

## **PRODUCT QUALITY MANAGEMENT POLICY**

**CARLETON FURNITURE GROUP** is a leading manufacturer and supplier of high quality commercial (office) and residential furniture. Our organisational goals are centred around producing world - class products that continually satisfy the expectations of our customers in all respects of quality, cost, performance, safety and reliability. These goals are consistently achieved by our total commitment to effective quality management at every level within the business, and by the operation of our quality system that satisfies the requirements of ISO 9001: 2000. This is maintained by a regular series of internal audits, an annual management review and independent external audits by recognised bodies.

In the pursuit of our goal to provide first class products and services to our customers, **CARLETON FURNITURE GROUP LIMITED** recognises that by continuously improving our processes and procedures we ensure efficiency and quality.

This is recognised at all levels and stages of our business in particular we recognise that:-

- Our continued profitability is a measure of the extent to which we are able to satisfy our customers.
- Our people are our strength and their continuing development is the duty of management at all levels, all personnel have the authority to work within the scope of their responsibilities.
- Ultimate responsibility within the company is that of the Managing Director. In recognising the importance of quality the company has appointed a management representative who has responsibility for all matters pertaining to quality systems.
- It is a mandatory condition of employment that all personnel follow the agreed procedures laid down in the company quality management systems manual to ensure maintaining the highest levels of quality at all times.

Peter J. Holdsworth  
Managing Director

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