

## 4 INSTRUCTION

### 4.1 Quality policy

Safran Electronics & Defense Australasia Pty Ltd has the intention to become the center of excellence and a leading commercial and technical platform for the Safran Group in Australia.

In line with the group policy, we strive to offer the best possible solutions and services with three main objectives based on :

1. Customer's satisfaction
  - Listening to and integrating their needs, meeting their requirements, anticipating their requests and addressing them as quickly as possible
  - Fulfilling our commitments and duty to ensure the safety, quality, cost and on-time delivery of our products and services
2. Continuous performance improvement
  - The continuous improvement and simplification of our processes, anchored in a strong emphasis on innovation
  - The long-term partnership development with our suppliers to progress and innovate together
  - The deployment of best practices and standards to enhance quality and efficiency
3. Increase our competitiveness
  - Compliance with quality fundamentals and application of the tools and methods needed to guarantee the maturity of our products from the original design to in-service operation by our customers
  - The effective management of our programs, based on strictly meeting all milestones and systematically identifying and managing risks
  - The constant development of our employees' skills, expertise and motivation, worldwide.

Quality, more than an obligation, it's for us an ongoing commitment.

Alexis De Pelleport  
Managing Director

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Customer Support Manager

*Note: By signature of this procedure (SAA-SP-QS001) in its latest version means that the Quality Policy Statement is also approved and signed.*