



Park Royal Office Furniture is based in Park Royal West London. Its core business is the supply and hire of new and used office furniture. Further services include surplus clearance and reuse of office furniture and equipment.

It is integral to the success of our business that we exceed the expectations of our customers.

We at Park Royal Office Furniture are committed to:

- Ensure that customer requirements are determined and are met with the aim of enhancing customer satisfaction. This is achieved through Integrated Management system (IMS)
- Ensuring that individual roles and responsibilities are defined and understood.
- Providing the necessary resources to achieve the company's objectives. Resources include human resources and specialised skills and training, plant and equipment, technology and financial resources.
- Communicating our policy objectives clearly to all parties including employees, clients, suppliers and sub-contractors and customers.
- Ensuring that our performance is monitored and measured and achievement of company objectives, customer and legal requirements.
- That if we do things wrong, that non-conformity is identified, controlled, corrected and prevented from reoccurrence.
- That we regularly review our performance and seek continual improvement of our activities and systems.
- Embracing continuous improvement through constant vigilance, monitoring and preventative/corrective actions in-line with the ISO 9001:2000 standards.

John Bresnahan
General Manager

Dated: March 2008