



Quality Policy

The quality of a product / service may be regarded as the overall ability of the product to satisfy the requirements of the customer.

It is the Organization's policy to achieve quality by a Quality Management System that integrates the related functions of all departments by implementing the program outlined in the Quality Manual.

Quality means not only meeting our customer requirements regarding the product / services provided, but where possible exceeding those requirements.

The Organization is committed to continual improvement regarding its products and services.

This commitment also extends to embracing risk and opportunity-based thinking and continually improving the effectiveness of the quality management system, thus ensuring that the Company strives to achieve optimum quality, reliability, service and efficiency.

Processes and controls shall be implemented such that tasks are performed right the first time and ensure that all products and services provided to our customers and internal operations meet established and applicable requirements.

Quality, continual improvement and customer satisfaction are the personal responsibility of each employee.

To ensure continuity of products and services to the required quality standard and to satisfy Interested Parties' needs and expectations, the Organization has developed, documented and implemented a Quality Management System that conforms to the requirements of ISO 9001:2015 and AS9100 Rev D.

Our ability to meet the goals set out in the Quality Policy as detailed above and to ensure that it supports the Organization's strategic direction, will be reviewed annually at the Annual Management Review Meeting, and updated if necessary.

Quality Objectives will be defined as part of the annual Business Plan and will provide an input for the setting of specific measurable Key Performance Indicators (KPIs) for each core business process.

Senior Management ensures that the Quality Policy is communicated to all employees.

Senior Management reviews the Quality Policy at each Annual Management Review Meeting to determine the policy's continuing suitability for the Organization.

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