



VIKING AIRTECH PTE LTD

(Member of Viking Offshore & Marine Ltd)

Quality system manual

Appendices

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APPENDIX 12 - QUALITY POLICY MISSION STATEMENT

Viking Airtech recognizes the value of customer satisfaction in a competitive working environment and the major contribution to this satisfaction is made by the supply of products and services to an assured level of quality. To achieve the assured level of quality, Viking Airtech Quality management is committed to a quality assurance system, based on the requirements of the International Standard ISO 9001:2008.

MISSION

Viking Airtech shall provide quality products and services by satisfying customer's requirement, exceeding the expectation, engaging in continual improvement and performing as integrated team.

“SEE” to “IT” !!!
SATISFYING CUSTOMER'S REQUIREMENT
EXCEEDING THE EXPECTATION
ENGAGING IN CONTINUAL **I**MPROVEMENT
Performing as
INTEGRATED **T**EAM

To achieve the Quality Policy Mission, Viking Airtech shall:

- Clearly understand customer's requirements and specifications
- Operate within a defined Quality Management System based on ISO 9001:2008
- Continually upgrade efficiency by providing necessary staff training and by attending to employee and client feedback
- Facilitate a teamwork environment to achieve optimum benefit for the company and the customers

In support of this policy, **Measurable Objectives** for continual improvement are established at relevant departments and functions within Viking Airtech. These objectives are monitored and results analysed and presented for review at Management Review Meetings. At this time, these objectives are re-assessed and, as appropriate, revised or new objectives set.

Company and Departmental managers are responsible for ensuring that this Quality Policy and any established objectives that relate to their department, is understood, implemented and maintained at all levels within their respective department.

Ng Yeau Chong
Managing Director

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