

SCHEDULE 17 - QUALITY MANAGEMENT POLICY

1. Definitions

1.1 Without prejudice to Schedule 1 (Definitions and Interpretations), for the purposes of this Schedule 17, the following terms shall have the following meanings:

Term	Definition
Contract Quality Management System	Means a set of business procedures compatible with AQAP 2110 and 2105 that directs how the Contractor will manage the delivery of the Contract.
Air MAC Quality Management System (“ Air MAC QMS ”)	Means the Contractor’s system which describes the arrangement of people, processes and tools used to deliver the Contract consisting of the Deliverable Quality Plan, Quality Management System and Contract Quality Management System; and
Quality Standards Manager	Means the Contractor’s representative responsible for maintaining quality standards as notified to the Authority from time to time.

2. Scope

2.1 This Schedule 17 provides the quality directives to be used by the Contractor when:

- a. delivering this Contract;
- b. satisfying the Authority that adequate controls exist to manage the delivery of the Services to the required performance and standards specified in this Contract; and
- c. synchronising Contractor and Authority quality processes.

3. Air MAC QMS

3.1 The Contractor shall develop and implement by Service Commencement Date a quality management system that describes how the Contractor will deliver its obligations under this Contract. The quality management system shall include details of procedures specific to this Contract and refer to appropriate corporate quality procedures, It shall also refer to Authority documents where appropriate, as identified in Schedule 2 (Statement of Requirements).

3.2 During the development of the Air MAC QMS, the Contractor shall include the key features and commitments summarised in Schedule 11 (Contractor Management Plans).

3.3 The Air MAC QMS shall consist of three parts:

- a. the Deliverable Quality Plan;
- b. the TQMS; and
- c. the Contract Quality Management System.

3.4 The Air MAC QMS shall interface with the Contractor's corporate management systems which define the corporate processes and procedures necessary to support the delivery of this Contract.

3.5 The content of the Air MAC QMS and its relationship with this Contract and Authority documents is shown in Schedule 11

4. Deliverable Quality Plan

4.1 The Deliverable Quality Plan is the overarching document, contained in the Air MAC QMS, which identifies the processes and procedures that describe how the Contractor shall meet and discharge the requirements of this Contract. The Deliverable Quality Plan shall:

- a. comply with DEFCON 602A, Edition 12/06;
- b. comply with AQAP 2105, Edition 2;
- c. comply with AQAP 2110, Edition 3;
- d. meet the requirements of the accreditation organisations specified in Schedule 2 (Statement of Requirements);
- e. contain the quality controls that the Contractor will introduce at Service Commencement Date, and adhere to, during the Contract Period;
- f. specify roles and responsibilities of those associated with delivery of the Services;
- g. specify the arrangements for managing Sub-Contractors;
- h. specify the detailed procedures for implementing the requirements of this Contract;
- i. include reference to, and appropriate interfaces with, relevant Authority publications and documentation; and
- j. include reference to, and appropriate interfaces with, the Contractor's corporate management system.

5 The TQMS

5.1 Where appropriate the TQMS shall meet the requirements of:

- a. MAA RAs.
- b. DSAT QS.

5.2 The TQMS shall include the operational procedures for the delivery of the Services defined in Schedule 2 (Statement of Requirements):

5.3 Prior to Service Commencement Date the Contractor shall agree with the Authority accreditation requirements for all requirements detailed in Schedule 2 (Statement of Requirements). The accreditation requirements will then be included in the TQMS at Service Commencement Date, and shall be reviewed and updated annually by the Contractor. Any changes to be made to the accreditation requirements included in the TQMS shall be agreed between the Quality Standards Manager and the Level 2 Chairman.

5.4 A list of the operational procedures to be used by the Contractor is in Schedule 11

6. Contract Quality Management System

6.1 The Contract Quality Management System shall include the following Air MAC business procedures, which shall take account of relevant Schedules of this Contract and the Contractor's corporate business procedures:

- a. business information services;
- b. change management;
- c. governance and contract management;
- d. implementation;
- e. business continuity;
- f. exit from this Contract;
- g. performance management;
- h. Continuous Improvement;
- i. general issues;
- j. human resources;
- k. finance;
- l. commercial;
- m. procurement;
- n. safety, health and environment;

7. Access to the Air MAC QMS

7.1 The Contractor shall make available electronically the Air MAC QMS Authority personnel. Where Authority personnel do not have electronic access to documents, the Contractor shall make the Air MAC QMS available by other means.

8. Relationship with Establishment Orders

8.1 When developing the Air MAC QMS prior to Service Commencement Date, or reviewing and updating it in accordance with paragraph 9, the Contractor shall issue drafts of the Deliverable Quality Plan, operational procedures and Air MAC business procedures to the Level 2 Chairman to enable the Authority to:

- a. amend appropriate Establishment Orders to reflect the content of the Air MAC QMS; and
- b. audit on the compliance of the TQMS with MAA TAs and DSAT QS.

8.2 Where the Contractor has output responsibility in accordance with Schedule 2 (Statement of Requirements), the Authority shall work with the Contractor to ensure that

there is no conflict between the Air MAC QMS and the Establishment Orders for the delivery of the Services.

9. Review of the Air MAC QMS

9.1 The Air MAC QMS and related procedures are to be reviewed by the Contractor for accuracy and applicability to this Contract on the following occasions:

- a. annually;
- b. following any change to this Contract which impacts significantly on the Air MAC Quality Management System; and
- c. periodically as a result of Continuous Improvement where changes cannot wait until the annual review.

9.2 The Quality Standards Manager shall be responsible for the production and distribution of all amendments resulting from the review to individuals and organisations that will utilise its content. The Contract Manager shall hold the master copy of the Deliverable Quality Plan and shall authorise its issue.

9.3 While the Air MAC QMS remains the responsibility of the Contractor, the Authority shall have the right to audit any significant change content of the Air MAC QMS.

10. Change

10.1 During the Contract Period, the Contractor's procedures for delivering this Contract will evolve, necessitating amendments to the Air MAC QMS and Establishment Orders.

10.2 On such occasions, both Parties shall work collaboratively to ensure that the necessary updates to each Party's documentation are made. The Quality Standards Manager and the Level 2 Chairman, or his nominated representative, shall:

- a. review the impact against the current wording of the affected documentation;
- b. liaise with the sponsor where the change could affect Establishment Orders;
- c. publicise changes by the most appropriate means to make all Authority and Contractor employees aware of the changes.