

QUALITY POLICY

Aerospheres Quality Policy is to:

- **provide our customers with products and services that meet or exceed their expectations and needs;**
- **provide confidence to our customers and suppliers that their quality requirements are understood, being fulfilled and maintained; and**
- **commit to the requirements and continually improve the effectiveness of the Quality Management System.**

We monitor the effectiveness of these objectives by measuring the following Key Performance Indicators (KPI's):

Quality Objective/KPI	How Measured
On time Shipments $\geq$ 90%	% order lines made available for collection on or before Promise Date.
First Time Quality $\geq$ 99.5%	Reported customer complaints measured against number of shipments.

This policy and associated QMS is intended to meet the requirements of ISO9001:2015 and AS9120B and will be reviewed regularly to ensure continued suitability.



Signed: _____

Paul Thompson – CEO