



GCA Quality Policy

GCA under the Office of the Group Vice President, Human Resources is committed to the goal of attaining and sustaining ISO 29990:2010, as approved by the GCA Governance Board in December 2013. As the GAC Group is a quality-centred organisation, its decision to extend the highly valued philosophies of quality management into its corporate learning organization is a natural extension of its commitment to its business philosophies and further demonstrates the principles of integration and alignment.

In this regard, GCA is committed to meeting all defined requirements for the attainment and sustainment of ISO 29990:2010. GCA's customer base is the operating companies of the GAC Group, and GCA is charged with eliciting evidenced-based information on learning and development needs, as well as employee engagement data in the third quarter of each year. This information is reviewed in detail and forms the basis of GCA's subsequent annual planning cycle for the subsequent year. Special customer needs are elicited through a defined customer relationship management (CRM) process.

In line with the GAC Code of Ethics, all statutory and regulatory requirements must be adhered to, along with generally accepted good business practices. GCA continually monitors the viability and value-adding contribution of a range of industry associations and will make investments in time and resources where there exists a business case to do so.

The intention of this document is to guide actions of relevant GCA personnel to continually improve the effectiveness of this quality management system. Personnel of the GCA Business unit, and its parent, the GAC Corporate Headquarters, view the quality management system as a critical foundation for the ongoing improvement and long-term sustainability of the corporate learning organization of the GAC Group.

All quality and strategic objectives are to be reviewed bi-annually at the Tactical Review Meeting (TRM) and at the annual Management Review Meeting (MRM).

The GCA quality policy will be communicated to all employees within the GCA business, and to external contractors and facilitators. Provision will be made in the GCA Facilitator Forum (GFF) on the GCA learning management system (GAClearn) to ensure the GCA Quality Management System is explicit, and discussion on relevant aspects can be managed in an open and transparent way. Relevant features of the GCA Quality Management System will be made available for GCA's entire constituency on the GCA website.

Recommending Approval:


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Approved:


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