



AUT Quality

- **AUT obtained their first quality standard (BS5750) in 1996 and for 4 years have been approved to ISO 9001:2000.**
- **AUT consider the ISO 9001:2000 quality standard is very important in that it enforces consistency of process and helps AUT to focus on what customers need.**
- **AUT welcome complaints from customers, as they are opportunities to become better at what we do. All complaints require a non conformance report to be raised that will investigate the cause of the problem and will conclude with a prevention of recurrence which should avoid the same mistake happening more then once.**
- **AUT consider the issue of quality very important so maintain an internal electronic Quality Notice Board that highlights quality issues to all employees.**