



## Quality Policy

**Policy Number:** POL-D.001

**Responsible Officer:** Johan Pienaar (CEO)

**Date of Approval:** October 2007

**Scheduled review:** 12-monthly

**Review Expiry Date:** 30 April 2027

**Cross References:** ISO 9001:2015

Flight Training Adelaide (FTA) is a private Registered Training Organisation that provides high quality flight training to customers worldwide.

FTA's management team is committed to the responsibility of maintaining and continually improving all aspects of our strategic direction through our quality management system (QMS) and performance in accordance with ISO 9001:2015, including:

- Ensuring a sustainable, profitable, growing business with a 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
- Analysing, monitoring and addressing risks and opportunities presented by the nature of the business.

FTA's quality objectives are aligned with the Quality Policy and revised annually. Quality objectives must:

- Address conformity to our training product and customer satisfaction
- Consider applicable requirements and resources
- Be monitored and communicated through management meetings and/or reports
- Be measurable and the results must be evaluated during management meetings
- Be updated in accordance with strategic direction.

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 employees have a proper understanding of the importance of the quality management system and the part they play in contributing to its effectiveness, as well as potential commercial consequences for FTA when staff are not complying with the QMS. The Quality Policy and all documented information of the quality management system will be discussed with employees during induction and published on Centrik and OneDrive (iPad).



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.

## Document Control

Version no.	Issue date	Amendment description
1.0	16-Oct-07	Initial issue
2.0	25-Aug-08	Amendment
3.0	15-Dec-08	Amendment
4.0	27-Jul-09	Amendment
5.0	08-Dec-10	Amendment
6.0	09-Sep-13	Amendment
7.0	19-Nov-14	Amendment
8.0	17-Apr-17	Amendment
8.1	02-Apr-19	Minor editorial changes
8.2	21-Jul-20	Reviewed and reissued with no changes
8.3	27-Jul-21	Minor changes
8.4	30 Mar-22	Reference to ISO 9001:2015 added.
8.5	31-Jul-22	Reviewed and reissued with no changes
8.6	31-Jul-23	Reviewed – no changes
8.7	25-Jan-24	Reviewed during annual management review and updated wording around quality objectives.
8.8	30-Apr-25	Wording around consequences of not adhering to the QMS.
8.9	30-Apr-26	Wording on analysing and monitoring company risk.

## Review

The policy will be reviewed every 12 months or more often due to legislation or circumstantial change.

Johan Pienaar  
(Chief Executive Officer/Managing Director)