Quality Policy

GCC Lab Conformity Assessment Company -GCA

GCA is a Conformity Assessment Body providing certification services for products as per the international standard of ISO/IEC 17065 and Saudi product safety system and standards and quality system requirements.

GCA strives for continuous improvement of its certification process. We believe that our quality system, supported by our expertise, resources and code of ethics ensure the continual delivery of high quality, added value services offered and delivered to our clients.

OUR QUALITY COMMITMENTS

Through the structured way it operates, GCA ensures that it continuously satisfies the needs and expectations of its clients and effectively solves problems that may occur and provides high quality services.

GCA is committed to provide timely, thoroughly and impartial assessment of clients, by accurate decision about certification according to certification schemes & related applicable standards.

Top management, supported by Quality Director and the whole team members, are responsible for the implementation of this policy by:

- Continuously meet client requirements.
- Continuously audit and improve certification operations through known principles reinforcing and supporting resources' capabilities through extensive training.
- Cascading common objectives and monitoring relevant action plans.
- Ensuring maintainable progress through internal and external audits.
- Implementing and maintaining our bossiness activities in full compliance with the requirements of the international standards ISO/IEC 17065 to provide confidence that needed for delivering high quality service to our clients.
- All employees are legally required to align themselves with our core values which include:
  - GOOD FAITH
  - CONDIENTIALITY
  - ANTI-DISCRIMNATION
  - CONFLICT OF INTEREST & IMPARTALITY
  - CUSTOMER ORIENTATION

OUR PRINCIPLES

- Customer requirements can always be met.
- Company efficiency depends on individual competences, continuous training and employees' commitments.
- All processes are described directly and improved continuously.

CEO – Mohammed Al-Mahmoud