

# Quality



Ohio Desk is committed to exceeding your expectations. To ensure that we do, we have developed a comprehensive quality process.

### **Corrective Action Process**

Employees are required to complete a Corrective Action whenever a customer is not 100% satisfied with our performance. The Corrective Action is reviewed by the Continuous Improvement Group (CIG). The cause is investigated, and in some instances a team is brought together to provide a long term resolution for the problem.

### **Valued Customer Surveys**

At the end of each delivery we ask our customer's to rate our performance in the areas of sales, design, sales support, installation and follow-up. Once we receive our customer's surveys they are entered into our database. These results are filtered through our corrective action process and shared with all employees at our quarterly company meetings.

### **Continuous Improvement Group (CIG)**

A Continuous Improvement Group (CIG) is in place to facilitate change for improvement. Representatives from all departments are empowered to make changes to improve the way we work. CIG reviews corrective action forms, audit results and updates the formal written procedures when necessary.

### **Formal Written Procedures**

In 1998, Ohio Desk undertook the ISO 9000 documentation process to formalize our procedures. A cross-functional team met to document the steps involved, from the time of a customer's initial contact with Ohio Desk until the last delivery.

### **Audit Procedures**

Ohio Desk auditors each year give the formal written procedures a "reality test" in the work environment. Auditors observe employee's performance of the process and report any discrepancies to CIG for review.