

QUALITY POLICY

Lauak's top management is fully aware of and committed to aviation safety, compliance with legislation, environmental protection, health and safety, the development of its employees' individual skills, and the quality of its products. This commitment cannot be achieved without the dedication of the entire company.

Based on these principles, the LAUAK Portugal Quality Policy is based on the following values:

➤ Customer focus

Supply products that meet our customers' needs and requirements, on time and with the quality standards they demand.

To improve customer satisfaction.

To invest heavily in innovative solutions, establishing ourselves as a company offering a product of excellence that meets our customers' needs, whilst minimising costs and lead times.

➤ Focus on processes

To improve and streamline the QMS through management review, with a view to continuously improving the performance of processes and products in a sustainable manner, thereby enhancing efficiency, effectiveness and profitability.

To train, motivate and engage all employees in the continuous improvement of the QMS.

Ensure compliance with legal requirements, the clauses of the EN 9100:2018 standard and the regulations issued by aeronautical authorities in the field of aeronautical manufacturing.

➤ Continuous improvement

To continuously improve product quality by analysing non-conformities and implementing the necessary corrective and preventive actions in order to reduce the number and severity of non-conformities and any customer complaints.

Promote risk analysis and management at all levels

➤ Employee Development

Improve the skills of all employees through a policy of continuous training, ensuring that everyone performs their duties more effectively and efficiently.

➤ Aviation safety culture

To promote a proactive safety culture in which hazards and threats are identified, risks are managed and continuous improvement is implemented at all levels.

➤ Code of Ethics and Conduct

To promote a culture of ethics and conduct, where every employee has an individual responsibility to act with respect, honesty and fairness towards our customers, suppliers and colleagues.

QUALITY POLICY

It is the responsibility of all members of the Companies to comply with and maintain quality policy and objectives. It is also the duty of all to report errors or incidents that they encounter in the course of their duties, as well as to propose the improvement solutions deemed appropriate, thus contributing actively to the continuous improvement of the Quality Management System.



LAUAK Portugal Director

ORIGINAL VALIDADO
ORIGINAL VALIDATED

Jose de Barros

CEO LAUAK GROUP

ORIGINAL VALIDADO
ORIGINAL VALIDATED

Mikel CHARRITTON