

## QUALITY SYSTEMS DEVELOPMENT

The value of improving a company's **Quality Systems** has been widely discussed, but has achieved questionable results. A proven total quality program must consider both Quality Control and Quality Assurance that addresses service expectations. This includes decisions in service design, as well as to the delivery processes. Quality assurance determines whether quality standards are being met. To be competitive in world markets each company must decide its own level of quality requirements and the most cost effective method to achieve its quality goals. *Aviation Operations Solutions* continuous improvement philosophy provides the methodology to achieve the highest level of quality possible by meeting customers' internal and external expectations.

*Aviation Operations Solutions* can coach the client in the successful implementation of a Total Quality Program by:

1. Defining a quality improvement program
2. Organize and administer quality policy
3. Audit process capability
4. Involve and train employees in quality awareness
5. Assure quality through design and service delivery processes
6. Install certification and rating systems
7. Improve incoming resource quality levels
8. Decide final service conformance measurements
9. Develop process evaluation criteria

*Aviation Operations Solutions* works with the client to develop strategy that best fits the organization. Once a strategy has been developed we work with the client to proceed through the Business Process Management phase. Our level of involvement with the client ranges from high-level guidance or complete project management and training.