

*We are driven to achieve measured outcomes;  
led by ethical behaviours, resulting in satisfaction  
with all who engage with us.*

## ownworld + *Quality*

ownworld operates within the broad scope of “sourcing, selling, project management, delivery & installation of local and imported furniture and lighting”. This is the core of what we do and what we’re about.

Our commitment to our clients is to set the highest standards of customer service and the quality of product provided. We are continually improving and streamlining our internal processes to ensure efficiency and fulfillment of our client’s expectations.

It is on these grounds that in December 2019, ownworld achieved certification under the globally recognised ISO 9001:2015 Quality Management System (QMS).

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**ownworld.com.au**

The measures audited to secure the 9001 qualification are stringent and holistic, creating a more streamlined internal and external environment. The areas which feed into the Quality Management System include:

## ONGOING CUSTOMER SATISFACTION

ownworld is committed to pursuing ongoing customer satisfaction at the highest level. We continually improve our internal standards to streamline customer experience and increase efficiencies company-wide. ownworld has formal platforms in place where all client feedback is recorded and discussed for issues resolution, learning and pathways to becoming a better operation.

## EMPLOYMENT OF TOP GRADE SERVICE PROVIDERS

ownworld is committed to ensure all contractors used in the delivery and installation of goods are of the of the highest standard in accordance with project scope. We continually review all services provided in the delivery and installation of projects and introduce new service providers as and when needed to maintain our highest performance.

## LEADERSHIP BY EXAMPLE

ownworld is committed to involving all employees through the QMS as per the ISO 9001 standard, in order to have continual improvement in performance with a focus on excellence. ownworld management is responsible for leading from the top and by example, to ensure that client requirements and expectations are met, if not exceeded.

## QUALITY PRODUCTS

ownworld is committed to providing quality products that meet our customer's requirements. We continue to source exceptional product and keep ahead of industry trends and standards ensuring our products conform to industry regulations and are fit for purpose.

## SUCCESSFUL PROJECT COMPLETION

ownworld is committed to providing excellent on-time delivery to our clients with minimal return site visits or rectifications. We continually improve our internal standards to ensure goods are ordered on-time and production dates monitored throughout project timelines. All ownworld products are supported by a Structural Warranty, specified at the time of Quoting and Order Confirmation. Post project-installation follow-up procedures offer our clients the opportunity to report about their experience in working with ownworld.

## PROACTIVITY, ALWAYS LEARNING & IMPROVING

ownworld is committed to the ongoing professional development and training of all staff. We conduct annual performance reviews with all staff to highlight areas of development/improvement and necessary ongoing training required to have the right competency within their roles.



# CERTIFICATE OF REGISTRATION

Has been assessed and certified by Compass Assurance Services to the following management systems, standards and guidelines:

## ISO 9001:2015

QUALITY MANAGEMENT SYSTEMS

The scope of Certification covers the following activities:

A handwritten signature in black ink, appearing to be "R. P. P.", written over a horizontal line.

Managing Director, Compass Assurance Services



CERTIFICATION DATE:

DATE OF ISSUE:

EXPIRY DATE:

CERTIFICATE#:



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