

Quality Policy

1. Purpose

Guardian Communication Systems (GCS) is committed to meeting Quality and customer requirements by delivering products that meet or exceed relevant quality standards through continual improvement of its products and the Quality Management system.

2. Scope

Ensure consistent quality in providing goods and services. Engage with customers for opportunity for continuous improvement. Track and drive opportunities through a help desk management system solution offering customisable tools to build a customer service portal and knowledge base.

3. Objectives

- GCS continues to maintain and continually improve the Quality Management System for satisfying requirements of ISO 9001:2015
- Follow a concept of continuous improvement and make best use of management resources in all quality matters.
- Communicate our quality and our performance against these objectives throughout GCS and to interested parties.
- Train our staff in the needs and responsibilities of quality management.

4. Commitment

- Work closely with customers to establish their requirements
- Continually innovating the existing products and systems
- Planning and designing new products in conjunction with the customer
- Continuously strive to improve our processes through lean manufacturing principles
- Eliminate product quality problems and minimise rework

Reviewed by: Name and title	John Grey Managing Director	Date approved:	10/01/2025
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