

GCT Holding CO. Quality Objectives

AT GCT Holding CO., the CEO together with the top management shall ensure that quality objectives, including those needed to meet requirements for product, service and customer satisfaction, are established at relevant functions and levels within the organization.

The quality objectives shall be measurable and consistent with GCT Holding CO. quality policy.

The basis for a long-term development of GCT Holding CO. is securing of a high degree of performance of the quality requirements and the reaching of the given quality objectives.

- Maintain 0 internal Non-conformities
- Maintain 0 violations from the local authorities
- Above 92% Average Customer on Time Delivery
- Above 98% Average on Time delivery with Key accounts
- Less than 500\$ /Fiscal year in failure cost
- 0 Customer complaints
- 4+ Overall Company Performance score through customer satisfaction survey
- 0 Human errors

Approved By:



Dr. Khalid B Al Awadhi
Chairman & CEO



Ref: GCT-OBJ, Revision: 01 dated 28 October 2020