

Quality Policy

GCA

GCA is a Conformity Assessment Body providing inspection and certification services for products as per the international standard of ISO/IEC 17020 and the regulator contract requirements.

GCA strives for continuous improvement of its inspection and certification process. We believe that our quality system, supported by our expertise and resources 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 arise and provides high quality services.

GCA is committed to provide timely, thorough and impartial inspection, by accurate decision about certification according to the applicable standards. GCA is committed to improving the personnel competence, ensuring impartiality and consistent operation of the inspection and certification activities.

Top management, supported by inspection & Certification director and quality Div. Head and the whole team members, are responsible for the implementation of this policy by:

- Continuously meet client lawful requirements.
- Continuously audit and improve inspection and 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 business activities in full compliance with the requirements of the international standards ISO/IEC 17020 to provide confidence that needed for delivering high quality service to our clients.
- All employees are legally required to align themselves with GCA core values which include:
 - GOOD FAITH
 - CONFIDENTIALITY
 - ANTI-DISCRIMINATION
 - CONFLICT OF INTEREST & IMPARTIALITY
 - 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.

GCA General Manager

