



LINKS FURNITURE LTD.

## Quality Policy

Links Furniture Ltd is based in Watford, Hertfordshire, with a policy committed to providing defect free products and services to its customers on time and within budget.

The Organisation operates a Quality Management System that has gained BS EN ISO 9001: 2015 certification, including aspects specific to the specification, supply, and installation of commercial interiors including fit-out, design and other professional services, furnishing products, and acoustic products and solutions that promote wellbeing, happiness, and successful outcomes.

The management has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements
3. Establish the Quality Policy and to set Quality Objectives at relevant functions, levels, and processes

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Regular gathering and monitoring of customer feedback
- A customer complaints procedure
- Training and development for our employees
- Measurable quality objectives which reflect our business aims
- Business operation systems, processes, and procedures
- Management reviews of audit results, customer feedback and complaints

The current Quality Policy and other Quality Management documents are available to all members of staff and to relevant interested parties. The operation of the Quality Management System is regularly communicated, reviewed, and audited by means of daily procedures, regular meetings, management reviews and circulation of memos and meetings to individual members of staff in accordance with their role and responsibilities.

The Managing Director has ultimate responsibility for Quality, but all employees have a responsibility within their own areas of work to help ensure that Quality is embedded throughout the whole of the company.

This Quality Policy is also regularly reviewed to ensure its continuing suitability.

**Signed:**  .....

**Date:** 05 December 2022

**Review Date:** 04 December 2024