



# Quality Policy

## Gerry's dnata Pakistan

We provide a comprehensive range of ground handling services to customer airlines at Karachi, Lahore, Islamabad, Peshawar, Multan, Faisalabad and Quetta Airports.

We are committed to satisfying our customer's requirements and expectations by:

- Incorporating Quality Management Systems requirements in our Integrated Management System and continually improving its effectiveness;
- Providing friendly, reliable, safe and cost-effective services guided by our values – Safety & Security, Performance Driven, Service Excellence, Delighting Customers, Imagination and Respect;
- Complying with all relevant legislation, regulations, codes of practice and aviation industry standards;
- Continually monitoring, evaluating and improving our operational performances by setting objectives and targets to ensure an effective Quality Management System;
- Managing the customers' complaints efficiently and independently, in order to assure its recurrence and to drive the improvement process.
- Continually enhancing competence and skills of our people through awareness and provision of training;
- Communicating and reinforcing this policy to all people working under the control of the organization and making it available to general public and interested parties for accountability.

**Syed Haris Raza**  
Vice President Gerry's dnata  
Pakistan

**The Senior Management of Gerry's dnata is responsible for the development and effective implementation of this System and Policy and for ensuring that the necessary resources are provided for its implementation through our processes.**