



AMA Global Quality Policy

AMA deem Quality as a foundation of our company's principles, our Vision, Mission, and Values drive this. Our principles, without compromise, guides our business to deliver products and services that are compliant and desired. These principles are vital to achieve our ambition to be recognised and trusted by our customers, employees, and business associates.

Our quality policy is to:

- Ensure that management, at all levels of AMA, is fully committed to the successful development and implementation of a compliant and relevant Quality Management System.
- Continually improve the effectiveness of both the quality management system and the provision of all services and product that will delight our customers.
- Encourage participation and advancement of quality responsibilities to all employees through training, education, quality documentation and effective communication.
- Meet or exceed our external and internal customer expectations.

We will achieve this by:

- Establishing, implementing, and maintaining a quality management system certified against BS EN ISO 9001, EN/AS9100 and EN/AS9120 'Quality Management Systems' and meeting the quality requirements of our customers.
- Ensuring the effectiveness of the quality management system and assessing opportunities for its continual improvement. Agreeing and reviewing measurable quality objectives to guarantee they are met.
- Developing/integrating Human Factors into all relevant functions and activities within our business units, to include promoting a culture that encourages the open reporting of problems, concerns, and improvement opportunities.
- Providing the essential resources and ensuring responsibilities and authorities are determined and effectively communicated throughout our trained AMA workforce.
- We listen, respect, and commit to the voice of our external customer and internal team members, this is fundamental to achieve our goal to deliver the 'Perfect Order.'

A handwritten signature in black ink, appearing to read 'Chris Norch', is written over a horizontal dotted line.

Chris Norch (President)

