



Quality Policy

It is the policy of Knightsbridge Furniture Productions Limited to provide product and service that meets or exceeds the requirements and expectations of the customer, and to maintain our position as a market leader in terms of design, product quality, technical excellence, product specification and customer service. This is achieved through the operation of an effective and efficient Quality Management System which provides assurance that specified quality standards can be continuously maintained in the manufacture of furniture for Contract, Corporate, Ecclesiastical and Local Authority use.

The Company maintains a commitment through Management, Supervision and Operatives to ensure this policy is communicated, understood and implemented throughout the organisation.

The Quality Management System is subjected to a regular Management Review to ensure its continuing suitability, adequacy and effectiveness. Where the Management Review identifies opportunities for improvement, these form the basis of Quality Objectives which, if proven effective, can be defined as Continual Improvements.

The Company appreciates that the quality of its products, its reputation and ultimately its success, depends upon the everyday actions of its employees. It is therefore a company requirement that all employees are fully committed to this Quality Management System, and are responsible for acting in a manner that conforms to the system. Similarly all employees are responsible for producing work to the highest standard of quality and workmanship (in accordance with specified requirements), and are expected to adopt an attitude of 'right-first-time'.

The Quality Management System meets as a minimum, the requirements of BS EN ISO 9001.

ALAN TOWNS
Managing Director

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