

# Modini quality management policy statement

Version: 1.0

Date: 17 Jan 2023

Author: Owen Candy

---

## Contents

### 1. Quality management policy statement

---

#### 1. Quality management policy statement

- 1.1 Modini was established to specialise in the design, development, test, evaluation and operational delivery of complex Remotely Piloted Aircraft Systems (RPAS). Whilst our head office and majority of staff are based in the UK our delivery operations extend worldwide.
- 1.2 Quality is vital to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.
- 1.3 We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.
- 1.4 We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:
  - 1.4.1 Regular gathering and monitoring of customer feedback.
  - 1.4.2 A customer complaints procedure.
  - 1.4.3 Selection and performance monitoring of suppliers against set criteria.
  - 1.4.4 Training and development for our employees.
  - 1.4.5 Regular audit of our internal processes.
  - 1.4.6 Measurable quality objectives which reflect our business aims.
  - 1.4.7 Management reviews of audit results, customer feedback and complaints.
- 1.5 Our internal procedures are reviewed regularly and are held in an online Quality Manual which is available to all employees.
- 1.6 This policy is posted on the Modini web site along with its other policies.
- 1.7 Although the Senior Leadership Team have ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.



# Document control

## Version history

Version	Date	Approved by	Notes
V1	17/01/2023	Owen Candy	
V2			
V3			