



QUALITY POLICY (QPO – 1001)

Karo Manufacturing (Pty) Ltd manufactures chairs for:

- Executive and Managerial Offices.
- Factory, Operator, Call Centre and other Task applications.
- Boardroom, Visitor and Reception areas.
- Casinos.

Our key objectives at Karo are to satisfy our customers by providing them with a product and service that is both reliable and cost-effective, while simultaneously effectively managing the business to remain efficient, profitable and competitive.

These objectives are achieved by:

- Systematic control of our processes and activities.
- Managing our resources in an efficient manner.
- Aspiring to achieve high levels of quality in all communications.
- Ensuring that we adhere to all statutory regulations and requirements.
- Providing a management system which embraces both Quality Assurance and Continuous Improvement.

Karo recognises that Quality Assurance increases the customer's confidence in our products and services, and provides an assurance to ourselves that we are meeting their expectations.

To achieve these objectives and excel where possible, the management of Karo has committed the company to satisfying the requirements of the ISO 9001:2015 Quality Assurance System. The principles laid down in this Standard will allow us to achieve these goals.

Karo's Quality System will be continually reviewed and updated by management to ensure that our Quality Objectives, Systems, and Communication Techniques are both suitable and effective.

This Policy will be available on request to all interested parties as defined in the QMS.

Chief Executive Officer

Joachim Roetger

QPO – 1001-0	Release Date:	10 Dec 2017
Quality Policy	Approved By:	J Roetger