

Quality Policy

GEM Cable shall demonstrate a commitment to the provision of Quality products and services by operating and maintaining a Quality Management system in compliance with the requirements of ISO 9001:2008 and all applicable legal, statutory and regulatory requirements.

The Quality Management system shall be further developed by top management through the process of continual improvement, ensuring it remains effective in achieving the key objective of customer satisfaction and meeting the needs of the business at all times. Customer needs, expectations and mutually agreed requirements shall be consistently achieved first time, every time.

Quality objectives shall be set to demonstrate management and individual commitment to the goal of quality excellence and Customer satisfaction. These objectives shall be regularly reviewed at management meetings.

GEM Cable shall train and encourage all Company employees to seek continuous improvement in their work and ensure that the requirements of this policy are fully understood within the organisation through the inclusion of quality assurance as an induction item.

This policy shall be formally reviewed as an agenda item of the 'Management Review meeting'.

**Steven Jack
Managing Director**

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Smarter Global Connections