



Aircrew Training | SAR Support | Regulatory & Compliance | Contract Aircrew

HeliOperations Quality Policy

HeliOperations is committed at all levels to providing an excellent, professional and innovative service in line with the highest levels of safety, expertise and compliant with all regulatory requirements in all of our operations. We seek to apply this commitment through all of our dealings and relationships.

There is a total commitment to strive to meet customer requirements and ensure customer satisfaction for all stakeholders, external and internal while constantly aiming to continuously improve our standards and capabilities and the effectiveness of the quality and safety systems. The quality and safety manuals along with operations and base publications will ensure oversight and control of all contractual and regulatory requirements. This policy applies to all departments and personnel and in all HeliOps dealings and operations.

We aim for satisfied customers and stakeholders while maintaining close relationships with suppliers, customers, personnel and all relevant parties leading to a clear understanding of market requirements and a timely response to fulfil those needs. We strive continuously for efficient use of resources through planning, training and good management.

Company quality and safety processes take a risk-based approach and are designed to be predictive and thus avoid or prevent failures, defects and non-conformities, but understanding that issues may occur we aim to provide a fast and efficient response to address the issues and prevent recurrence. Our ability to meet our quality goals will be reviewed regularly and updated if necessary.

Specific measurable goals will be set, reviewed and updated as objectives develop. In line with HeliOperations primary commitment to safety this policy should be read alongside the company Safety Policy and manual.

HeliOperations welcomes feedback on our quality and safety systems and all aspects of our business dealings.

31st July 2019

Steve Gladston

Chief Executive Officer (CEO) and Accountable Manager (Military Flying) (AM[MF])

