



QUALITY POLICY STATEMENT

The management of Finishing Touches (Pty) Ltd is committed to the establishment, Implementation and maintenance of a formally documented quality management system that is in line with the requirements of the **ISO 9001:2015 Standard**.

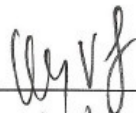
We will ensure that only quality products and services are provided to our clients through the realization of the following objectives:

- Maintaining and enhancing our standing as leader in our field of operation,
- Improving our competitiveness by continually reviewing and improving our processes,
- Aiming to achieve full compliance with the requirements of interested parties both direct and indirect, and those requirements should be clearly understood so that our products and services are delivered in a timely and professional manner,
- Supply products and services that will yield a profit, without compromise to quality,
- Total commitment to achieving customer satisfaction by offering top quality window décor products in the latest trends,
- We strive to enhance your living spaces with the elegant touch that your windows deserve.

To continually improve Finishing Touches Quality Management System and our offering, we will determine and select need/opportunity for improvement and implement any necessary actions to:

- Monitor and Measure customer satisfaction
- Improving our products and services to meet requirements as well as to address future needs and expectations
- Correcting, preventing or reducing undesired effects
- Establishing quality objectives, which will be reviewed periodically through our management review meetings
- Consider results of analysis and evaluation, and the outputs from management review

This Quality Policy is available and maintained as documented information, it is communicated, understood and pasted on the quality boards, intranet and made available on request to our relevant interested parties.

Director: 

Director: 