

GMK Limited (*the 'Company'*) aims to provide high quality, defect free products and services to all its Retail Customers / Clients within the agreed timeframe and within the agreed budget.

The Organisation operates a Quality Management System that has gained ISO 9001:2008 UKAS Certification including specifically the 'Sale, Distribution and Repair of sporting goods, including guns, ammunition and tactical products for Law Enforcement and Defence Organisations.

The management is committed to:

1. Continual development and improvement to the Quality Management System.
2. Continually improve the effectiveness of the Quality Management System.
3. The enhancement of Retail Customers / Clients satisfaction.

The management has a continuing commitment to:

1. Ensuring that the Retail Customer / Clients needs and expectations are determined and fulfilled with the aim of maximising customer experience & satisfaction.
2. Communicate throughout the Company the importance of meeting / exceeding Retail Customer / Client expectations, whilst adhering to all relevant statutory and regulatory requirements.
3. Maintain and Review the Company Quality Assurance Policy and its objectives.
4. Management Reviews are set through Quality Assurance Meetings with a pre-determined Agenda (*See GMK QA010 – Quality Management Meeting Agenda*). The agenda includes a review the Company Quality Assurance Objectives and Internal Audit Reports conducted during the intervening period of the Previous Quality Assurance meeting.
5. Utilising Quality Assurance Audit Reports as the means of monitoring and measuring the effectiveness of the Quality Management System and Company Procedures & Processes as documented in '*Operating Procedures & Standards*' (GMK OPS001) manual.
6. Ensure the availability of resources to meet Retail Customer / Client requirements.

The structure of the Quality Management System is defined in the Quality Assurance Manual and supported by Company Procedures & Processes as documented in '*Operating Procedures & Standards*' (GMK OPS001) manual.

All personnel understand the 'Company' Quality Assurance Policy and abide with the contents of this Quality Assurance Manual and Company Procedures & Processes as documented in '*Operating Procedures & Standards Manual*' (GMK OPS001) manual.

The 'Company' complies with all relevant statutory and regulatory requirements.

The 'Company' constantly monitors its' Quality Assurance Performance and implements improvements when appropriate with the Quality Assurance Policy being reviewed regularly in order to ensure its continuing suitability.





QUALITY ASSURANCE POLICY

An electronic copy of the 'Quality Assurance Manual' (QAMAS), 'Operating Procedures & Standards Manual' (GMK OPS001) and all associated forms, policies and Quality Assurance information are readily available to all members of staff, via the Company 'Intranet'.

Copies of the minutes of Quality Assurance Meetings and Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

Signed:

A handwritten signature in black ink, appearing to read 'O. Waktare'.

Name

Oskar Waktare

Position

Finance Director (*Quality Assurance Director*)

Date

12th January 2017

