

# QUALITY POLICY

Air Spectrum will manage all aspects of our business with the objective of meeting or exceeding customer expectations, whilst maintaining an efficient and profitable company.

The products on which the company's reputation has grown places particular emphasis on safety, reliability and customer service. It is the company's objective to build on its reputation by consistently improving our management systems, products and customer service.

To assist in achieving this policy, Air Spectrum will set and review its quality objectives at regular intervals and maintain an effective and efficient management system that satisfies the requirements of ISO 9001:2008.

Air Spectrum will recruit, train and retain competent staff; adopt the necessary working practices to maintain and improve quality, value for money and customer satisfaction, whilst achieving its own organisational goals.

The management system operated by Air Spectrum represents the framework by which we control and improve the effectiveness of our business processes. We shall update our policy as required, to reflect the changing needs of the company, stakeholders and its customers.

Air Spectrum is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction

Air Spectrum has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the Organization the importance of meeting customer needs and legal requirements
3. Establish the Quality Policy and its objectives
4. Conduct Management Reviews of the effectiveness of the implementation of the Quality Management System
5. Ensure the availability of resources

The structure of the Quality Management System is defined in this Quality Manual. Air Spectrum will ensure that all personnel are aware of this Quality Policy Statement and are conversant with the management system applicable to their area of responsibility.

In addition to all English and EU commercial legislation and regulations, the Organization complies with all legislation and regulations specifically related to its business activities.

The Organization constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Signed:



Mark Thomas  
Managing Director  
Date: 4<sup>th</sup> January 2016