

Company Quality Policy Statement

QUALITY POLICY

Jayrow Helicopters Pty Ltd (Jayrow) provides helicopter support services to a continuously high standard for our clients. This is Jayrow's total commitment to quality.

- It is the policy of Jayrow to achieve and maintain a competitive advantage in the market by ensuring that all of our products and services consistently meet the parameters dictated by its customers, civil aviation authorities and certifying bodies.
- Jayrow Helicopters assures that all production platforms in delivering this quality service are maintained, repaired, inspected, modified, tested or rectified in accordance with the defined standards and specifications as outlined by the Original Equipment Manufacturer (OEM) and certifying authorities.

Jayrow achieves this Quality Policy by:

- Having the Jayrow Management System (JMS) in place to ensure that we continually strive to improve our services to the customer
- The use of comprehensive written procedures/instructions
- Maintaining open lines of communication between both external as well as internal customers
- Maintaining full traceability of all items
- Encouraging all staff to recognize their responsibilities in all areas
- The company believes in providing quality service to its customers through collective and organized team effort

The attainment of our quality objectives are facilitated by a management group that is committed to seeking and maintaining a high level of motivation and the dedication of all employees through adequate training, strong positive culture and facilities infrastructure.



Grahame Casey
General Manager
Jayrow Helicopters Pty Ltd

Date: 20 April 2015