



QUALITY POLICY

Tiyo Aviation Team Manager promulgates the following Aviation Team Quality Policy:

1 Satisfied Customer

Our primary policy is to meet the customer's requirements both in terms of price and especially in terms of quality of work and meeting deadlines and price. We aim to provide excellent service to all our customers, therefore we are committed to the responsibility of meeting the requirements of the international standard EN9100 and to continuously improving the effectiveness of our quality management system. We define the principles for dealing with customers, regardless of our function and position in the organisation, as follows:

- We listen carefully to our customers,
- We complete every accepted task accurately and on time, and we effectively exchange information with our customers,
- We treat our customers with respect and dignity

2 Satisfied employees

At all levels, employees are the essence of our team and only their full involvement enables us to use all our capabilities. It is the team's policy to create working conditions that consistently satisfy and motivate employees. Education, technical expertise and competence is a core value of our employees and we continuously increase our employees' knowledge and maximize its transfer to practice.

3 Prosperity

Improving the quality of our work, streamlining operating costs and achieving lasting customer and employee satisfaction are fundamental to our team. To ensure the functionality of the quality system, the management team is committed to:

- Meet relevant stakeholder requirements,
- Secure the necessary financial, material, personnel, organizational and other resources,
- Provide effective assistance in education, training and mentoring so that all employees are able to meet the requirements of this quality policy.

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