



QUALITY ASSURANCE POLICY

GMK Limited 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 9001:2015 UKAS Certification identifying our **SCOPE** as **'SALES, DISTRIBUTION, STORAGE AND MAINTENANCE OF SPORTING AND TACTICAL SHOOTING EQUIPMENT, INCLUDING GUNS AND AMMUNITION AND PRODUCTS FOR THE LAW ENFORCEMENT AND DEFENCE ORGANISATIONS INCLUDING PYROTECHNICS, FOOTWEAR, PERSONAL PROTECTIVE EQUIPMENT AND SPECIALIST ACCESSORIES.**

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, *and*
3. The enhancement of Retail Customers / Clients and any other interested party's satisfaction.

The management has a continuing commitment to:

1. Ensuring that the Retail Customer / Client organisations, needs and expectations are determined and fulfilled with the aim of maximising customer and any other interested party's 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 our *'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' (GMK OPS001)* manual.

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





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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.

An electronic copy of the '*QUALITY ASSURANCE 2015' (QAMAS2015) Manual, our 'OPERATING PROCEDURES & STANDARDS' (GMK OPS001) MANUAL, 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:

Name

OSKAR WAKTARE

Position

FINANCE DIRECTOR (*QUALITY ASSURANCE DIRECTOR*)

Date

9TH JANUARY 2018

