

# QUALITY POLICY

# COMPLETE AVIATION

Within the Complete Aviation Group we must be actively meeting or exceeding our customer's expectations.

The Quality of the services that we provide is an integral part of our everyday activities, including our flying and ground based operations.

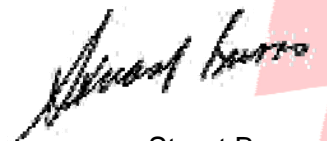
We shall act in a professional, pro-active and cost effective manner.

## **Complete Aviation Management is committed to:**

- The establishment, implementation and maintenance of our Quality Management System and continual improvement to ensure full quality compliance.

## **To achieve this commitment, Complete Aviation Management will:**

- Fully establish and maintain a Quality Management System in accordance with AS/NZS ISO 9001:2016.
- Monitor, review and demonstrate a continual improvement to quality compliance.
- Actively promote the integration of quality management to all aspects of our business.
- Identify and set targets and objectives to monitor our performance and identify opportunities for further improvement, within our organisation and also from our customers and suppliers.



Stuart Burns  
Chief Executive Officer  
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