

VAN GOGH DESIGNS

GENERAL PRODUCT INFORMATION

Product Information

Van Gogh is an ISO 9001:2015 company certified for its Quality Management systems. All operations within our company are carried out in accordance with these systems. In addition, our production process incorporates the concepts of lean manufacturing, 5S, and Just in Time Manufacturing. Each step is controlled and monitored using state of the art software systems, including barcoding each piece, which allows us to track your orders through production.

Frames and Construction

Frames are made with a combination of engineered wood and solid hardwood products ensuring superior quality and uniform strength. Components are designed using CAD software and produced using CNC technology. This technology also allows us to manufacture more complex frames and increases consistency in frame design and construction. Furthermore, the strength of the frame is also increased by using interlocking components, corner blocks, and rails without using excess material. Frames are wrapped in polyurethane foam and fiber for padding. Fabric components are cut using CNC technology and sewn by skilled workers. Every effort is made to match fabric patterns of each Van Gogh piece that leaves the factory.

Springs

We use No. Sag 8 gauge sinuous springs in the seating and 11 gauge in the back. The springs are bridged together for durability as well as comfort and Teflon coated seat clips are used to prevent squeaking.

Webbing

Many of our contemporary styles use 100% Pirelli Webbing. Webbing helps to evenly distribute weight, increase comfort, and ensure durability.

Foam

All foam used at Van Gogh Designs is free of flame retardant chemicals. Ultracel foam is used in all our seat cushions, and comes in a wide range of soft and firm options. The high quality Ultracel foam keep its firmness for a longer time even on semi-firm options. It is also manufactured in an environmentally responsible way. Ultracel has a pro-rated* limited warranty for 10 years against excessive loss of resiliency. Foam codes: (Standard Soft 2.1 lb), (Medium Firm 2.1 lb), (Firm 2.1 lb), (Extra Firm 2.2lb)

Note: The seat cushions on floor models are more comfortable than pieces with brand new cushions. This is because the floor models have undergone repeated use of people sitting down and getting up, resulting in a more relaxed cushion. New cushions will feel the same as the floor model cushions once the foam has relaxed over time.

Fabrics

Van Gogh stocks over 350 fabrics and continually looks to add contemporary patterns from mills which will deliver to us the best quality product in the quickest time frame. In addition, COM (Customer Own Material) is always an option. Please follow the COM guidelines in the Forms section of this guide.

ISO 9001:2015

What is ISO 9001? The International Organization of Standardization, (ISO), is a worldwide organization that develops many different kinds of standards. ISO 9001:2008 is the internationally recognized standard for the quality management systems. ISO 9001 is a series of documents that define requirements for the Quality Management System Standard. It applies to processes that create and control the products and services an organization supplies. It prescribes systematic control of activities to ensure that the needs and expectations of customers are met. It is designed and intended to apply to virtually any product or service, made by any process anywhere in the world. ISO 9001 sets out requirements, which, if met, will ensure that the supplier organization has an effective quality management system in place. Such a system will focus on key aspects vital to obtaining customer needs, design, production, verification (test, inspection), packaging, storage, sales, distribution, installation, servicing and disposal.

Benefits of Certification

Products will be of more consistent quality, improving efficiency and productivity. There is less waste, inappropriate or rejected work and fewer complaints. Products are of a known level of quality that is independently audited. Customers will notice that orders are met consistently, on time and to the correct specification.