



## Quality Policy

Flight Training Adelaide (FTA) is a private Registered Training Organisation that provides high quality flight training to customers worldwide. This policy provides a framework for FTA's quality objectives as laid down within ISO 9001:2015.

FTA's management team is committed to the responsibility of maintaining and continually improving all aspects of our strategic direction through our quality management systems and performance, including:

- Ensuring a sustainable, profitable, growing business with minimum margin determined by the shareholder
- Actively pursuing and implementing flying and work/health safety measures
- Aiming to exceed customer requirements
- Delivering a timely, quality product
- Facilitating opportunities for continuous improvement in all areas
- Complying with regulatory requirements
- Addressing risks and opportunities presented by the nature of the business.

We will endeavour to ensure that resources are available to provide capacity for quality, cost effective flight training, including aircraft and simulators, instructors, infrastructure, course schedules and student numbers.

FTA Management will ensure that every employee has a proper understanding of the importance of the quality management system and the part they play in contributing to its effectiveness. The Quality Policy and all documented information of the quality management system will be discussed with employees during induction and published on the company Intranet for reference.

All staff will participate in training and professional development to perform the duties required by their specific role.

Our quality management system covers all the requirements applicable to FTA and will be monitored, measured, evaluated and enhanced regularly by FTA Management with reporting and communication of its effectiveness at all levels.

Signed:



Position: CEO/Director

Date: 17 April 2019