

# Quality Policy Statement

## Quality Policy Statement

Daiken New Zealand Group believes that our market expects a continually improving product. We aim to continually improve the MDF we provide to meet our client's requirements and to produce finished work that we can justifiably be proud of.

We know since 1976 that only by providing an outstanding service and product quality we will achieve our aims of long-term success and sustained improvements.



### Our Policy

Daiken NZ Group is committed to the satisfaction of all customers by providing quality product and services and the continuous improvement of processes. In order to achieve our goal, we will:

- Have open communication and foster partnerships with customers.
- Operate and manage our processes according to ISO9001 standard.
- Partner with our suppliers in order to ensure quality requirements.
- Understand and respond to our external and internal customers' needs.
- Seek the continual improvement of our processes, products and services.

### Our Commitments

- Meet the requirements of our clients and learn from customer's feedback.
- Meet all legal and regulatory requirements.
- Continually develop our quality management system and ensure it remains effective.
- Provide training and establish systems to assist all personnel to achieve the standards required.
- Investigate causes for customer dissatisfaction and will do our best to put right all justified complaints.
- Achieve our promises for quality, cost and schedule.
- Partner with our suppliers in order to ensure our standards are achieved through the supply chain.
- Use preventive practices at all levels to ensure reliable risk management.
- Develop staff competencies, empowerment and accountability for quality work and show strong management involvement to drive quality outputs.

### Working with our Partners

Daiken NZ Group expects our suppliers and other partners to understand, accept and be aware of our quality policy and all applicable laws, and communicate this to those engaged in the supply chain.