

Quality Policy

FLAIM develops multi-sensory immersive learning solutions for training in emergency and mission critical situations. Our purpose is to prepare and train those who serve for their everyday challenges so that they can save and protect others safely.

The FLAIM team have implemented a quality management system that conforms to the requirements of ISO 9001:2016.

The Leadership of FLAIM are committed to review, refine and continually improve this system to ensure we deliver on our quality values:

- **Customer Centric** to make our customers' experience engaging, productive and rewarding
- **Leadership** to always lead by example and with integrity
- **People** to ensure our people feel engaged, challenged and rewarded for their contribution
- **Stakeholder relationships** to engage and consider the views of related and interested parties pertaining to decision on activities that effect the community and environment
- **Decision rights** to ensure decision making is evidence based & devolved to the point-of-value
- **Processes** that are simple, robust, automated and understood across the organisation
- **Continual improvement** to recognise that good enough is not our best!

We welcome all stakeholders to participate in the continual improvement of this system to achieve mutually beneficial outcomes and a successful future for the continued growth of FLAIM.



Simon Miller

Chief Executive Officer

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