

## Quality Policy Statement

GHLL was established in 2011 to provide Supply Chain Management services which includes: Logistics, Warehousing Management, Procurement Outsourcing and Human Capital Development.

GHLL believes that Quality is important to our business because we value our customers. We strive to provide our customers with Supply Chain Management services which meet and even exceed their expectations. We are committed to continuous improvement and have established a Quality Management System which provides a frame work for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

1. regular gathering and monitoring of customers feedback.
2. a customer complaints procedure
3. selection and performance monitoring of supplier against set criteria
4. training and development for our employees
5. regular audit of our internal processes
6. measurable quality objectives which reflect to our business aims
7. management reviews of audit results, customer feedback complaints

Our internal procedures are reviewed regularly and are held in quality manual which is made available to all employees.

This policy is posted on our website and can also be found in the staff handbook.

Though the Managing Director has the ultimate responsibility for Quality, all employees have a responsibility within their own areas of work so helping to ensure that it is embedded within the whole of the company.

Signed: \_\_\_\_\_

Position: \_\_\_\_\_

Date: \_\_\_\_\_