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LTA ROCP Group Quality policy and ITSO Quality Objectives

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DOCUMENT CONTROL

REV	DOCUMENT TITLE & COPY NUMBER	Date	Prepared by	Reviewed by	Approved by
0	LTA ROCP Group Quality policy and ITSO Quality Objectives Copy____of ____	15 th December 2009	Muhamad Ridha (OE)	Alfred Loh (SOE)	Soh Ling Tim (MOPN)
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AMENDMENT HISTORY RECORD

Rev · No.	Effective Date of Change	Section & Sub- Section Amended	Amendments/ References	Party Requesting for Change
1	XX Oct 2013	Whole Document	Due to organization change of division name from ITSC to ITSO.	DOM, ITSO OCC
2	XX Dec 2020	Whole Document	Due to change of Staff Designations in ITSO OCC. Delete SOE, insert DM Delete DySOE, insert DyAM	Mgr, ITSO OCC

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Section 1. Introduction

- 1.1.1 This document gives a brief & general description of the LTA ROCP Group quality policy and ITSO quality objective.
- 1.1.2 This is to ensure that ITSO OCC staffs are aware of these policies and objectives so that they can work with the aim of achieving these policies and objectives. Thus, giving OCC staff a sense of purpose and mission.

Section 2. ROCP Group Policy

Sub-Section 2.1 ROCP Group Mission and Quality Policy

2.1.1 Mission to achieve service excellence in providing a safe, cost effective and optimal road transport infrastructure and usage.

2.1.2 Quality policy is to achieve and continually improve on the high standards set for our land transport system.

Section 3. ITSO Quality Objectives

Sub-Section 3.1 Quality Objectives

3.1.1 Ensure safety for motorists and pedestrians when using our roads and expressways.

3.1.2 Ensure down time of traffic systems is minimized.

3.2.1 Target to achieve a performance standard of responding to at least 95% of incidents on expressways within 15 minutes, other than CTE, KPE and PIE (Between Bedok North and Chantek Flyovers).

3.2.2 Target to recover at least 95% of vehicle breakdown on expressways within 12 minutes from arrival time at scene, other than Tunnels and KPE. (Excluding multiple vehicles accident and accident involving injury and fatality)

3.2.3 Target to achieve a performance standard of responding to at least 95% of incidents in tunnel, KPE, CTE and PIE (Between Bedok North and Chantek Flyovers) within 08 minutes.

3.2.4 Target to recover at least 95% of vehicle breakdown in Tunnels and KPE 08 minutes from arrival time at scene. (Excluding multiple vehicles accident and accident involving injury and fatality)

3.3 ITSO Performance Indicators (Maintenance)

3.3.1 Target to achieve a performance standard of repairing at least 96% of major faults of traffic signals within 2 hours.

3.3.2 Target to respond to at least 96% of major faults of traffic signals at normal location within half an hour.

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3.3.3 Target to achieve a performance standard of at least 98% availability ratio for GLIDE computers

3.3.4 Target to achieve a performance standard of at least 98% availability ratio for EMAS central computers

Section 4. Abbreviations

CTE Central Expressway
KPE Kallang – Paya Lebar Expressway
EMAS Expressway Monitoring and Advisory System
GLIDE Green Link Determining System
ITSO Intelligent Transport Systems Operations
LTA Land Transport Authority
OCC Operations Control Center

Section 5. References

1. ITSO ISO Document 2008-ROCP Group ITSO Quality Plan

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