

Subject:

ACE9100-QM

Superseded: N/A

**QUALITY MANAGEMENT MANUAL**

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Effective: 01.JAN.2024

### 3 QUALITY POLICY

Aeroplex of Central Europe Ltd. (ACE Ltd.) was established in 1992 to provide maintain, repair, overhaul services to the aviation industry in Europe. Since then, quality is high important to our company, and it is also important demand for our customers. We value of our customers, so we strive to provide services which meet their expectations. ACE Ltd are committed to continuous business improvement, so we are looking for new business co-operation with the aviation, space, and defence organisations to provide services for them. Therefore, we have introduced the EN9100 Quality Management System at our company which help us to reach our goal and provides a framework for measuring and improving our performance.

As ACE Ltd. management of we are dedicated to ensuring, in addition to its economical and efficient operation furthermore to use the human and material resources at such a high level that the quality of service it provides always meets the customer's demands. To maintain and strengthen the trust of our current customers, in the hope of acquiring new markets, and to ensure the long-term operation of the company, the members of the management consider the operation and continuous development of the quality management system according to the requirements of the latest revision of EN 9100 standard to be their priority. It is the duty of all employees to work as per their best ability to achieve the goals set out in the quality policy and quality goals, and to actively participate in the continuous improvement of the quality of the activities performed. Our main goal is to provide an error free service on time, with the quality expected by the customer. Our strength in our operation is the flexibility, with which we always adapt our services to the needs of our customers. With our continuous developments, we try to meet the highest technical requirements of the industry. Our goal is to strengthen the company's position within the manufacturer's industry, looking for new markets and introduce new technologies, which ensures the continuous improvements.

We as the management are very proud to our employees and to their high performance during their daily work. We are doing our best day by day to motivate and support them with several trainings to keep our services on a high level. All members of the ACE Ltd. management actively encourage all employees to propose solutions to improve the Quality Management System and the service delivery. We are proud to implement the EN9100 quality management system, which will enable us to analyse customer requirements, define processes that will contribute to the achievement of a service that is acceptable to the customer and it will keep those processes under control, and we will be able to learn and build the customer focus and system approach into our daily operation for the whole company.

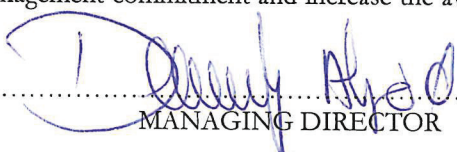
In line with the above-mentioned commitment of Management of ACE Ltd. established the following strategic objectives:

- maintaining customers confidence at highest level and increase customer satisfaction,
- increase the quality of services,
- increase the productivity and reducing costs of poor quality,
- opening new opportunities by introducing with new services,
- increase personnel competence by training, awareness,

Therefore, to achieve these goals, we have developed the following strategy:

- implementing and continuously developing our Quality Management System in compliance with EN9100,
- determination clearly the roles and responsibilities within the organization,
- increasing awareness of the employees,
- periodically evaluating our employees' performance, competence,

Aeroplex of Central Europe Ltd. trusts, if we could reach our goals stated in this policy, we will grow and offer a profitable and professional solutions to our business partners in short and long terms as well. This policy is available for all employee to show the management commitment and increase the awareness of the quality strategy.

  
MANAGING DIRECTOR

It is not sure that this hard copy of the procedure is effective. Please check the effectiveness of the procedure on the