

## Quality Assurance

Oregon Timber Frame Ltd is committed to quality and the process of continuous improvement in all aspects of its operations. Quality Management systems are in place across the business to ensure the maintenance and development of quality standards geared to customer satisfaction.

### Certification

To support this Oregon Timber Frame Ltd. has been certified to ISO 9001 since February 2008. Each activity within our business has a laid down procedure, which is regularly reviewed and audited. An audit of the system is independently assessed every year to ensure continued compliance with the standard.

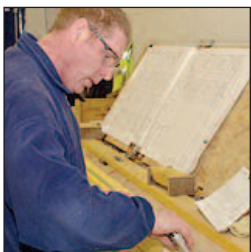
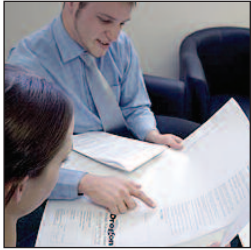


### Customer Contact

We believe regular face-to-face contact with our customers is essential and the key to providing a quality service. Customer satisfaction is paramount to our continuing success and we aim to add value to our customers' businesses by our personal approach, building relationships and aligning ourselves with their needs and aspirations.

### Customer Surveys

As our customers' opinion is of utmost importance to us, we issue regular Customer Care Surveys which give us the opportunity to collate valuable feedback on the quality of our product and services. All such information is disseminated to our employees.



**Delivering safe, sustainable solutions for today's construction industry**