

## 29 QUALITY POLICY STATEMENT

### Customer Focus

We will make the satisfaction of our customers' needs our primary goal by working with customers to establish and satisfy their requirements now and in the future.

Effective communication arrangements have been established to assist with the feedback of information relating to the supply of services. Information is analysed and used to continuously improve the company's processes.

### Scope

See individual policies for ISO 9001/AS9100D, ISO 27001, and ISO 14001 for the scope.

### Risk Based Approach

We have adopted a risk-based approach to quality management and achieve this by forward planning, monitoring risks, opportunities, and compliance obligations of the Integrated Management Systems. We actively monitor the needs and interests of relevant interested parties and issues that could affect the IMS and its business objectives.

### Staff

We will promote an environment that recognises the contribution of our staff to the success of the business and encourage their involvement and development.

### AFD is committed to:

- Ensuring continuous effectiveness of the IMS
- Providing the resources required to effectively manage the system
- Providing a framework for monitoring and reviewing quality objectives
- Demonstrating commitment & ensuring the quality objectives are communicated, understood, and implemented
- Ensuring that the IMS is regularly reviewed at the management review meetings for suitability
- Continually trying to improve our overall provision
- Building a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers

### Responsibility for Quality

It is the responsibility of the AFD management team to lead the implementation and operation within the **AS9100D & BS EN 9001:2015, ISO27001, ISO standards**, and to involve all staff through a programme of continuous improvement and effective teamwork.

The AFD Quality Manager / Security Controller takes responsibility and ownership of the Integrated Management System and will ensure that the company adheres to this and its improvement moving forward. The appointed Quality Manager / Security Controller is Hayley Berry.

Approved by:



Jerrod Hartley - Chief Executive Officer

9<sup>th</sup> February 2024