

AirEng Quality Objectives	Approved by - Justin Stephenson			
Document	Revision#	Date	Page	Pages
Extract from AirEng Quality Manual	0	8/11/18	1 of	3

1. AirEng Pty Ltd

Aim, Quality Policy

Company Objectives

To provide air moving equipment that incorporates leading edge technology, practical design, robust construction, cost effectiveness and rapid supply.

These fundamental goals are achieved by:

1. Implementation of an effective Quality Management System
2. Implementation of the QMS into the Business Management Systems
3. Specialist engineers who have the ability to skilfully match fan design to process requirements by using state of the art design equipment and techniques.
4. Highly skilled tradespeople committed to excellence.
5. Following established quality procedures that ensure our products conform to Australian, ISO, British and American Standards.
6. Providing specific solutions to meet our customer's exact requirements.
7. By Ensuring all employees are aware of the QMS and how it applies to their duties. Also how it should be utilised to maximise quality. This is achieved by induction packs for new staff and by training of all current staff.

Quality Policy

All AirEng staff are responsible for meeting the quality criteria described and improving the efficiency of the company's operation by adhering to approved quality procedures and enhancing our reputation with our customers.

The following is the quality policy of AirEng:

To define for our staff realistic targets for performance

To maintain at all times customer satisfaction by meeting their demands and requirements in accordance with agreed specifications.

To continually improve the quality of product and service throughout the organisation to ensure we remain competitive.

In doing this, we are committed to:

- ethical business, corporate and personal practices
- meeting all applicable legal and statutory requirements
- a safe workplace and safe work systems
- implementing and maintaining a system that meets the requirements of ISO 9001, including continuous improvement
- improving the efficiency of the company's operation by adhering to approved quality procedures
- Enhancing our reputation with our customers.

We hold everyone individually responsible and accountable for their performance, and for helping achieve the company's objectives.

AirEng Quality Objectives	Approved by - Justin Stephenson			
Document	Revision#	Date	Page	Pages
Extract from AirEng Quality Manual	0	8/11/18	2 of	3

Our Values

Our core business values are:

- Integrity in all matters
- Sound engineering practices
- Customer satisfaction

Quality Process

The below process table explains the critical process inputs and outputs.

Output	Input	Quality Objectives
Customer	Sales	To understand the customers full requirements and have a clear mutual understanding of the full Scope Of Works and all related quality requirements.
Sales	Engineering	To communicate the customer's requirements to engineering by providing all the required details by way of the Job Sheet. Alternative options of communication may also be used. Each contract should be assessed and open channels of communication followed for the effective delivery and sharing of information.
Engineering	Production	To provide detailed engineering drawings and directives for manufacture / procurement of all required products.
Production	Quality	To manufacture a product that adheres to all contract specific quality requirements and statutory quality requirements
Quality	Product	To ensure the product has been manufactured as per all project specific and mandatory quality requirements
Product	Customer Feedback	To understand the customers experience in order to optimise processes / procedures to enhance customer satisfaction

In order for the company to produce a quality product to enhance customer satisfaction.

While meeting the company objectives, quality objectives are defined at the following relevant functions.

Management

- To provide leadership and evaluation of the quality management system and it's performance

Sales

- To provide the customer with the appropriate solution / product for their inquiry
- To communicate the customer's requirements to all interested parties, including engineering, Quality and production
- To maintain communication with the customer to assure their expectations are being met
- To liaise with production to analyse production capacity for prioritisation

AirEng Quality Objectives	Approved by - Justin Stephenson			
Document	Revision#	Date	Page	Pages
Extract from AirEng Quality Manual	0	8/11/18	3 of	3

Engineering

- To ensure engineering and design meets customer requirements including specifications and applicable statutory regulations
- To follow AirEng's standard design guidelines in order to efficiently produce accurate drawings in order for production staff to interpret and follow drawings
- To provide expert input into any process, function or document where required
- To maintain a focus on production priorities
- To maintain a focus on customer priorities

Production

- To ensure production timelines are met
- To ensure a quality product is produced by following quality directives
- To provide input on manufacturing processes in order to achieve Lean manufacturing standards
- To provide production updates to all interested parties, internal and external
- To ensure prioritisation of manufacturing is consistent with customer requirements and timelines
- To ensure all equipment required for manufacturing AirEng's products are functioning to an acceptable standard
- To ensure all OH&S standards are followed, both AirEng and statutory regulations
- To ensure the QMS is implemented into each manufacturing process

Quality

- To ensure a quality product is manufactured by providing directives based on customer and statutory requirements
- To ensure all required quality documentation is delivered to the customer in a timely manner
- To provide expert advice on methods used to achieve optimal quality
- To ensure the Quality management System is updated as required and that it is followed
- To ensure the Quality management System is reviewed and updated according to the applicable schedule
- To ensure the effectiveness of the QMS is measured and optimised for desired process outputs and customer satisfaction
- To ensure quality objectives provided from NYB are implemented and managed