

# QUALITY POLICY STATEMENT

## MISSION

To provide **distribution of aircraft parts for the international market** with quality military materiel and aerospace products and services which meet or exceed regulatory requirements and Customer expectations.

In addition, our mission is to provide honest and accurate delivery dates, keep our Customers informed of order progress, and provide a fair and realistic pricing policy.

We are committed to continuous quality improvement in all areas of our operations, which is achieved through the constant review of management and purchasing policy and the desire to strive for global best practices in all areas of our business.

## VISION

To develop long-term relationships with our Customers and Suppliers and to uphold our integrity and the highest ethical standards in all areas of our business.

## GOALS

When placing an order with Rockland Aerospace Inc., our Customers can expect:

- an honest and accurate “expected delivery date” (EDD)
- to be kept informed of the progress of their order
- a fair and realistic pricing policy
- a product that meets regulatory requirements
- a product which meets the purchase order requirements
- a high level of customer service

Rockland Aerospace Inc will achieve its Mission, Vision and Goals by conforming to ISO 9001:2000 AS9120A Standards and ensuring Directors, Management and Staff have an ongoing commitment to continuous improvement.