



# Aviaquip Quality Policy

## We Aim to have

- World's Best Practice
- Same Day Dispatch ( Stocked Items )
- Zero Customer Complaint Level

## All our Customers Demand

- Prompt Delivery
- High level of Quality



# Aviaquip Quality Policy

- ✦ Provide Spare Parts , Components and Systems
- ✦ To Aerospace , Defence & Commercial Markets
- ✦ We must meet or where possible exceed our customer's expectations



# Aviaquip Quality Policy

- ✦ Management & Staff are committed to
  - Meeting customer expectations for quality such as value for money , prompt service , reliability , backup service , durability and fitness for use.
  - Being interested in how customers use our products and services and making sure that our product meets their needs and applications and their business requirements.



# Aviaquip Quality Policy

- Always trying to improve our products and services. Improving all other aspects and capability of our business.
- Measuring our performance to use this measurement as a basis of further improvement.
- Being a responsible employer , to our employees , (eg , safety ) , to our customers ( eg , packaging and safety ) , and to the community ( eg , environmental )



# Aviaquip Quality Policy

- Offering technical services to assist the customer in purchasing product , solving product-related problems and in providing after sales service.
- Providing dependable information on delivery and other order details.
- Meeting international quality standards under AN/NZS ISO 9002:1994 .