AS 9120 B QUALITY MANAGEMENT SYSTEM

The QMS directs and controls the activities needed to deliver quality products / services

With integrity in the workplace, dedicated employees, and innovative services, the QUALITY POLICY is to satisfy our customers with the distribution of a full range of world class landing gear tire products that meet the needs and expectations of international and domestic customers

The QUALITY OBJECTIVE is to develop, implement, and maintain a quality system that ensures the consistency of the products and the continuity of the tire distribution services required and deserving of customers.

Objectives at Relevant Functions / Levels President: Define relevant program for DeptZ & provide the supporting resources **PLANNING** Controller: Identify target for profitability for DeptA, B 1stquarter; DeptC, D 2nd quarter Fulfill Quality P Objectives by Sales & Marketing Manager: Identify new market opportunities for DeptZ Specifying Resources Human Resources Manager: Identify requirements for personnel development Required Technical Services Manager: Specify requirements for products/services **ASSURANCE** Manufacturing Manager: Identify target for production output with maximum acceptable Provide D reject rate Confidence that Requirements ISO Management Representative: Assess machine capability, perform minimum of are Fulfilled (1) study / month CONTROL Inspection Manager: Meet technical requirements for products/services Publish performance reports Fulfill C Quality Marketing Manager: Meet customer requirements for products/services Requirements ISO Management Representative: Analyse data to provide factual information **IMPROVEMENT** Quality Manager: Identify opportunities for improvement Increase Ability to Fulfill Quality President: Provide support and resources to meet objectives at relevant functions Requirements

Α

See Flow Chart example below:

