

Quality Policy

MA Airfield Safety & Compliance, Airfield Planning and Airfield Control are a group of internal departments based and operating at Manchester Airport. The departments monitor and audit safety and compliance, oversees the planning of airport developments and the planning and control of stand allocation and aircraft ground movements at the airport. The main functions of the department are to ensure compliance to EASA, CAA, internal processes and procedures, along with planning of future projects.

MA Airfield Safety & Compliance, Airfield Planning and Airfield Control are committed to providing the highest quality service. We listen to our customers (internal and external), continually reviewing our processes and procedures in line with business needs, purpose, context and strategic direction, maximising the efficiency of our Quality management system. The principal elements of our policy are: -

- a) To develop and maintain a Quality Management System satisfying the requirements of BS EN ISO 9001:2015 which forms the framework for setting objectives, achieving continual improvement, and client satisfaction.
- b) To satisfy customer, legal and other applicable requirements in the course of its business.
- c) Establishing levels of communication capable of fully determining the needs and expectations of both customer and interested parties. Communicating this quality policy inside of the business and to relevant interested parties.
- d) To establish and maintain an infrastructure capable of supporting all company activities and realising all company objectives. Objectives and their targets are set and reviewed regularly using KPIs and information from the risk and opportunities identified.
- e) To identify scope for improvement in every aspect of the company's activities, devising and implementing effective solutions throughout.

This policy is available to all interested parties on request.



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