public transport is their ultimate goal, the use of 'direct assistance' or 'equivalent access' on ferry wharves will be necessary. Existing tidal variations at commuter ferry wharves are incompatible with completely independent access. A high level of commitment to customer service is therefore a key priority for TfNSW and Transdev.

2.1.2 2024-2025:

Year Six of the contract will see some changes across the existing fleet, which will make all our vessels fully accessible. This period will also see main initiatives come to life and continue to be delivered, namely:

- **Accessibility and Inclusion training:** this six-hour face-to-face course started in Q3 2023 and is mandatory for all TDSF employees. The content is 100% tailored to our business and the training session is delivered by two employees (GPHs) to their colleagues. This model has proven to be an extremely successful method of instilling customer-centric change throughout the workforce and raising the customer service skills of our employees. The course is split into 2 parts:
 - The inclusion part is more condensed and with real examples of our employees. The goal is to raise awareness and respect for minority groups, whether with customers or colleagues. The key topics are LGBTQI+ community, First nations, people from different backgrounds/cultures and everyday sexism.
 - The accessibility part was designed based on situational awareness and the importance of maximising inclusivity in customer service delivery for people with accessibility challenges. The training materials are developed using real customer experiences based on feedback received directly from customers, disability advocacy groups and employee experiences. It also covers how to better assist people with hidden disabilities as part of the partnership with Bailey House – Sunflower project, to train our employees to better assist people with hidden disabilities.
- **Have a Go:** this program is tailored to customers from all walks of life so they can be more confident, informed and travel safely and independently on three different modes of transport operated by Transdev in Sydney: ferries, light rail and buses. Customers can choose to *have a go* at one or multiple modes of transport and will be assisted by our friendly customer service employees on how to plan their trips and travel independently on our network. Their feedback will also be considered to improve our services.

Have a Go!

Have a Go is a program designed by Transdev to empower customers from every walk of life, including with disabilities, to travel independently. During tailor-made sessions, our friendly customer service employees offer personalised guidance on the go, such as how to plan your trip or get assistance, and safe travel advice.

Transdev Sydney Light Rail
Sydney Light Rail includes the L1 Dulwich Hill Line between Central Station and Dulwich Hill via Darling Harbour and the Inner West, and the L2 Randwick Line and L3 Kingsford Line linking Circular Quay and Randwick or Juniors Kingsford via the City and Central Station.

Transdev Sydney Ferries
Sydney Ferries connect families, friends, commuters and visitors to the heart of Sydney, moving customers around the Sydney Harbour and along the Parramatta river, including key destinations like Barangaroo, Taronga zoo, Darling Harbour and Circular Quay.

Transdev John Holland Buses
Delivering vital connections across Sydney's CBD, eastern and south-eastern suburbs. Our network encompasses some of the busiest routes in the country such as the iconic 333 bus route from the City to Bondi Beach.

Any questions? Would like to join the program? Get in touch now at HaveAGo@transdev.com.au
Participation free of charge. Participants will only need to be equipped with a valid travel entitlement.



2.2 Understanding Sydney Ferries customers

About one in six Australians and around half of Australians' aged 65 years or more reported living with a disability. Given Australia's growing and ageing population, accessible services will become increasingly important.

People with a disability often rely on public transport in their daily life. At the same time, people travelling with mobility aids, prams, luggage, walkers, scooters and canes have specific needs when accessing public transport. To ensure Transdev meet legislative requirements, as well as the satisfaction of all customers, Transdev Sydney Ferries is committed to ensuring that ferry services are accessible to everyone.

In 2018, Transdev conducted a qualitative customer research with four participants with disability, specifically people with restricted mobility, to gather intelligence about their customer experience on the ferry network.

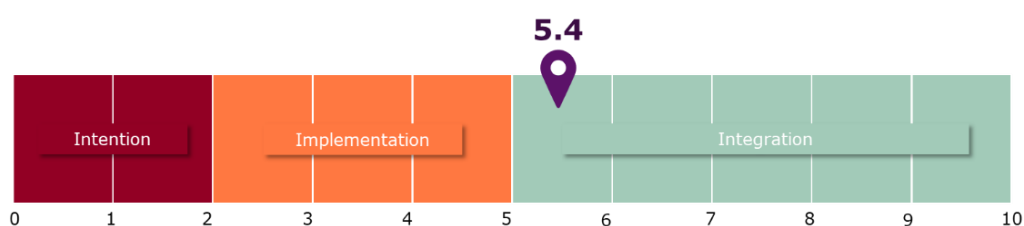
Through further engagement with customers with a disability conducted in 2021 and focus groups in 2022, specific challenges in those three areas have been identified.

Transdev's accessibility proposals aim to contribute to the delivery of an improved customer experience on Sydney Ferries by enabling Transdev to maintain high levels of customer satisfaction regarding 'Accessibility' (currently scoring 98% customer satisfaction – November 2023).

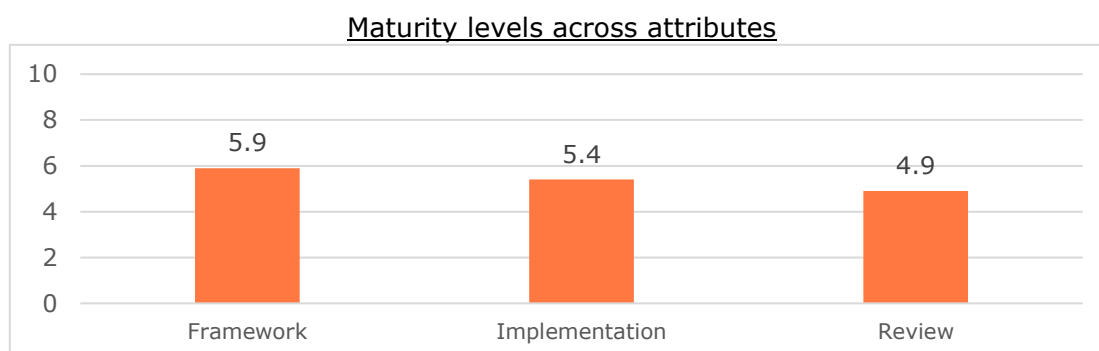
2.3 Current Access and Inclusion (A&I) performance

As part of its commitments from the previous ATAP, Transdev conducted an in-depth self-assessment of its accessibility, diversity and inclusion levels in 2023 – both internally and externally, with the aim to establish a baseline against tangible indicators.

Based on self-observations, Transdev scored an overall rating of 5.4 / 10, placing the organisation in the Integration maturity level overall.



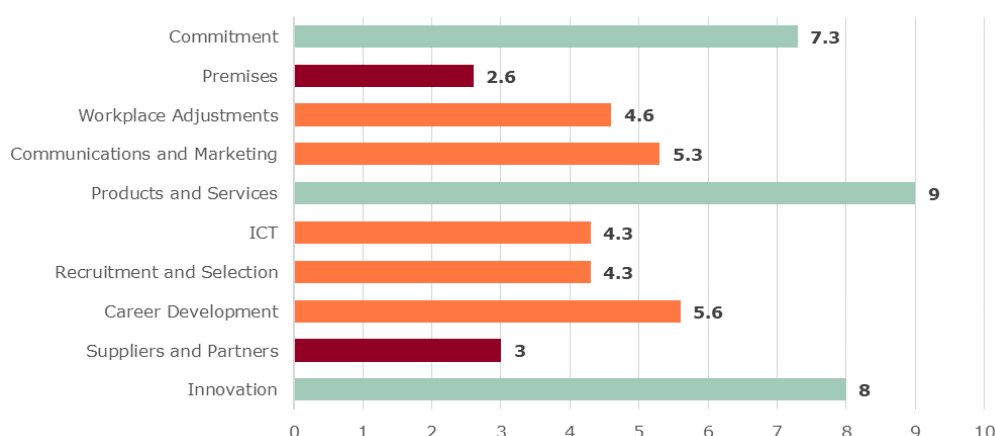
Transdev had relatively consistent scores across all three sections that are examined, with a trend towards greater maturity in Framework and Implementation, and lesser maturity in Review.





When examining the self-assessed attributes individually, a clear variation in maturity becomes evident among them:

- Transdev performs exceptionally well regarding 'Products and Services' and 'Innovation', as well as in 'Commitment' (in the Integration maturity level).
- All People & Culture components perform in the Implementation maturity level, along with 'Communications and Marketing', 'Workplace Adjustment' and 'ICT'.
- Two attributes are still in the Intention maturity level: 'Premises' (as offices) and 'Supplier and Partners'.



For Transdev to progress in becoming more disability-confident, several areas for enhancement have been pinpointed. These improvements aim to elevate the maturity levels of most attributes by the time the organisation conducts its self-assessment in 2025.

3. 2023-2024 Action Plan

1. Commitment



"We commit to best practice on access and inclusion for people with disability as employees, customers and stakeholders."

This ATAP, endorsed by our Senior Leadership team, details Transdev's commitment to access and inclusion of people with disability as potential employees, employees and customers/clients. Opportunities for improvement identified via the A&I Index will aim to bring Transdev to its next maturity level by demonstrating that the attribute is fully integrated across the organisation, the organisation is learning from measuring it and is implementing improvement opportunities.

2. Premises



"Our premises are accessible to people with disability and whenever necessary we adjust for individuals."

This attribute is one currently showing most room for improvement, noting that premises only focus on offices and working premises rather than wharves and vessels that are covered under Products and Services. Overall, evidence exists to show that the attribute



is being addressed in the current business planning phase but to further improve, TDSF must demonstrate that the 'Premises' attribute has been implemented in parts and/or majority of the organisation. If possible, success measures should be monitored.

3. Workplace adjustments



"We anticipate the needs of people with disability and have a robust process for making any adjustments which might be needed by individuals."

In order to further improve its maturity score, TDSF must demonstrate that the 'Workplace adjustment' attribute has been implemented and integrated in the majority of the organisation and success measures should be identified and monitored.

4. Communications and Marketing



"Our communication and marketing channels are accessible to people with disability and whenever necessary we make reasonable adjustments for individuals."

Evidence exists to show that the attribute has been implemented in parts of the organisation. To achieve next maturity level, TDSF must demonstrate that evidences exist to show that the attribute is integrated over the majority of the organization and success measures are being monitored.

5. Products and services



"We value people with disability as customers, clients and service users and address their needs when developing and delivering our products and services."

Inclusion of accessibility considerations in the development and delivery of ferry services is scoring very strong: evidence exists to show that Transdev, in partnership with TfNSW, is learning from measuring the attribute and is implementing improvement opportunities.

6. Information Communications and Technology



"Our ICT is accessible and usable by people with disability, and we also make reasonable adjustments for individuals"

To achieve next maturity level, TDSF must demonstrate that the ICT attribute is implemented over the majority of the organisation.

7. Recruitment and Selection



"We attract and recruit people with disability, which gives us access to the widest talent pool at every level."



In order to further improve its maturity score, TDSF must demonstrate that the 'Workplace adjustment' attribute has been integrated in the majority of the organisation and success measures should be as a minimum identified and at best monitored.

8. Career Development



"We value all our employees, including those who experience disability, and are committed to their retention and development."

In order to further improve its maturity score, TDSF must demonstrate that the 'Career Development' attribute has been integrated across the organisation and success measures are being monitored.

9. Suppliers and partners



"We expect our suppliers and corporate partners to reflect and enable our commitment to best practice."

Evidence exists to show that the attribute has been implemented in parts of the organisation. To achieve next maturity level, TDSF must demonstrate that the attribute has been implemented in the majority of the organisation and success measures have been identified.

10. Innovation



"We pride ourselves on our innovative practices and continually strive to do better."

Evidence exists to show that the attribute is fully integrated across the entire organisation and success measures are being monitored. To achieve next maturity level, TDSF must demonstrate that the organisation is learning from measuring the attribute, is implementing improvement opportunities and/or is considered best practice for the attribute.

3.1 Implementation Plan

Table 1 below provides an update on the initiatives included in the previous Contract Years ATAP Implementation Plan. Table 2 outlines the initiatives planned for 2024-2025, including responsibility and planned timings.

3.1.1 Update on previous years' initiatives

Table 1: Accessible Transport Action Plan 2019-2024 – Initiatives Completed

Initiative	Responsible	Status
Diversity & Inclusion Index assessment	GM C.Ex & Comms	Completed Q1 2021
Initial customer service training	GM C.Ex & Comms	Completed Q2 2021
Accessibility database and communications	GM C.Ex & Comms	Completed Q4 2020



Initiative	Responsible	Status
Mobility cards	GM C.Ex & Comms	Completed Q4 2020
Accessibility Week	GM C.Ex & Comms	Completed 12/2019, 20 & 21
Company-wide A&I matrix	C.Ex and Comms	Q2 2022
Develop an Accessible and Inclusive Communications Policy and Guideline for all internal and external communications material and roll this out across Transdev	C.Ex and Comms	Completed Q4 2021
Increase use of video contents (internally and externally) with subtitles	C.Ex and Comms	Completed Q3/Q4 2021, 2022 & 2023
Address any customer or stakeholder feedback related to accessibility as high priority and include process in the Customer Service Plan	C.Ex and Comms	Completed Q3 2021, 2022 & 2023
Engage and consult with selected disability advocacy groups to develop a video to include in our disability training	C.Ex & Comms	Completed Q4 2021
Conduct a survey that will determine existing staff disability awareness, attitudes and perceptions toward people with disabilities and utilise results for future training programs and initiatives	C.Ex & Comms	Completed Q1 2021
Include in the TDSF Customer Service Plan priority handling of customer complaints regarding accessibility & disability discrimination and monitor accessibility feedback separately	C.Ex & Comms	Completed Q2 2021
Review regular internal communications across all departments and adjust to comply with communications accessibility guidelines	C.Ex and Comms	Completed Q1 2023
Accessibility Newsletter	C.Ex and Comms	Completed 2021 & 22
Partnership with Bayley House: Sunflower project – Hidden Disabilities	C.Ex and Comms	Started Mar 2023
Accessibility & inclusion communications	TDA	Completed May 2023
Review Accessibility & Inclusion Index self-assessment	C.Ex and Comms	Completed Q2/Q3 2023



Initiative	Responsible	Status
Replace passenger information display screens following specialist DDA audit	PMO	Completed 2023
Accessibility & Inclusion training	GM C.Ex & Comms	Started Q3 2023
Internal A&I review / Audit	TDA / SLT	Completed Q4 2023
Inclusion of accessibility and inclusion guidelines in TDSF Customer Service Standards	C.Ex and Comms	Completed Q3 2023

3.1.1 Implementation plan 2024-2025

Table 2: Accessible Transport Action Plan 2024-2025 – Planned implementation


Initiative	Responsibility	Due Date
Accessibility & Inclusion training	GM C.Ex & Comms	Q1 2025
Customer 'focus groups' / engagement with advocacy groups & ATAC	GM C.Ex & Comms	Ongoing
Sunflower project – Hidden Disabilities training	GM C.Ex & Comms	Ongoing
Customer 'focus groups' / engagement with advocacy groups & ATAC	GM C.Ex & Comms	Throughout the year
Increase use of video contents (internally and externally) with subtitles	C.Ex and Comms	Ongoing
Accessibility Week	GM C.Ex & Comms	Dec 2024
Address any customer or stakeholder feedback related to accessibility as high priority	C.Ex and Comms	Ongoing
Launch <i>Have a Go</i> program	GM C.Ex & Comms	Q3 2024
Source current accessibility building codes and define their accessibility levels	C.Ex and Comms / Assets	Q3 2024
Implement 'Accessible Premises Guidelines' outlining accessibility features and challenges of our premises	C.Ex and Comms	Q3 2024
Identify short to long term potential accessibility improvements to premises	Assets / TD Maintenance Services	Ongoing







Accessible and Inclusive Communications training for management	C.Ex and Comms	Q3 2024
Survey selected stakeholders on the accessibility of our communications and marketing practices	C.Ex and Comms	Q4 2024
Conduct assessment of software, hardware and work stations available to TDSF employees and their level of accessibility + reach out to employees to understand who requires special adjustments	P&C & IT	Q4 2024
Issue to suppliers an MOU regarding our expectations regarding promoting accessibility and inclusion strategies and initiatives & record	Commercial / C.Ex and Comms / TDA	Q4 2024
Systematically gather accessibility stakeholders' feedback prior and post innovation implementation	C.Ex & Comms / PMO	Ongoing
Review Accessibility & Inclusion Index self-assessment	C.Ex & Comms	Q2/Q3 2025
Hidden Disabilities Digital Campaign	C.Ex & Comms	Dec 2024

3.2 Key stakeholder relationships: Summary

Table 3: Engagement approach using IAP2 Public Participation Spectrum

Public participation goal	Stakeholders	What Transdev will engage on	How Transdev will engage
 Inform	<ul style="list-style-type: none"> - Customers - Community - Workplace stakeholders - NSW Government departments - Advocacy groups - Other transport users - Media - Suppliers - Employees - Unions - ATAC 	<ul style="list-style-type: none"> ▪ Accessibility features of Sydney Ferries, including the ATAP ▪ Accessibility, diversity and inclusion initiatives and successes ▪ Diversity and Inclusion Index score 	<ul style="list-style-type: none"> ▪ Newsletters ▪ Ad-hoc communications ▪ Website ▪ Social Media ▪ Internal digital communications ▪ Internal events ▪ Policy and procedures



Public participation goal	Stakeholders	What Transdev will engage on	How Transdev will engage
 Consult	<ul style="list-style-type: none"> - Customers - Community - Advocacy groups - Employees - Unions - ATAC 	<ul style="list-style-type: none"> ▪ Accessibility features of Sydney Ferries, including the ATAP ▪ Accessibility, diversity and inclusion initiatives and successes ▪ Customer Pulse focus groups 	<ul style="list-style-type: none"> ▪ Newsletters ▪ Ad-hoc communications ▪ Website ▪ Social Media ▪ Internal digital communications ▪ Internal events ▪ Policy and procedures
 Involve	<ul style="list-style-type: none"> - Customers - Community - Advocacy groups - Employees - Unions - ATAC 	<ul style="list-style-type: none"> ▪ Annual Accessibility Weeks ▪ Assess experience for customers with disability ▪ Network visits and familiarisation events ▪ Accessibility & Inclusion training 	<ul style="list-style-type: none"> ▪ Customer events / focus groups ▪ Workshops ▪ Community Engagement Programs ▪ Stakeholder CRM
 Collaborate	<ul style="list-style-type: none"> - TfNSW - Maritime NSW - Local government authorities - Other transport operators - Advocacy Groups 	<ul style="list-style-type: none"> ▪ Facilitate and enable TfNSW for the roll-out of their Transport Access Program ▪ Carry out obligations relating to State Premises and Service related signage and barriers ▪ Ensure accessibility of services in collaboration with connecting transport operators ▪ Assess customer experience ▪ Accessibility & Inclusion training ▪ Conduct Diversity and Inclusion Assessment 	<ul style="list-style-type: none"> ▪ Interface Coordination meetings ▪ Working/Advisory groups ▪ Workshops ▪ Community Engagement Programs ▪ Stakeholder CRM
 Empower	<ul style="list-style-type: none"> - Employees 	<ul style="list-style-type: none"> ▪ <i>Customer at Heart</i> cultural change and <i>Journey Makers</i> Employee Value Proposition ▪ Customer service training ▪ Accessibility & Inclusion training ▪ Customer compliments 	<ul style="list-style-type: none"> ▪ Internal communication (digital and paper) ▪ Training sessions ▪ Face to face engagement ▪ Ballots ▪ Delegated decisions



3.3 Accessibility communications guidelines

As a public transport provider serving communities, Transdev has a compelling responsibility to ensure that our services are accessible and so too our communications with our employees, customers and stakeholders.

The purpose of the Transdev Accessibility communications guidelines is to outline key principles and guidelines to ensure key Transdev-created internal and external communications are as accessible as practicable.

The following guidelines are based on core principles Transdev should follow as good practice and are further develop under Transdev Accessibility communications guidelines.

- **Use Inclusive Language:** How you refer to people with disability can promote equality, inclusion or it can also contribute to society's stereotypes. The language and images we use can influence how we think about people and situations.
- **Communicate in Plain English:** A key principle of accessible communication is using Plain English in communication. This helps support more accessible communication that can be understood by more of our audience.
- **Provide more accessible formats:** Where possible, we should provide information in a number of alternative formats. The most common option is to provide a Word document version of a PDF to accommodate screen readers. Identify the essential messages or information your audience needs to know and ensure this information is in an accessible format. Key external policy statements or documents should be produced in accessible formats, and you might consider a Braille copy or an Auslan/NZSL translation.
- **Consider using easy English for customer-facing or key external communication:** Easy English is more accessible for people who have difficulty reading and understanding written information. It uses:
 - clear, simple language
 - one idea per sentence
 - short sentences
 - direct language (readers are addressed as 'you')
 - pictures, logos or photographs to add meaning to the text
 - minimal punctuation.

4. Ensuring continuous improvement

4.1 Performance indicators and targets

Transdev will closely monitor a number of leading and lagging performance indicators to assess the impact and performance of accessibility and inclusion initiatives. The way in which Transdev monitor and report on its performance indicators will enable a full, detailed and transparent assessment of accessibility and inclusion performance.

Table 4: ATAP performance indicators

Performance indicators	Target	Source
Diversity & Inclusion Index Score	By end of 2024: 7/10	Accessibility & Inclusion index



Performance indicators	Target	Source
Customer satisfaction with 'Accessibility'	>95%	TfNSW CS Index
Frequency of accessibility focus groups	Quarterly	Stakeholder CRM / manual records
Frequency of disability awareness training	Biennial	LMS (TDSF digital platform)

4.2 Ongoing development and Plan updates

The GM Customer Experience & Communications is the Plan owner, with approval by the Managing Director. Transdev commits to continuously improving, adapting and amending this Plan and ensuring that it remains relevant and encompasses any changes in the operational or regulatory environment.

Cross collaboration with People & Culture, Operations, Asset Management and Safety will be critical in the implementation of this plan on a regular and ongoing basis.

Transdev will review and update this Plan based on advice and feedback from TfNSW, employees, customer research initiatives, and in consultation with other stakeholders and agencies.

4.3 Quality management and continuous improvement

This ATAP is a core part of the Transdev management approach and, as such, forms part of the Quality Management System. It is a quality assurance document prepared in accordance with AS/NZS/ISO9001.

As a fully integrated business, Transdev applies a continuous improvement approach to contract management and performance. Integral to continuous improvement is understanding and addressing the root cause of performance issues. Transdev establishes corrective action plans in line with the Plan, Do, Measure, Improve (PDMI) cycle, as set out in Figure 2.



Figure 2: Plan, Do, Measure, Improve (PDMI) cycle

[END]