

**Flight Director, Inc.**  
Policy/Procedures Manual

## **1.0 MANAGEMENT RESPONSIBILITY**

### **1.1 Quality Policy**

The Quality Policy and objectives of Flight Director, Inc. (hereafter referred to as FDI) are determined by the management team and documented as a Quality Policy Statement. The Quality Policy Statement is subject to periodic review to ensure its relevance and currency. FDI's quality policy is as follows:

“Flight Director’s goal is to meet or exceed customer expectations in both products and services. Continual improvement of the quality management system will allow FDI to meet this goal.”

FDI management has set the following quality objectives:

1. Maintain a warranty return rate below 3%.
2. Maintain 97% or higher compliance to customer contracts and purchase orders through documented contract review.

### **1.2 Responsibility and Authority**

Job Descriptions are maintained that detail responsibilities and authority for all job functions at FDI.

### **1.3 Management Representative**

The Management Representative for FDI is the Quality Assurance Manager. The Management Representative has the defined authority, responsibility, and accountability for the implementation and maintenance of the Quality System, in accordance with ISO9001:2008 and FAA AC 00-56 Standards.

### **1.4 Management Review**

Management Reviews of the quality system shall take place annually. The Management Review panel consists of the, President, COO,CFO, QA Manager and other personnel deemed necessary.

The following documents and issues shall be reviewed at each Management Review of the Quality System by the management team. Records of such reviews shall follow the same format.

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1. The previous Management Review report and progress made on findings and decisions of that report.
2. All Internal Audits carried out since the last Management Review.
3. All Corrective Action Requests since the last Management Review and the effectiveness of the corrective action associated with them.
4. Any changes to FDI's Approved Vendor List since the last review.
5. Any changes to the Policy/Procedure Manual or other controlled FDI documents.
7. Sales review and evaluation of customers satisfaction. Review of statistical data to determine customer satisfaction levels , formulate measurable goals for improvement.
8. Identification of any resources that may be required, in the short term or long term, to fully maintain the quality system, such as personnel requirements, information technology requirements, and material storage requirements.
9. Process performance (as evaluated by customer audits and internal audits), product conformity (as determined by warranty return analysis), and associated corrective/preventive actions. Set measurable quality objectives. Action items to be determined that will be evaluated at the next management review meeting.
10. Training needs and effectiveness of training already provided. Evaluated through employee performance reviews and/or written tests. Performance criteria will vary depending on job function. The managers of each department will schedule training in their area as deemed necessary.

Each member of the Management Review panel shall ensure the findings and decisions of Management Reviews are implemented in their own area of responsibility. This may involve immediate action, or short to long term solutions.

Additionally, the Management Review Panel will review FDI's Quality Policy Statement for suitability and ensure that any changes to the Quality Policy Statement are communicated to FDI personnel.

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The QA Manager is responsible to ensure the effective follow up of the Management Reviews and the maintenance of records of the Management Reviews. The Management Review minutes are maintained by the QA Manager in the Management Review file.