



## **GFSB QUALITY OBJECTIVES**

### **GFSB'S Quality Objectives are:**

- To ensure that Members requirements and expectations are fully understood, standards created and service delivery continually monitored against these standards, the target being the meeting or exceeding members' expectations
- To consistently meet Members requirements by Quality performance and adoption of best practice to analyse the Customer Surveys by scoring the results to measure improvement.
- To provide the right organisation and resources and employ the right people to ensure Quality products and services which fulfil the Customer's requirements effectively and efficiently.
- To continually review and monitor all aspects of the Federation to identify opportunities for implementing continuing improvement by carrying out regular customer surveys to obtain feedback and react to their concerns.

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