



Committed To Quality

Jeppesen Sanderson, Inc. and Associated Companies

Jeppesen has a long-standing reputation for leading in innovation and quality since its inception in 1934. As a provider of information-centric products and services that support the transportation industry, Jeppesen understands the nature and importance of quality as a means of helping ensure the safe and efficient movement of transportation vehicles and payload. The Jeppesen commitment to the transportation industry and the people who utilize transportation systems is to provide quality in our products and services that sets the standard.

In recent years, more and more businesses have migrated to “best practices” quality management systems. Many of the requirements of these systems have been documented in “standards” compiled by industry or internationally recognized organizations such as RTCA, EUROCAE and ISO. Having quality management systems that comply with these recognized standards assures customers that certain requirements are met.

In 1996 Jeppesen began programs to implement quality management systems that comply with recognized standards. ISO 9001:1994 was chosen as the standard for Jeppesen. NavData, an ARINC 424 database service, and Jeppesen’s International Trip Planning Service were chosen as the initial implementation projects. In 1997 these areas were registered as compliant to the ISO 9001:1994 standard after SGS International Certification Services, worldwide independent auditors, recommended Jeppesen for registration.

Since the initial approvals, the scope of Jeppesen’s ISO 9001:1994 registration has expanded to include the distribution function and the logistics centers. In March, 2003, the existing scope of ISO 9001:1994 registration was audited as a transition audit to the upgraded ISO 9001:2000 standard. The result was a recommendation by SGS-ICS to approve the upgrade of the existing registration to that of the new standard.

Going beyond the ISO 9001:2000 standard, Jeppesen was actively involved in the creation of the RTCA DO-200A/EUROCAE ED-76 standard, *Standards for Processing Aeronautical Data*. This standard represents the best thinking of the industry regarding ensuring the integrity of data from the data originator through the various processing steps to the cockpit. Known as “200A”, this standard also places a premium on customer/supplier communications and a mutual understanding of the data specifications for purchased or contracted products and services. In 2005 Jeppesen’s NavData data service was approved as compliant to the 200A standard by multiple regulatory agencies. Currently other database approvals are pending.

Jeppesen’s commitment to quality is supported by the highest levels of management within the company. The quality policy, Quality At Every Level, sets the vision for Jeppesen’s quality efforts and leads in setting the basis for the company’s quality strategy. Jeppesen is committed to quality, customers and all Jeppesen stakeholders. A copy of Jeppesen’s Quality At Every Level policy is available upon request.