



Gibraltar Federation of Small Businesses Quality Policy Statement

The Board Directors, Committee Members and staff of the GFSB are dedicated to serving its members in a professional manner by protecting and promoting their interests to ensure a level playing field for small businesses in Gibraltar.

It is the intention of the GFSB to establish and maintain an effective Quality Management System in accordance with the requirements of ISO 9001:2008 International Quality System Standard. The effectiveness of the Quality Management System will be continually improved and objectives will be set to improve the day-to-day running of the organisation.

In carrying out its responsibilities the GFSB will observe and adhere to pertinent regulatory requirements.

The Board and staff shall be trained, informed and involved in implementing the Quality Management System and our aim shall be to seek continuous improvement in all our operations.

The GFSB recognises that operating a Quality Management Systems adhering to the ISO 9001:2008 Standard helps the Federation to deliver a good service to small businesses in Gibraltar.

Julian Byrne
GFSB Chairperson