

Satisfying the rigorous demands of both customers and the industry

Symphony is one of the UK's leading suppliers of kitchen, bedroom and bathroom furniture (including accessories) to the retail trade, the social housing sector, as well as private developers.

Our aim is to produce quality furniture that meets and exceeds the demands of both industry regulators as well as customers and consumers. This means satisfying stringent legal requirements as well as customer expectations in respect of product quality, cost, performance, safety and reliability.

This is achieved thanks to our commitment to a Quality Management System (QMS) that satisfies the requirements of ISO 9001:2000. We recognise that only by continuously improving the effectiveness of our QMS can we ensure that efficiency and quality standards are maintained at all levels and stages of our business. What's more, our continued profitability is a measure of the extent we are able to satisfy our customers.

AN ONGOING PROCESS

Our QMS is maintained thanks to constant monitoring by both recognised independent bodies as well as our own customers. This consists of ongoing internal audits, an annual management review, independent external audits, plus customer feedback.

The Company has and will continue to set overall Quality Objectives as a function of our Management Review Process.

These Quality Objectives are championed by the management team and achieved through the implementation of Management Improvement Programmes. Regular reviews ensure that standards are maintained and progress achieved.

THOROUGH TRAINING AT ALL LEVELS

It is a mandatory condition of employment that all Symphony personnel follow agreed procedures in order to maintain the highest level of quality at all times. To this end, the training and development of employees is a key driver within the business. The management team are responsible for employee training, however all staff are empowered to work within the scope of their responsibilities.

Finally, in recognition of the importance we attach to quality, we have a management representative with ultimate responsibility for all issues relating to our quality systems who reports to the Managing Director.

Martyn Davis – Managing Director