

## QUALITY COMMITMENT

Watts Commercial Furniture (WCF) manufactures and supplies a wide range of high quality commercial furniture to Government Departments and Corporate Organisations. WCF is a one stop shop where we design, manufacture and install all of our systems and products.

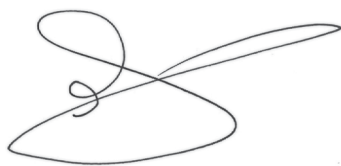
All members of the organisation are actively involved in the process of continuous improvement, which is monitored against measureable objectives. We do this by ensuring the implementation and ongoing improvement of an Integrated Management System of processes and procedures to reduce risk, exploit opportunities, in the company's commitment to meeting its customer needs and expectations.

Our quality objectives include striving for continual improvement in our systems, products and services through on-going staff training and development; seeking and responding to customer feedback; and through providing a world's best practice safe working environment.

We also constantly seek advancement by ensuring the implementation and ongoing improvement of a Management System of processes and procedures that serve to reduce risk and exploit opportunities. Through our Quality Management System conforming to ISO 9001:2015, we constantly seek to improve the quality of our products and services, in line with evolving management considerations and requirements.

We also seek to preserve our well-earned reputation for providing high levels of service to our customers, coupled with optimum quality products, at competitive prices and market leading minimal lead times. WCF also provides our customers with value added support and backup that they can depend on.

**PAT LETO**



**Chief Executive Officer** 01 April 2019

