



**Coast Guard Aeronautical
Inspection Service
(Bhubaneswar)**

**Quality Manual
(IS/ISO 9001:2015)**



**Document No.
CGAIS(BSR)/QM-001**

Title: Leadership

5.1.2 Customer focus:

CGAIS(BSR) strives to identify current and future flight safety requirements and to enhance flight safety with optimal and efficient flying operation by ensuring Quality maintenance of ICG Air Asset. The detailed Technical analysis of each aircraft incident / accident, component failures and Quality Audit observation is carried out by the trade specialized QAS(Aero) Inspectors and the office-in-Charge and necessary remedial measures issued to ICG operating units in-consultation with OEM /M/s HAL. Maintenance operation and flight safety requirements are determined, converted into internal requirements and communicated to the concerned personnel in this organization through documented procedure.

5.2 POLICY:

5.2.1 Establishing the Quality Policy:- This level of Quality is achieved through implementation of a system of documented procedures that provide guidance to our employees and reflect the competence of the CGAIS Bhubaneswar to existing customers, potential customers and higher audit authorities. Achievement of this policy involves all personnel, who are individually responsible for the Quality of their work, resulting in a continually improving working environment for all. This policy is provided and explained to each EPs/ civilian by the Officer-in-Charge. To achieve and maintain the required level of assurance the Management Representative retains responsibility for the Quality Management System with routine operations controlled by the Officer-in-Charge. Quality policy is documented and depicted below:

"We, the personnel of Coast Guard Aeronautical Inspection Service (Bhubaneswar) are committed to assure Quality Maintenance of Indian Coast Guard aviation assets through continual inspection /analysis towards achieving zero defects/ incidents. Further, we are committed to comply with the requirements and continually improve the effectiveness of our Quality Management System(QMS)"

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