

## Our Principals

At Avionics 'the Company' is committed to providing high quality services and product across all the aspects of the business that meet or exceed the expectations of our client and stakeholders.

This policy applies to all employees, external service providers and visitors.

## Our Objectives

In applying our principals, we aim to:

- Deliver a quality product and service that is fit for purpose and meets specified requirements.
- Maintain our Management System as certified to ISO AS/NZS 9001.
- Continuously improve the delivery of our products and services to help reduce the occurrence of non-conformances, in all facets of the organisation.
- Develop the skills of our people to meet the needs of the changing environment.

## Our Approach

To assist us in achieving our quality objectives we commit to undertake the following:

- Establish and communicate objectives and measureable targets in relation to Quality.
- Report the performance of the Quality function against the objectives and targets on a monthly basis and establish opportunities for continuous improvement through this process.
- Monitor and review non-conformances and implement effective corrective actions to prevent further non-conformances.
- Implement a risk management process that eliminates critical risks associated with the achievement of quality of product or service.
- Engage suitably qualified and skilled personnel and external service providers that will help to ensure the product and services delivered meet the standard of quality required.
- Comply with legal and other obligations relating to quality.
- Implement monitoring and measuring activities, including inspections and audits, of our work processes, and external service providers.
- Promote a culture of innovation and participation, engaging all personnel to contribute to the continuous improvement of the Company's quality performance.
- Obtain client feedback to ensure we understand our client expectations, achieve client satisfaction and recognise opportunities for improvement.
- Allocate sufficient resources to meet the commitments of this 'Policy'.
- Continually review and improve our Quality Management System.
- This 'Policy' statement will be displayed throughout our offices and facilities communicated to all our employees and interested parties as part of inductions and training.

Our Senior Management will review the 'Policy' for continuing suitability and relevance on an annual basis as part of management reviews and communicate outcomes to the various levels and function throughout our operations.



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Nick Brumley  
Managing Director  
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