



## MAINTENANCE ORGANISATION EXPOSITION

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**Title:** Safety & Quality Policy  
**Issue 1, Rev 20 Date:** 10 Oct 2014

### QUALITY POLICY

The UTC Aerospace systems Worldwide Policy is:

Hamilton Sundstrand Shannon is committed to achieving competitive excellence and providing our customers with products and services designed, produced, and maintained to meet or exceed their expectations by:

- Complying with all customers, statutory and regulatory requirements.
- Enabling employees to achieve business and professional goals
- Continually improving processes through the Ace operating system.
- Extending UTAS quality management practices throughout the supply chain
- Promoting a highly ethical environment.

Safety and Quality standards are the responsibility of all personnel and it is the duty of all personnel to comply with this policy and to strive to both maintain the standard and improve safety & quality standards at every opportunity. This is achieved by compliance with all regulatory requirements, and compliance to company procedures

Attention will be given to education, training and the application of Human Factor principles in order to support and contribute to this safety & quality policy. As a company HS Shannon shall ensure all technical procedures are presented in accordance with good Human Factor principles.

The following are duties applicable to all personnel:-

- Each employee is a customer for work done by other employees or suppliers, and has the right to expect to receive acceptable quality work from others and similarly each employee has the obligation to provide work of acceptable quality standard to those, who in turn, are his or her customers.
- Quality improvement is a continuous process and must be approached, tackled and followed up systematically and in a planned manner. This applies to every part of the organisation.
- All personnel are encouraged to report maintenance related errors / incidents or deficiencies in tools, equipment, material, procedures, training and personnel.
- The requirements of the Quality Systems as given in this MAINTENANCE ORGANISATION EXPOSITION shall be fully applied by all organisation personnel. This includes the obligation of all personnel to co-operate with the Quality Auditors.
- Report any maintenance procedures that are not up-to-date or have known errors

All employees have a duty not to subject the environment, themselves, or any other person to unnecessary risks during the course of their work and to co-operate with those who are directing their work and with other employees.

All personnel must be aware that our commitment to the environment, health & safety applies to all employees, contractors, suppliers and visitors at all times.



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### **SAFETY POLICY:**

Hamilton Sundstrand Shannon safety policy is:

To recognise all actions which may affect product safety.

We have a commitment to continuously improve safety standards. We apply human factors principles and relentlessly follow safe practices in repair. We encourage our personnel to follow approved repair methods and to report all maintenance related errors. We promote an open communication culture for all involved in maintenance of aircraft products at HS Shannon.