



Quality Control Policy

Neo One Ltd's quality Control policy is based on the companies principles and values.

Neo One Ltd's offer specialist products that are simple to use, robust and achieves the aesthetic & Comfort levels required by our customers. Neo One Ltd's also offer in-house and off-site training for Customers and particularly for maintenance staff. The system formation will result in provision of services of consistently high quality, fully meeting customers' expectations.

The company pursues the following goals in the field of quality assurance:

- Strict compliance of the company's services with international, national, and corporate standards and requirements.
- Professional and technical level of the services must correspond to or exceed that of the leading enterprises and companies operating in the commercial furniture market.
- Responsibility to customers for the quality of the services rendered.
- Cost efficiency of the services as compared with other companies operating in the market.
- Development and implementation of new services that fully satisfy our customers' needs.
- Continuous monitoring of complaints and claims from customers, and aim to reduce these to none.
- To employ professional staff educated to the right level for the job, and providing services of high quality.

Quality Assurance Strategy

- Focus on the manufacture and management model and continuous improvement of the company services (in accordance with the market requirements).
- To achieve customer satisfaction for all services. Fulfilment of the customers' requirements within the shortest periods of time, ensuring highest quality. The services can be provided under Service Level Agreements (SLA).
- Understanding of the customer needs, their present and future specific requirements.
- Continuous cooperation with customers in order to understand their needs.
- Strict quality assurance procedures at all stages of the services life cycle, well-defined personnel responsibility for quality assurance.
- Primary focus on prevention of a possible decrease in quality rather than on measures to restore the quality level.

Consistent training of all personnel in the sphere of quality, each employee's participation in services improvement, rewards for quality improvement.