## **QUALITY SYSTEM - P-D-C-A - OBJECTIVES PLANNING - FD-620-001**

## AS 9110 C QUALITY MANAGEMENT SYSTEM

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

With integrity in the workplace, dedicated employees, and innovative services, the QUALITY / SAFETY POLICY is to satisfy our customers with a full range of safe and airworthy maintenance services of landing gear systems that meet the needs and expectations of international and domestic customers

Increase Ability to Fulfill Quality Requirements

The QUALITY / SAFETY OBJECTIVE is to develop, implement, and maintain a quality system that ensures safe, consistent and continuing aircraft landing gear maintenance services required and deserving of customers

## Objectives at Relevant Functions / Levels President: Define relevant program for Dept. Z & provide the supporting resources **PLANNING** Accountable Manager: Identify target for profitability for Dept. A, B 1st quarter; Dept. C, D **Fulfill Quality &** 2nd quarter P **Safety Objectives** by Specifying Sales & Marketing Manager: Identify new market opportunities for Dept. Z Resources Required Human Resources Manager: Identify requirements for personnel development **ASSURANCE Technical Services Manager**: Specify requirements for products/services Operations / Maintenance Manager: Identify target for production output with maximum **Provide** D **Confidence That** acceptable reject rate **Requirements Are Fulfilled** Management Representative: Assess machine capability, perform minimum of (1) study / month CONTROL Quality Manager: Meet technical requirements for maintenance services; publish performance reports C **Fulfill** Quality Marketing Manager: Meet customer requirements for products/services Requirements **IMPROVEMENT** Management Representative: Analyse data to provide factual information

President: Provide support and resources to meet objectives at relevant functions

**Quality Manager: Identify opportunities for improvement** 

Date: \_\_\_\_\_

