

LJS Aviation's Commitment to Quality

LJS Aviation is wholly committed to our quality policy which is in place to ensure our services fully meet the requirements set by our customers. LJS Aviation's goal is to be a key aftermarket parts solutions provider to major airlines and MRO's. To achieve this goal, we are committed to implementing, maintaining and continually assessing our operational systems and processes.

LJS Aviation's Approach to Quality

LJS Aviation firmly believes in the concept of the customer and supplier working together in pursuing this policy and in continually striving for improvements in the quality of the our services.

This Quality Policy is based on 3 fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our customers.
2. Looking at our service provision processes, identifying the potential for errors and taking the necessary actions to eliminate them.
3. Ensuring that all the staff at LJS Aviation understand how to fulfil their role within the organisation.

Within this policy we are committed to operating under the disciplines and control of an Integrated Quality Management System conforming to International Standards ISO 9001:2015 & BS EN 9120:2018 and aerospace industry standards FAA 0056-B & ASA-100.

To ensure that the policy is successfully implemented, all staff are responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements.

Objectives needed to ensure that the requirements of this policy are met, and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at the Management Review.

Communication

The Quality Policy principles and objectives will always be communicated and available to staff. Training will be an integral part of the strategy to achieve the objectives. The Policy will also be available to clients and interested parties via our website.

Responsibilities

These are outlined as follows:

- Responsibility for delivering quality services rests with every employee at LJS Aviation.
- Each Manager has responsibility for monitoring the quality of services for their area of the business.
- Overall responsibility for maintaining and evaluating our Quality Management System rests with the Quality Manager with the support of the Senior Management Team.
- External Auditors such as The British Standards Institution (BSI) & the Aviation Suppliers Association (ASA), are responsible for carrying out an independent audit of LJS' Integrated Quality Management System on an annual basis.

Training & Support

We shall ensure that all LJS Aviation personnel understand and fully implement our Company's policies and objectives and are able to perform their duties effectively through an ongoing training and development programme as outlined below:

- As part of their induction to LJS Aviation, all staff are fully briefed on the Quality Policy, its aims and objectives.
- LJS Aviation staff are given full training to ensure they can carry out all functions of their role, as per guidelines set out in our integrated quality management system.
- All training needs that are identified, to ensure quality is maintained, shall be assessed and if required fed into an overall training plan to be reviewed for implementation, whilst considering any statutory or budgetary constraints.

Monitoring & Evaluation

LJS Aviation will constantly review and improve upon our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers.

LJS Aviation achieves this by:

- Obtaining client feedback.
- Closely monitoring our ad hoc compliments and complaints procedures.
- Regular Management review meetings to assess and agree actions to amend and improve the integrated quality management system.
- Regular Internal Auditing of all departments.
- Annual External Audits by external providers (i.e. BSI & ASA).

LJS Aviation is committed to operating continuously to the highest possible quality standards and will maintain the necessary Quality Approvals consistent with our customer requirements.

Signed.....

Charlotte Waters
Managing Director

Last Reviewed.....02-Sept-2021.....