

GAC Group Quality Policy



wherever you go

Our Service

GAC is a global service organisation dedicated to providing efficient and competitively priced Shipping, Logistics, Marine and Solutions services - Wherever you go.

Our Commitment

In order to achieve the above, GAC Management is committed to:

- Comply with all Customer and Statutory requirements.
- Continually strive to improve the GAC Quality Management System (QMS), GAC Management System and GAC TIME, to ensure effectiveness.
- Establish Quality Objectives at relevant levels and functions within the organisation.
- Monitor, review and analyse the Quality Objectives at planned intervals.
- Take appropriate action based on constructive internal and external feedback.

Our GAC Standard

**“Through the effective application of the QMS,
GAC defines our standards to enhance
Customer and Employee satisfaction – Wherever you go.”**

A handwritten signature in black ink, appearing to read 'Lars Säfverström', is centered on the page.

Lars Säfverström
Group President

GAC Group Quality Objectives



wherever you go

All GAC Companies will establish Quality Objectives and monitor, measure and analyse their effectiveness. The Quality Objectives should reflect the company in general as well as respective departments and should (as a minimum) reflect the below:

- All GAC Companies should establish a process to ensure that business is conducted according to local laws and regulations.
- All GAC Companies should establish a process where the customer requirements and needs are clearly defined to ensure that desired customers are not lost.
- All GAC Companies should have Quality standards regarding service levels and lead-times that are measured and followed up regularly for continual improvement.
- All GAC Companies should establish a process to identify and increase employee job satisfaction and competence.

Lars Säfverström
Group President