



Quality Systems Manual

Vol 1



Policy

Edition 1.6 Feb 2017

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Change History

Number	Date	Reason for change
1.0	1st May 2013	initial issue
1.1	20/04/2014	Updated objectives
1.2	30/07/2014	New trading name and Updated objectives
1.3	3/12/2014	Updated feedback details, updated objectives
1.4	1/10/2015	Revised Trading Name, Removal of duplicated roles and responsibilities
1.5	15/11/16	Change of Roles Updated objectives
1.6	18/02/2017	Updated Objectives

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Terminology

Terminology is based on the material available through ISO publications, most specifically; ISO 9001

Acronyms and Abbreviations

The acronyms and abbreviations used in this Plan are defined in their initial context.

AIP Aeronautical Information Package
AOC Air Operator's Certificate
ATC Air Traffic Control
AWK Aerial Work Operations
CAAP Civil Aviation Advisory Publication
CAO Civil Aviation Orders
CAR Civil Aviation Regulations 1988
CASR Civil Aviation Safety Regulations 1998
CASA Civil Aviation Safety Authority
DG Dangerous Goods
HAAMC Head of Aircraft Airworthiness and Maintenance Control
ICAO International Civil Aviation Organization
NOTAM Notice to Airmen
PF Pilot Flying
PNF Pilot Not Flying
RPT Regular Public Transport

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1.1 Overview to Quality System

- 1 Introduction** AustAir Jet Services has developed and implemented a Quality Management System (QMS) in order to document the Company's best business practices, better satisfy the requirements and expectations of customers and improve the overall management of the Company. The QMS is complemented by the Company Operations Manual, a document mandated by CASA for aviation operators. It provides guidance to all aspects of aviation procedures and processes. This document is referred to throughout the QMS.

The QMS of AustAir Jet Services meets the requirements of the Australian standard AS 9001. This system addresses the design, development, execution and servicing of the Company's products and services.

The manual set in totality provides procedures and references for all activities comprising the QMS to ensure compliance to the necessary requirements of the standard. This volume is sub-divided into ten sections that correlate to the QMS sections of the ISO 9001 format. Each section begins with a policy statement articulating AustAir Service's obligation to implement the basic requirements of the referenced QMS section. Each policy statement is followed by specific information pertaining to the procedures used to implement the necessary requirements. Full details of procedures are provided in [AustAir's Quality Systems Manual Volume 2 Procedures](#).

Volume 1 describes the QMS, in the context of company policies, services, structure and resources, document and data management, purchasing policies and methods for planning and reviewing. Volume 1 delineates relevant authorities, inter-relationships and responsibilities of the personnel responsible for performing within the system.

AustAir's Quality Systems Manual is used internally to guide the Company's employees through the various requirements of the AS 9001 standard that must be met and maintained in order to ensure customer satisfaction, continuous improvement and provide the necessary instructions that create an efficient and empowered work force.

This manual set is available our customers and other external organizations and individuals. It is intended to enhance familiarisation with the management controls that

have been implemented and to illustrate our focus on customer satisfaction and the prioritisation of a high quality product.

1.2 Quality Manual Distribution

All QMS documentation, including this manual, procedures, forms, attachments and work instructions are available to Company personnel, via the Company software system, 'Air Maestro'.

Access to this Quality Manual will be readily available to customers, vendors, and regulatory agencies via the Company website.

2 Company and Organizational Structure

2.1 Company Overview

Australian Air Services Pty Ltd is a fixed wing charter and aerial work operation based at Bankstown Airport, NSW. The Company is principally engaged in low-capacity passenger charter, as well as occasional aerial-work operations, including aerial photography, patient transport, spotting, inspection and surveying. The Company has the potential to engage in commercial freight operations, which may, (though rarely) include the carriage of consigned dangerous goods.

The Company holds an International AOC (Air Operators Certificate) with defined geographical limitations, with self-imposed restrictions between the latitudes 75°N and 60°S. Furthermore, the Company will not operate commercially in areas of severe cold weather, metric airspace or over areas requiring a lowest safe altitude above FL200.

2.2 Contact information

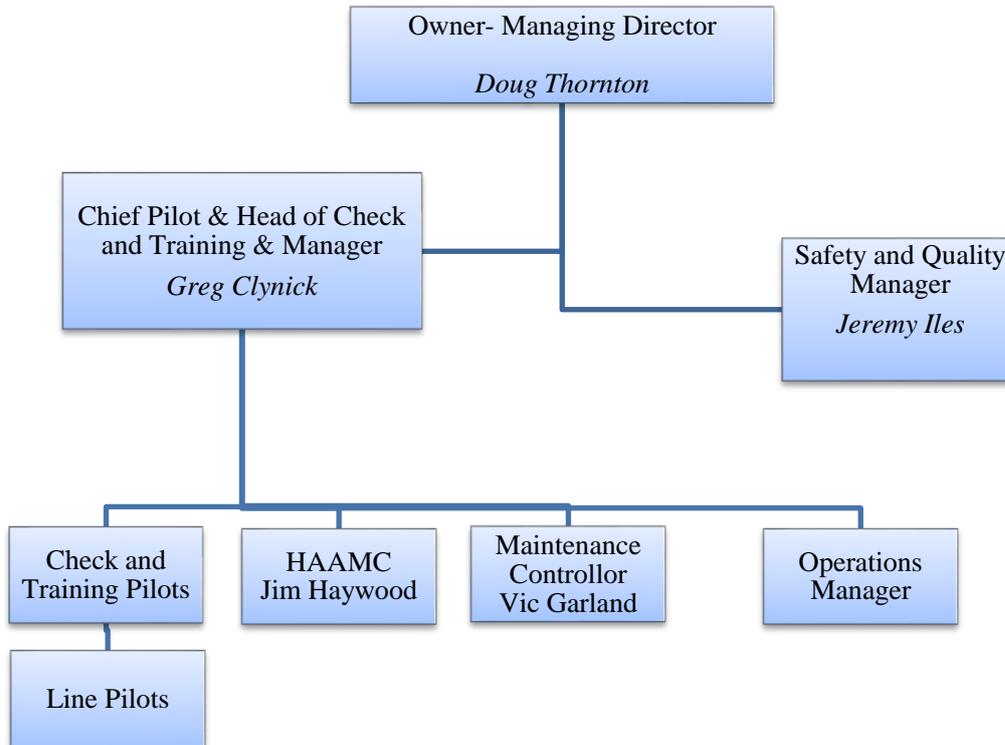
Business Address:	Hangar 505, Miles Street Bankstown Airport NSW 2200 PO Box 129 Georges Hall NSW 2198
Main Base:	Hangar 505, Miles Street Bankstown Airport NSW 2200

Contact Details:

Phone: (02) 9708 4629

Fax: (02) 9707 1486

2.3 Organisation Structure:



3 Aim, Objectives and Commitments

Mission Statement

Our mission is to provide a safe and enjoyable flight experience whilst maintaining the highest professional standards.

3.1 Company aim

AustAirJet aims to deliver aviation charter at the highest standard of excellence, with uncompromised safety and skill.

3.2 Our objectives – *Note: These objectives are currently under review*

Customer:

- To ensure 100% customer satisfaction, through monitoring of customer loyalty and feedback.
- To achieve 20% of flying to other than NSWPF by November 2017
- To have a third aircraft online by June 2017 which will enable the former objective to be met.
- To have two more staff members employed, one by June 2017 and one by November 2017
- To provide the NSWPF with an aircraft every time they request it

Service:

- To use our QMS to enhance and develop our service and product, through careful consideration of feedback and research;
- To operate expeditiously and productively as a business, with regard to employee time management and at least a 95% on-time performance record;

Internal

- To ensure a 100% safety record in relation to preventable accidents and incidents, by providing adequate training and skill development programs for staff.
- Updated website functioning by March 2017

3.3 Our commitments

In accordance with our quality policy, we are committed to:

- Applying our core business values at all times;
- Applying an ethical attitude to our behaviour and practices, including meeting all applicable legal and statutory requirements;
- Providing a safe workplace and safe work systems;
- Satisfying a quality management system that meets the requirements of ISO 9001 including continuous monitoring and improvement.

3.4 Our core business values

- Delivery – we deliver on our promises
- Innovation – we continually look for more efficient and effective methods and solutions
- Learning – we learn from and teach each other

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- Honesty – we tell the truth at all times, to each other and to our clients
- Sustainability – manage growth while remaining financially profitable
- Fun – we want to enjoy our work and have fun in the workplace.

3.5 Scope of our system

Our quality management system covers planning, design and development of our ground and operational systems, in conjunction with the process and practises of current and future enterprises.

3.6 Quality Policy and responsibilities

We understand quality to mean that we have in place, and operate in accordance with, a documented system that defines the Company's best business practices. This system is designed to satisfy the requirements and expectations of customers and to improve the overall management of the Company.

We hold everyone individually responsible and accountable for their own performance and for working towards our objectives. We expect all employees to know and follow our system. Following the requirements of this handbook is a condition of employment.

4 Management (Quality) System

4.1 System Diagram

This diagram shows our key processes and their relationship.



4.2 Structure of Documentation

Policy Handbook (this document)	Gives an overview of our system and sets out important Company policies.
Procedures	This specifies details of how we want management procedures done.
Forms & Templates	Documentary Tools
Supporting documents / systems	Supporting documents/ systems are referred to in procedures or project documents as required. They include checklists, forms, and documents, e.g. technical manuals or guidelines.

5.1 Human Resources

5 Company Policies The people in our organisation are a critical resource. We are committed to employing the best people available, inducting and training to achieve the standards demanded by the aviation industry by providing an environment that supports on-going training and career development. Our Human Resources Policy and Procedure Manual is relied on to provide guidance as to how the company manages HR. Policies and procedures are provided in respect to:

- Personal conduct
- Recruitment
- Induction
- Training
- Probation
- Occupational health and safety
- Equal employment opportunity
- Pregnancy at work
- Flexible working arrangements
- Leave policy
- Performance management
- Performance improvement
- Grievances
- Conflict of interest
- Intellectual property and security
- Environment best practice.

5.2 Confidentiality

Confidentiality is a defining characteristic of our relationships. Limitations to access to information that is sensitive or confidential is a necessity to maintain trust. We do not disclose private information, except in extenuating circumstances required by law or information in that is available readily in public domain.

If individual projects require special confidentiality, privacy or non-disclosure arrangements, these are agreed to in the project documentation. Secure disposal methods are used for documents or data when no longer required.

5.3 Privacy Policy

We collect and log client information and private information from staff only for valid business purposes. We will not disclose information to any third parties, unless prior consent has been given or it is required or authorised by law. We take all reasonable security measures to protect information from loss, unauthorised access, destruction, misuse, modification or disclosure.

5.4 OH&S Policy

We provide a safe and secure workplace that complies with all applicable health and safety laws, standards, and codes of practice. We provide an appropriate and safe infrastructure, including premises, utilities, equipment and supporting services, and ensure personnel receive the information they need relating to safety. We are committed to consultation with employees on OH&S issues. Any hazard to health or safety must be reported to the CEO or Chief Safety officer as soon as practicable. All Company premises are smoke-free.

Full details of OHS policy is contained in the publication AUSTRALIAN AIR SERVICES PTY LTD, Occupational Health and Safety Policy.

Policies addressed in this manual include but are not limited to:

- Access and Egress from premises
- Building Safety
- Drug and Alcohol
- Electrical Safety
- Fire Safety
- Foot protection
- Manual Handling
- Lighting
- Noise
- PPE
- Smoking

5.5 Work Ethics

We expect employees to be honest, conscientious and courteous. At work, we expect employees to spend their time engaged in Company business. Employees are encouraged to follow all lawful directions and Company policies. When away from our offices on business, employees are reminded that they do still represent the Company and their behaviour should reflect this.

5.6 Use of Company Resources

Company resources and equipment including software, email and the Internet, are provided for only for bona fide business purposes only. Appropriate and reasonable care must be taken of resources. Company resources must not be removed from our premises without permission, nor used for any purpose that is inappropriate, illegal or could negatively affect our reputation or public standing.

5.7 Security

Employees must keep passwords confidential and change them regularly. They are not permitted to give unauthorised access to our network or any data from it to anyone. They must not install or load any files or software onto our network or our equipment that is not work-related, without permission from the MD. Breaches of this policy may result in instant dismissal.

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5.8 Work Environment

We expect a workplace of respect and mutual tolerance and support such matters very seriously. If an incident or issue should arise, it shall be investigated promptly, and any apparent issues followed up on.

5.9 Project Management

As required, AustAirJet plans and manages product realisation in a structured and controlled manner to meet requirements at acceptable risks, within resource and schedule constraints.

5.10 Risk Management

AustAirJet maintains established and implemented processes for managing risks to the achievement of applicable requirements, as appropriate to the services offered and the Company's goals.

6.1 Our Approach

6 AustAirJet' approach is one based on:
Our Services

- Quality and integrity;
- A healthy work ethic;
- Honest and sound relationships.

We seek to:

- Understand customer needs;
- Work with our business partners to a goal of mutual benefit;
- Remain compliant with all regulatory authorities and requisites.

6.2 Our Customers

Our customer-base is from a varied spectrum, including private clients, government departments and large-scale organisations.

Customer needs and expectations influence all aspects of our business. Everyone is encouraged to listen to the customer and ensure any specific needs are understood and met.

We communicate with customers through a number of mediums. The Internet is a prominent source of communication, serviced through our Company website, emails and advertising, as well as a dependency on face-to-face and phone communication. To understand better our customer needs, we seek feedback from handwritten feedback forms issued to customers. Customer complaints are taken very seriously, and should be processed within 48 hours or less. This feedback should be used to resolve any issues and improve our product. Ideally, we aim to learn from our mistakes and strive towards 100% customer satisfaction.

6.3 Customer communication

AustAirJet has implemented effective procedures for communicating with customers in relation to:

- Product (Services) Information
- Enquiries, contracts and task handling, including amendments
- Customer Feedback, including customer complaints

6.4 Designing and Delivering Services/Products

Our product is orientated around flight services. We are a charter Company with capabilities to offer flights in accordance with customer needs within and beyond Australian mainland. We primarily offer charter in jet aircraft, so have designed our product to accentuate the benefits of air transport that is fast, efficient and comfortable.

We provide professional, safe and on-time flight operations, in a fleet that is meticulously maintained and 100% compliant with regulations and legal requirements.

Our crews are subject to a rigorous selection process and screened for specific criteria of experience and aptitude. Throughout their employment, they are required to participate in continuous assessment and grading. On-going training is conducted to maintain and strengthen their knowledge and skills.

Everyone is individually responsible and accountable for performance, and is expected to operate with our Company goals and objectives as their focus. Following our system is a requirement for everyone.

7 Organisation Roles and Responsibilities

The MD has set out the Company's structure in an organisation chart. The current chart is available in section 2 of this document. This table gives an overview of key roles and responsibilities. Further detail of internal roles and responsibilities can be found in Part A of the operations manual.

Recruitment and Training

Our company strongly believes in employing competent people, with the right skills and qualities. The performance of each individual impacts on the Company's success significantly, so considerable effort is spent on recruitment and training. We hire people with a high level of skills, experience and qualifications, and the right outlook. The ideal employee has a balance of technical, business and interpersonal skills, as well as a commitment to learning and working towards our Company objectives. Sections A5 and A7 of our Operations Manual address the specific requirements for flight crew experience and training.

We provide thorough induction training in our system and Company requirements to new employees and contractors. New appointments are subject to an initial probation period of 3 months following the completion of training. Formal performance review takes place annually.

Further training and development is provided when required; appropriate records of training and appraisal are filed in individual staff folders.

7.3 Intellectual Property

Company knowledge and intellectual property are key drivers of innovation and improvements in our product, essential for our success and marketplace position. Consequently, we will take all practicable steps to identify, capture and retain employee knowledge that is critical to the success of the Company.

7.4 Internal Communication

All personnel are encouraged to maintain healthy communication, to stay informed and ensure that others are informed of any information pertinent to the company or task. Communication takes place regularly and through a number of mediums. Face-to-face meetings and telephone communication is preferred, however email and AirMaestro serves as an effective system for alerting staff to a range of issues.

Controlling Data and Documents

8 All documents and data have specific processes to maintain their recency, applicability and privacy (if necessary). Our operation is dependent on rigour and precision of procedures, so all official company documents or data are controlled. This extends to flight preparation material (such as software for planning), information databases for procedures and aircraft details, company policies, staff files, as well as material related to customers and employees.

All documents and data must be readily identifiable and be suitable for their purpose. Only current versions should be used. To ensure the currency of our documents, we prefer electronic methods of control and storage wherever possible. All controlled data and documents are stored securely and labelled appropriately to prevent inadvertent use of out of date or inapplicable versions.

Our LAN is managed through normal network administration, with access restricted via passwords and log-ons. Our database (as applicable) is controllable via passwords and appropriate access levels.

See *Document Control* and *Backups Procedures* for details.

Managing Records

Records of our business operations are kept as required to meet our legal and regulatory obligations. Records must be identifiable, stored appropriately and easily retrievable.

Details are in our *Records Management* procedure, including how long records are kept for (retention periods). When no longer required, records are disposed of by methods such as shredding or secure recycling, or electronic copies deleted.

9.1 Purchasing general

9 Purchasing As a service company, purchasing is not a defining feature of our business, rather a supporting element, mostly by way of fuel, aircraft costs and other costs associated with flights. As a result, there is limited room for manipulation or a selective process involved in purchases. For example, if an aeroplane is required to be refuelled at a destination prior to departing again then is not much flexibility in purchasing options. However, all staff are encouraged to seek the best business outcome in all purchasing decisions and processes. Staff are educated as to which fuel providers are preferred by the Company, as well as how to deal with other unexpected expenses on trips. Purchases associated with aircraft maintenance and fleet development are carefully considered and controlled by the Managing Director.

Where an established provider has proven to offer good products, services and business relationships, it is Company policy to endeavour to maintain and nurture such relationships. Suppliers and purchasing policies are reviewed annually.

The AustAirJet Operations Manual also provides guidance to Company executives in relation to purchasing. Sections A10 and A14 of the Operations Manual expand on Company policies and practices in purchasing.

10.1 Planning

10 Planning, Reviewing, Improving

Planning is a fundamental characteristic of any successful aviation business, and we pride ourselves on preparation and planning in all aspects of operation. Resource planning is conducted at suitable intervals, to ensure we have staff with the appropriate competencies, skills and experience, as well as the right equipment and technology to complete charter work safely and efficiently.

10.2 Reviewing and Improving

We maintain and improve performance by collecting and reviewing staff and business performance, identifying positives as well as issues, failures and risks. We are always proactively looking for new ways to improve. Information used to assess performance includes:

- Internal reviews
- Customer reviews
- CASA appraisals
- Industry standards

Company performance is reviewed on a biannual basis with regular executive meetings. All aspects of the business, company and product are reviewed, and opportunities that may promote improvement are always pursued if possible. We closely monitor the quality system to assess whether it is meeting our business needs effectively and the requirements of ISO 9001. Annual reviews of our Quality Management System are conducted by executive staff (Chief Pilot and Managing Director), to ensure continuing suitability, adequacy and effectiveness. These reviews are documented in the AirMaestro online reporting system.

10.3 Feedback and Complaints

Feedback is encouraged and carefully considered, whether positive or negative. All feedback is valuable to help us develop and mould to meet customer requirements.

Feedback from customers comes from forms and post-delivery discussions. This is primarily through the website www.austairjetservices.com.au/feedback. Any customer complaint must be reported to the Managing Director. Anything that requires action is recorded and followed up, using the *Corrective Action* process.

10.4 Improvement and Corrective Action

Everyone is encouraged to be proactively involved with any improvement and corrective processes. Risk assessment and management is a necessary element of our company culture, and used to mitigate potential problems. Our aim is to prevent problems from arising wherever possible, and to avoid or reduce risk. Our quality management system is

consistent with company policies and processes, which in conjunction with managerial supervision is successful at managing corrective actions and promotes improvement.

We recognise that even with exceptional planning and preparation problems can still occur. In such circumstances, we apply a consistent approach to identify and record issues. All issues are investigated, analysing causes, potential resulting consequences and identify necessary corrective and/or preventive action. Any resulting action should be appropriate to the size, scale and nature of the issue. The *Corrective Action Procedure* in Volume 2 of this manual provides guidance for how to manage issues that require a formal corrective action process.

The MD is the ultimate authority for escalation of issues. See *Procedure Manual: 'Fixing Problems/Corrective Action'* for details.

10.5 Audit

We have a program for internal audits to monitor the performance of our management system and operations. Specific checklists for each type of audit is available on AirMaestro. The program aims to identify opportunities to improve, and confirm compliance with all relevant requirements. Internal audits are scheduled and performed based on the status and importance of the project, area or activity.

The focus of internal audits is on importance, risk (potential or actual), objective evidence, and useful reporting. If issues are identified, they must be followed up via the relevant procedure. Auditors must have appropriate training, attributes and experience, be objective, and must not audit work they performed or for which they are directly responsible.

Our system is also externally audited for maintaining certification to ISO 9001 by our certifier.