BENTINCKS LTD QUALITY POLICY STATEMENT

Bentinck Furniture will ensure that we can always meet our organizations annual quality objectives and deliver a product/service that meets our customer requirements, whilst ensuring that we meet all applicable statutory obligations and organization standards for quality systems. We will follow a system of product realisation, before delivering the product to our customer. A review of the company objectives will be carried out at the Quality Management Review meetings. Our organisational aims will include:

1) Planning the product realisation - we will plan and develop the processes needed for product realisation from conceptual/initial stages until delivery;

2) Prior to any stage of product realisation we will determine the customer requirements and any statutory obligations to ensure that these requirements and obligations are clear and understood;

3) We will the review these requirements/obligations to ensure our capability to deliver, prior to making any commitments to the customer. If we do not have the capacity, we will not take on ourselves to make the product;

4) For any new product, we will embark on a disciplined design control to ensure that quality objectives, customer requirements and statutory obligations are fulfilled;

5) Purchasing operations related to product will be controlled to ensure that purchased product conforms to pre-set specifications both in quality and environmental requirements.

6) Production and service of product will always follow a pre-set procedures and work Instructions. Checks will be performed at each stage of production and service to ensure product conformity;

7) Any monitoring and measuring devices used to verify product conformity will be calibrated to ensure that records of product verification of conformity are indeed adequate. All employees of Bentinck Furniture are charged with promoting these aims, and are required to familiarise themselves with the specific sections appertaining to their responsibilities of the company Quality Manual, All employees within Bentincks Ltd shall be supported according to their individual needs for personal development. Total quality management shall be applied to every aspect of our business, and quality shall be the responsibility of everyone, in every activity, throughout the organisation.

MANAGING DIRECTOR
Zaffer Iqbal
22/11/2010