



# CEE AEROSPACE

THE NEW STANDARD IN CUSTOMER CARE

## INTEGRATED CORPORATE GOVERNANCE HANDBOOK

Annex 2

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### QUALITY POLICY STATEMENT

**CEE Aerospace Ltd.** Its mission is to enable its clients to focus on achieving their own goals with new ideas and tools, and through the creative activity of its employees. With its experience, flexibility and business philosophy based on fairness, it ensures the satisfaction of its partners.

In order to be able to meet the various customer needs and the highest quality requirements in all areas of repair, maintenance and sales services, we take the following steps:

- For our service activities, we have developed, operate and continuously develop our Integrated Enterprise Resource Planning System in accordance with the requirements of the **MSZ EN ISO 9001:2015** and **AS 9100:2016** **D revision** international standards, as well as the **NATO normative document AQAP 2110:2016**.
- By further developing our contact system, we strive to establish even more long-term, stable customer relationships.
- When planning our activities, we consider it important to know the exact range of potential customers, including personal contact. In order to ensure our stable and, if possible, expanding customer relations, we pursue a flexible pricing policy that is in line with market needs, and we always ensure the exact observance of the requested delivery time and quality.  
We think similarly about our external service providers, as a high level of service to our customers can only be imagined if we have a stable external service provider background, we work closely with them, striving to make them satisfied as well.
- We ensure the quality of our delivered and provided services by providing the necessary resources (high level of expertise), flexible handling of customer needs, management control of work, feedback of customer comments and complaints into the work processes, and compliance with the provisions of the Integrated Enterprise Resource Planning System.
- We regularly evaluate the activities of our external service providers and establish close cooperation relationships only with external service providers that are able to meet the quality requirements we expect. We prefer qualified external service providers or those that aim to obtain and maintain a Certificate according to the requirements of the international standard ISO 9001.
- We ensure that our Quality Policy is understood and accepted at all levels of our organization. At the same time, we strive to make quality work a natural demand of our employees, initiative to improve quality, for which we provide them with all conditions, including:
  - a clear, rational and realistic organisational structure and breakdown of tasks,
  - the clear decision-making levels assigned to it,
  - corresponding autonomy and responsibility,
  - continuing vocational training and further training.
- We also guarantee the safe quality of our services through the continuous supervision, control and development of our Integrated Corporate Management System.
- We take an active role in climate protection.

We implement the above-mentioned value system and the realization of our long-term goals by implementing short-term goals broken down into annual time periods, by regularly evaluating effectiveness, by monitoring the latest devices/tools appearing on the world market, and by operating the Integrated Corporate Management System efficiently and effectively.

Budapest, 01 March 2024.

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