



TAKASHIMA WOODWORK SDN. BHD. (238789-W)
PLOT 6, PENGKALAN II INDUSTRIAL ESTATE,
PHASE 2, JALAN JOHAN 2/3, (OFF JALAN PUSING),
31550 PUSING, PERAK DARUL RIDZUAN, MALAYSIA.
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Cert. No: Q151788-2

Cert. No: QS151788-1

QUALITY POLICY STATEMENT

It is the policy of the **TAKASHIMA WOODWORK SDN. BHD.** is involved in designing, developing and manufacturing of furniture with fully committed to provide products and services that always meet and where possible, exceed our business objective & customer requirements, based on the following precepts:

1. **Customer Focus:** We always put customer as priority in all what we do. The primary goal is to achieve the satisfaction of customer needs and expectations.
2. **Quality:** Is important for our business. Therefore, we must committed to quality in what we do and dedicated to meet customer needs by producing consistent quality of products as well as services.
3. **Leadership:** Our Top Management are committed to creating and maintaining a working environment where people become fully involved in achieving our objectives.
4. **Engagement of people:** Provide working environment that encourage the participation of our employee by developing the competency of employee as our greatest asset in achieving success.
5. **Process approach:** We understand that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.
6. **Continual Improvement:** Continually improve the effectiveness of Quality Management System (QMS), process and production in order to enhance their value for our customer and employees.
7. **Relationship management:** Takashima Woodwork recognizes that an organization and the relationship it has with its external providers are interdependent and that a mutually beneficial relationship enhances the ability of both to create value.

To implement this policy, **TAKASHIMA WOODWORK SDN. BHD.**, has established a QMS, in line with the requirements of the **ISO 9001:2015 Standard**. The QMS aims to:

1. Meet the requirements of interested parties and our social, environmental, charitable, regulatory, and legislative responsibilities;
2. Provide the necessary resources and ensure that responsibilities and authorities are determined and communicated throughout the organization.
3. Establish business and quality objectives, which are reviewed periodically through the management review process;
4. Ensure that the QMS remains effective in achieving business and quality objective, conforming to the requirements of the ISO 9001:2015 Standard;
5. Seek structured feedback from customer and carry out actions in accordance with stated methods and customer requirements; and
6. Assess opportunities for continual improvement.
7. Implemented an internal Audit programmed to ensure the ongoing suitability and conformity of the QMS is assured.

With these policies and efforts, we trusted that we can deliver the most reliable and excellent quality product in the market. Our customer will be assured in receiving the best of the best available products with high standard of quality and service within the company.

Date : 30 March 2024

Hirokazu Takashima
Managing Director