



# Quality Policy

Singapore Technologies Aerospace is committed to delivering the highest standards of quality, safety and responsiveness in the aviation engineering and services we provide for our customers. We are committed to business excellence as encapsulated by the following principles:

## SERVICE STANDARDS

We shall deliver products and services that meet or exceed the requirements set by our customers and the relevant regulatory authorities. We shall comply with all the established procedures, quality standards, safety standards and regulations.

## COMMITMENT TO QUALITY

We are accountable for the Quality of our work and will perform to the best of our capabilities at all times. We endorse Human Factors principles and incorporate them in our quality approach.

## COMMUNICATION

We communicate our Quality Policy with our customers, employees, vendors and partners and solicit their inputs to enable us to meet their expectations. We actively promote this policy across all levels of our employees and encourage them to embrace Quality as their personal commitment. We shall report reportable errors or incidents to the relevant parties and are committed to an open reporting culture. We encourage sharing of information on quality and shall always cooperate with quality auditors

## CONTINUOUS IMPROVEMENT

We shall consistently strive to improve our quality through learning, sharing, benchmarking, innovation and participation in continuous improvement programmes. Our SEAL of Quality shall provide the framework for driving our quality programmes to inculcate a quality culture of excellence, innovation and continuous improvement. We shall establish and maintain appropriate controls and conduct periodic reviews of our attainment of set goals.