



## Quality Policy Statement

### Quality Policy

**GGC** is committed in providing high quality of certification services in an impartial manner and integrity that continuously fulfil or exceed requirements of our clients, accreditation bodies, regulatory bodies, relevant standards and other requirements.

We have formulated an Impartiality Committee for ensuring strict adherence to laid down impartiality policy and continuing reviewing the policy.

We shall identify improvement opportunities, wisely respond with the dynamic changes and formulate strategies to sustain our business growth.

We shall ensure that professional services deliver to our clients on the sole basis of the qualifications and abilities of personnel.

We have established organization in which certification activities are independent, responsible for decisions related to the granting, maintenance, extension, suspension or termination of a certification.

We shall ensure that all our certification personnel are aware of and comply with this policy by understanding our systems and processes.

We have defined procedures to respond to complaints and appeal by taking the reasonable decisions according the case concerned.

### Quality Objectives

To achieve the Quality Policy, the following objectives shall be implemented,

- be a customer focus which strives to exceed customer expectations and provide certification services within the time norms.
- utilising trained, experienced and competent auditor and certification personnel.
- continuously seek improvement through client's feedback, internal audit, external audit, and management meetings.
- continually satisfy the accreditation and related requirements of the various services we offered and issued by the relevant Accreditation Bodies.

**GGC** top management and its employees are committed to ensure for the effective implementation of this policy.