

GS1 New Zealand Quality Policy

GS1 New Zealand is committed to the adoption of a quality management system and our ongoing compliance to ISO 9001.

Our quality management system relies on key processes that ensure that we have captured the 'corporate truth' (through Controlled Documentation), regularly review our processes (through a process of Internal Audit), sign-off modifications to our processes properly (through a process of Management Review) and capture feedback from our customers both on an ad hoc basis (through Feedback processes) and through structured surveys (through qualitative and quantitative surveys).

At all times we must keep in mind the business context of why GS1 exists and whom we serve (through our 'Go to Market Model'), the boundaries or scope of our business is defined in Our 'Business Market Model'.

Peter Stevens
CEO

GS1 Commitment to our Customers

GS1 serves a wide variety of parties including members, customers, interest groups and government agencies. We:

Are a not-for-profit organisation;

- Are neutral from business partners;
- Are user driven and governed;
- Serve all companies, whether multinationals or SMEs;
- Are a platform for collaborative agreements between business partners.

GS1 New Zealand has a commitment to ensure that our quality management system will be documented, implemented and maintained. A process of stakeholder feedback and continuous improvement will ensure that our systems remain relevant and focused on our stakeholders. Being part of an international organisation, GS1 New Zealand has a commitment and obligation to our fellow member organisation and Global Office to ensure the good name of the global organisation is preserved and enhanced.

Quality Management Principles

GS1 uses the PDCA (Plan-Do-Check-Act) approach to quality management.