

# Company Quality Policy



Subject	Company Quality Policy	
To	European Furniture Group Limited	
Date	January 2023	
Status	Internal use only	
Version	1.0	June 2022

## Policy Statement

EFG European Furniture Group Limited is committed to providing its customers with high quality products in line with our customer's needs and expectations in a manner, which meets, and in some cases exceeds environmental, health, safety and welfare legislation, codes of practice and guidance notes.

The company is totally committed to continual improvement in all areas of Quality Assurance & performance and to achieve these aims has implemented and maintains a management system that meets the requirements of ISO 9001:2015.

The Managing Director shall be responsible for administering the systems and monitoring quality performance; further responsibilities shall be assigned as required.

EFG European Furniture Group Ltd. is committed to:-

- Meeting customers' needs with regards to quality of products & delivery times
- Maintaining adequate resources to enable EFG European Furniture Group Ltd. to respond in a timely manner to customer demands
- All staff to following business processes to ensure quality, efficiency & Customer Satisfaction
- Reviewing & Maintaining 'Root Cause Analysis' on a weekly basis to identify issues & resolve in a timely manner, with minimal impact to customers and providing preventative reoccurrence measures

EFG European Furniture Group Ltd have been accredited to ISO9001 since April 1993 and were one of the first companies to achieve this standard within the office furniture industry.

The ISO accreditation covers all areas of the UK operations.

EFG drives continual improvement reflected in our objectives and targets. To achieve these regular system reviews, meetings are held between the Senior Management Group where all areas are reviewed, and preventative actions taken as appropriate.

EFG European Furniture Group Limited is also committed to the following: (Additional policies are in place to support the overall Quality Management System)

## **Environmental**

- The prevention of pollution at all its operations
- Sourcing wood products from suppliers that can demonstrate compliance with FSC and other legal requirements.
- Sourcing wood products which meet the requirements of the "Company Policy on the Sourcing of Wood Supplies"
- The minimisation of all waste from all its operations
- Reducing Single use plastics where possible
- Becoming Carbon Net Zero by 2025

## **Health and Safety**

- Maintaining a Health and Safety Policy that meets or exceeds the requirements of the existing Health and safety Legislation.
- Ensuring, as far is reasonably practicable, safe places and systems of work. Adequate protective equipment and appropriate training is given
- Carrying out safety audits and inspections on a regular basis

## **Sustainability**

Operating in line with current legislation and customers' demands

Separate policies, which expand on the overall policy, are available for the following areas of the company's operations:-

- Corporate Social Responsibility
- Equality & Diversity
- Environmental

The overall system is monitored by virtue of a regular audit process that investigates all processes within the company on a scheduled basis, these audits are undertaken on a departmental basis by an auditor from outside of the department to ensure a level of impartiality. These audits are reported to the relevant line manager and the Managing Director for the appropriate actions to be taken. Further to this audit against our ISO accreditation are undertaken by a third party on a 6-monthly basis.

Within these audits, internal and external, the compliance with any relevant legal statutes is recorded and any discrepancies are immediately raised as a major non-compliance requiring immediate action.

A further means of assessing our performance in both quality of service and product is our Non-Conformance Logging system, which we call Route Cause Analysis. All issues are recorded for further investigation by the line manager who has the ultimate responsibility alongside our Managing Director to implement corrective and preventative actions.

Route Cause Analysis reports are issued on a weekly basis to highlight any matters raised during the preceding week and areas that may require a more detailed investigation due to a trend being evident.

This Policy and associated processes will be reviewed for applicability to current operations. Relevant objectives and measurable targets will be produced.

The systems will be administered by the Compliance Manager; further responsibilities will be assigned by the Managing Director and will be defined within the systems documents. The Company is committed to ensuring that adequate resources and relevant training are available to ensure that the aims and objectives of this policy are implemented and maintained.

This policy will be published throughout the Company and be available to any interested parties, both within and outside the Company, including the public.

David Murphy  
Managing Director