

Quality Objectives

Issue date **12/2021**

As **Global Health and Safety Ltd**, the **Quality Objectives** we pledge:

- 1) To follow, measure and increase customer satisfaction.
- 2) To be able to understand customers' demands and expectations correctly and be a customer satisfaction-oriented company.
- 3) To utilize **Quality Management System** to maintain high quality production and customer services.
- 4) To run up customer satisfaction by targeting to keep call-backs to below 3 per month.
- 5) To be able to keep customer satisfaction survey results above 25 / 30 and minimise customer complaints.
- 6) To keep our promise to our customers to deliver high quality products in agreed time frames.
- 7) To guarantee our stock accuracy at least 90%.
- 8) To continually improve the effectiveness of our **Quality Management System** through the use of our policy, objectives, assessment results, corrective and preventative actions, analysed data and regular management review meetings.
- 9) To maintain and use our **Quality Management System** in the way that conforms to latest **ISO 13485:2016** and **ISO 9001:2015** Standards.

Name:	Victoria Guney
Position:	COO
Signature:	
Date:	02/07/2026
Date for Review:	01/07/2027

Rev.:	01
-------	----