



GX Group | Documents | 01-05-2019

Quality Policy Document

We hereby state that all GX products are manufactured by facilities which have ISO9001, ISO14001, and TL9000 certificates.

Superior Quality Control

We and our subcontractors target to do things right at the first time and work on continuous improvement for better quality. Quality is an ongoing process that needs to be controlled. We see this as our philosophy to reach the best quality against 100% customer satisfaction.

We divide our quality process in three different phases:

1. Before mass production

Before mass production starts, we conduct strict design verification and testing to ensure that product designs conform necessary standards. This includes safety certification (UL, ETL, CSA, TUV, etc.), EMI certification (FCC, VCCI, CE, etc.), and compatibility certification (Wi-Fi, USB-IF, WHQL). Additionally, all incoming components undergo an inspection procedure to eliminate unqualified parts.

2. During production

During production, there are quality control staff assigned to perform sample inspection and inspect the process goes according plan.

3. After production

Afterwards, the finished product is examined thoroughly regarding its functionalities and appearance to ensure everything is according plan.

To prevent products from being damaged, all the removal, design, production, inspection, testing, and repair activities follow static electricity protection procedures. After products are shipped to the customers, GX also provides RMA and after sales service.

In each and every process phase we make sure that quality assurance staff is present to check if the quality meets our standards. This includes failure analysis, supplier performance ratings, in line quality control, outgoing inspection, final testing, after sales service, return material authorization, customer quality & support team.