



Quality Assurance Policy

Our purpose is to provide Search and Rescue services and Emergency Response support to Government Industries.

Our quality objective is to exceed our customer requirements and expectations in a proactive, professional and adding value at every opportunity.

To achieve this objective we will:

- Establish and maintain a Quality Management System in accordance with AS/NZS ISO 9001;
- Set objectives and targets to measure our performance and identify opportunities for improvement;
- Take steps to mitigate risks where they are identified;
- Provide adequate resources to continually review and improve our business process;
- Encourage all people to integrate quality management into the way we work and promote its application as a method for continual improvement within their area of responsibility; and
- Actively seek performance feedback from our customers and address opportunities for improvement that are identified.

The General Manager of OPSTAR accepts ultimate responsibility for ensuring quality assurance requirements are met and ensuring that quality assurance is an integral part of OPSTAR's business processes and activities.

John Giffard
Managing Director