



## QUALITY POLICY

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“GCL International Bulgaria” Ltd. (“the Company”) is committed to providing first class assessment, inspection and certification services to all of our clients, placing particular emphasis on the experience, expertise, capability, professionalism and competence of both of personnel and our service.

Our objective is to provide our service in a fair and impartial manner, conforming to the contractual requirements agreed with our clients and to the controls laid down by all National Accreditation Bodies where we operate throughout the world.

In order to achieve this objective, we have designed, developed, implemented an efficient management system with the core being based on sound information technology principles. The system allows us to meet the expectations and needs of our clients in an efficient manner.

The philosophy and fundamental requirements of the standards we use from day to day have been incorporated within the continual improvement culture through the company, across the world.

The philosophy and fundamental requirements of the standards we use within our business on a daily basis are a “way of life” for us. Continuous monitoring of service levels and company performance both internally, externally and from client feedback is intended to ensure that we meet the standards we have set ourselves and to enhance and further develop our services for the benefit of our clients.