

Quality Policy

The Quality Policy represents the Company's intent to operate in accordance with the requirements of ISO 9001:2015. The Quality Policy has been designed to advocate high customer and staff satisfaction levels, whilst promoting the continual improvement of service standards.

The Quality Manager defines the policy relative to the company's primary objectives. It is the responsibility of the Quality Manager to ensure the Quality Policy and objectives are communicated to all staff within the organisation.

The Quality Manager is responsible for ensuring all staff are aware of their obligation to ensure the successful operation of the Quality Management System.

The Purpose of Approved Air's Quality Policy is to:

- Understand customers' expectations and satisfy their requirements
- Promote a process-based approach to all tasks with an emphasis on risk management
- Produce our surveys and reports to ensure compliance to HTM and HBN requirements and their relevant updates
- Ensure customer satisfaction by supplying surveys and reports that meet the service level agreements as set out in individual customer contracts
- Comply with all legal requirements and regulations to ensure validity of our service, the safety of all staff and care for the environment
- Promote an HR culture to ensure human and technical resources are sufficient for the operation of the Quality Management System and that these resources are retained
- Establish and monitor measures to maintain the Quality Management System through SMART company and individual objectives and KPI's
- Distribute and react to obtained objective and KPI results
- Use objective results, customer feedback and staff reviews to constantly drive the whole organisation towards continual improvement
- Ensure non-conformance is recorded, root causes are analysed and corrective actions are implemented

To ensure the company maintains its awareness for continuous improvement, the Quality Management System is regularly reviewed by company management to ensure it remains appropriate and suitable to our business.

The Quality Management System is subject to both internal and external annual audits



Name / Position: David Williams Managing Director

Date: 28 September 2019