

## 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 → 3% 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
- 0 → 2% Customer complaints
- 95% Overall Company Performance score through Customer Satisfaction Index
- Not more than 1% Lost and Damaged items

Approved By:

Dr. Khalid B Al Awadhi  
Chairman & CEO



Ref: GCT-OBJ, Revision: 02 dated 25 October 2021