

# QUALITY POLICY

## Aerospace & Defence Product Manufacture

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*Top Management of R&I Instrument & Gear Company are committed to meeting customer and industry requirements by satisfying our customer needs for the manufacture and provision of high-quality precision gears, instrument components and assemblies for Aerospace, Space and Defence sector customers.*

*Our primary Quality related Objectives are to:*

- o Deliver Right First Time product*
- o Deliver in full on time*
- o Satisfy our customers*
- o Maintain ISO9001 and AS9100 Certifications*
- o Continually improve as an organisation*
- o Maintain a competitive price*


*To support our commitment and objectives, we have developed and deployed our process-based Quality Management System, which also aids us in identifying and managing our risks and opportunities and supports achievement of our strategic direction.*

*We promote an understanding of this Quality Policy, our Quality Management System, Customer and Industry requirements, and relevant product-related statutory and regulatory requirements through training and periodic briefings to our team. We will also ensure that personnel conducting work relating to the scope of our Quality Management System are appropriately trained, competent, aware of their ethical responsibilities and are empowered to contribute to error prevention, error detection and continual improvement.*

*Our overall focus is on “prevention rather than detection”, “right first time”, and “delivering on our promises”. To this end, the Management Team promotes the process approach through the Plan-Do-Check-Act improvement cycle, risk-based thinking and upfront Quality Planning to ensure early identification of requirements, risks and opportunities.*

*The Quality Management System is considered to be integral to how we operate and do business. Therefore, we are fully committed to continually improving its overall effectiveness through the analysis of process performance, product quality data, customer feedback information, lessons learnt, and Management Reviews.*

### **The Management Team (June 2022)**

  
Andrew Rowell  
**General Manager - RI**

  
Wayne Hardman  
**Production Manager - HB**

  
Ashley Nixon  
**Quality Manager**