



Technical Publication Services Quality Policy – Oct 2009

Vistair is committed to providing the airline industry with the superior quality Document Services that our Customers require and expect. It is our intention to make Vistair their preferred Document Services provider.

We are dedicated to the continuous improvement in quality of our services, through the updating and auditing of our processes for the benefit of our Customers and Vistair's employees.

We achieve this through the monitoring, measuring and developing of our Quality Management System and the regular review of results to ensure we are accomplishing our goals.

Our Customer feedback is crucial for us to fully understand and therefore commit to fulfilling our Customer's requirements, therefore we endeavour to keep open communication at all times.'

Ian Herbert
Managing Director

David Hedley
Technical Director