



	Quality Policy	Code: PC - LRTM
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Implementing the quality policy, maintaining and continuously improving the quality management system and ensuring the necessary means and resources is the responsibility of the executive management of the A.A. "Transylvania" Airport Tîrgu Mureș. We are committed to implementing, developing and continuously improving our quality management system as follows:

1. For the A.A. "Transylvania" Airport Tîrgu Mureș, the strategic objective in the field of quality is to maintain and continuously improve the quality management system according to the requirements of the ISO 9001:2015 standard in all areas of activity.
2. To achieve this goal, we adopt the following strategic values:
 - a. Improving performance in all activities;
 - b. Ensure conditions, processes and systems that allow the continuous improvement of services;
 - c. Focusing on the prevention of dysfunctions;
 - d. Using the expertise, knowledge and experience of every staff member to improve our services by working with all staff.
3. Meeting the needs of our customers regarding the level of quality, safety and cost effectiveness of the services provided.
4. We will further guarantee the quality of the services we provide through:
 - a. Compliance with specific requirements and procedures for all areas of activity with respect to quality standards;
 - b. Taking into account the benefits and needs of all parties involved;
 - c. The competence and training of staff.
5. Establishing and enforcing the risk management process including hazard identification, risk assessment, monitoring the effectiveness of risk control measures and monitoring performance.
6. Assuring the provision of sufficient resources for the implementation and development of the quality management system.
7. Monitoring the compliance of processes and systems by conducting internal audits of quality and aeronautical safety.

Chairman of the Board of Directors

Peti Andrei

