

# QUALITY POLICY

At the core of AWM's systems and processes is the driving principle of providing quality commercial office furniture to clients. Thus, to ensure this occurs we have implemented the Quality Management System ISO9001:2008 while implementing the requirements of ISO 9001.2015

The primary components of the policy are as follows:

- i. All AWM employees are committed to the implementation, management and improvement of quality as discussed during Employee Induction or Performance Review.
- ii. Products provided by AWM must meet or exceed client expectations and be in accordance with Australian Design standards as set out in S/NZS 4443:1997 Office Panel Systems – workstation and AWM's Integrated Management System
- iii. Services supplied meet or exceed AWM's Integrated Management System
- iv. Appropriate resources and necessary training is provided by AWM to ensure compliance with Quality System requirements. Employees are then responsible to identify and prevent activities occurring that do not meet specified standards.
- v. All Integrated Management System documentation is regularly reviewed to ensure existing policies, procedures and practices are suitable, remain relevant and capable of meeting specified quality, client and statutory requirements.

The objectives of this Integrated Management Policy are:

- sourcing and supply innovative products
- "just in time" production
- doing everything right first time every time
- increasing customer confidence by providing excellent service
- ensuring the management system is maintained

AWM's commitment to continual improvement and annual review of Quality and Environmental Objectives is evidence of our maintenance of the Integrated Management System..



Anthony Scotts  
Director



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Director

Quality Policy is updated 1<sup>st</sup> December, 2015