

Quality Policy

ISO 9001:2015 – Quality Management System

Galaxy Ltd. adopts a Quality Management System (QMS) based on the requirements of SM EN ISO 9001:2015

Galaxy Ltd. has established the following strategic objectives to be pursued through the Quality Management System (QMS):

- Long Term Vision
 - To establish long-lasting business relationships with customers, built on mutual trust with strong potential for development and growth.
 - To perform at optimum efficiency in every aspect of the operations to ensure the highest possible level of customer satisfaction.
- Customer Focus
 - To provide excellent service by putting the customer at the centre of all activities.
 - To meet customer requirements, and any other applicable legal or other requirements, promptly and professionally without ever compromising the business ethics and principles.
 - To provide a flexible service that suits the needs of the customers.
 - To constantly strive to identify and understand the needs and expectations of the customers,
 - To give the required and deserved respect and attention to all clients.
- Resources
 - To ensure that all staff are adequately trained to perform their assigned duties.
 - To ensure that all staff can adapt to difficult and unforeseen operational circumstances.
 - To harness and develop the experience and knowledge gained over the years.
 - To encourage synergy, teamwork and cooperation between the employees of **Galaxy Ltd.** and the customers.
- Quality
 - To remain committed to continuous improvement in all work practices.
 - To constantly demonstrate leadership, nurture the culture of good quality and continuous improvement across **Galaxy Ltd.**