
3.1 - QUALITY POLICY

GBC Industrial Tools' strive to achieve sustained, profitable growth by providing services, which consistently satisfy the needs and expectations of its customers.

This level of quality is achieved through adoption of a system of procedures that reflect the competence of the Company to existing customers, potential customers, and independent auditing authorities. This in turn ensures that GBC's compliance with international standards, regulations, and relevant legislations appropriate to our business and its products and services.

Achievement of this policy involves all staff, 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 employee by the UK Managing Director.

GBC is committed to continually improving and maintaining our Quality Management System and its processes, the UK Managing Director retains responsibility for the Quality System.

The objectives of the Quality Assurance System in line with the company's strategic direction are:

- a) Increase in company turnover by 10% for financial year 2018-2019.
- b) To have foreign language product brochures printed for our international customer base
- c) To source further relevant product lines to add to the GBC UK portfolio and increase sales with a broader spectrum of quality products
- d) To endeavour, at all times, to maximize customer satisfaction with the services provided by GBC Industrial Tools



Howard Lloyd
UK Managing Director

16 July 2018