

	<b>QAM-00 Quality Manual</b>	<b>Issue: 1</b> <b>Rev.: 2</b> <b>Page: 7</b>
<b>A.P.S.C.</b> <b>Aviation Parts Solutions Center Ltd</b>		<b>Date of issue: 01/07/2021</b> <b>Effective date: 01/07/2021</b>

## **Quality policy** ISO 9001:2015

**A.P.S.C. Aviation Parts Solutions Center Ltd**, is a privately-owned company located in Nicosia, Cyprus, formed by people with many years of experience in aviation industry. Time, reliability, efficiency, and support are only few of the standards that our company makes sure to meet through our constant and daily improvement. **A.P.S.C. LTD** primarily objective is customer's satisfaction. To accomplish business partnerships have been already created with major manufacturers both in Europe and in U.S.A. Moreover, with an approved network of Repair Stations in Europe and in United States A.P.S.C is able to provide repair solutions to its customer. Strategic partnerships with suppliers provide

**A.P.S.C. LTD** a wide range of products which can be offered to its customers. This data base consists of consumables, retables, tools and ground support equipment. **A.P.S.C. LTD** is already supporting customers of which their fleet consists of vast array of aircraft types such as ATR42, ATR72, Airbus A320, Airbus A330, Boeing 737, Gulfstream G200 and it is ready to support your fleet as well.

The Management of **A.P.S.C. LTD**, is contacting business under the control of a quality management system governed by ISO 9001:2015 standards.

**A.P.S.C. LTD** Policy obtains client satisfaction by:

1. Responding promptly and accurately to customer inquiries and orders
2. Offering qualitative, value for money and reliable products to its customers
3. Ensuring that its management and staff are fully trained to meet the requirements of the business and its customers
4. Constantly striving to meet and where possible exceed its customer's expectations
5. Working closely with its customers and suppliers in order to establish the highest quality standards
6. Adopting a forward-looking view on future business decisions which may have an impact on quality
7. Training all members of staff according the needs and responsibilities of quality management systems
8. Providing a professional after sales support service to its customers
9. Being one step forward by the competition

To meet the specific customer requirements, **A.P.S.C. LTD** applies a quality management system in conjunction with other management controls, described in the Quality and Procedure Manuals.

Responsibility for upholding this policy is a Company-wide commitment under the guidance and with the assistance of senior management who encourages personal commitment of all staff to address quality as part of their skills & competencies.

It is **A.P.S.C. LTD** policy to make sure that this quality management system is constantly in place and that it preserves fully the ISO 9001:2015 standards by taking corrective measures and through an action list such as: training sessions, annual reviews, integration of ISO 9001:2015 to newly established departments and employees.

**A.P.S.C. LTD** complies with all applicable legislation and regulatory requirements relevant to its industry, including all health and safety regulations and seeks for continuous improvement of its management system.

**General Manager**

**Costas Sava**

A.P.S.C.  
 Aviation Parts Solutions Center Ltd  
 Nicosia Cyprus