



Delivering your strategy.

GAC Quality Policy

Our Service

GAC is a global service provider dedicated to providing Shipping, Logistics and Marine services at the highest levels of quality and safety.

Our Commitment

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

- Comply with all customer and statutory requirements
- Continually strive to improve GAC QMS (Quality Management System) and GAC TIME (Total Innovative Management Excellence) 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

GAC Standard

Through the effective application of the GAC QMS and GAC TIME, GAC defines our standards to enhance customer and employee satisfaction.

GAC Quality Objectives

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 the respective departments, and should as a minimum reflect the below:

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

A handwritten signature in blue ink, appearing to read 'Bengt Ekstrand'.

Bengt Ekstrand, Group President
January 2013