



## Quality Statement



### Manufacturing

As an industry leader in seating products, quality is the major concern at Sitmatic. The quality manager has preemptive authority over all design and production output and reports directly to the CEO. Configuration control is established during design and engineering phases for all products and establishes the product specifications from prototype, first articles to production pieces. Outsourced assemblies are intentionally kept to a minimum and are products of a limited supplier base, minimizing quality issues. Receiving inspections are based on proven Statistical Process Control data for acceptance testing, thus certifying the quality of products flowing into the manufacturing process. At each major subassembly point, a 100% in process inspection occurs because of an established vendor-client relationship between each manufacturing cell. Final inspection involves 100% of the output; every chair and each function is tested and approved before shipping. Weekly quality meetings are conducted involving all production staff, and representatives of customer service, sales, purchasing, shipping and management. Minutes are taken and action items are continuously reviewed until resolved.

### Service

After sales quality is assured by product labeling. Each chair mechanism is identified with point of production, date of production, chair model, finish, servicing dealer and a toll-free phone number to Sitmatic customer service. Exception reporting based on this information enables support of field service representatives and compliance with configuration specifications. Engineering decisions stemming from this information increases the reliability of the product and enhances product integrity.

Sitmatic's 10 year warranty is aggressively supported by both field support personnel, dealers, and customer service, with customer satisfaction being the final goal.

### Compliance

Sitmatic seating has been tested to and meets or exceeds the following standards when applicable:

<i>ANSI/BIFMA X5.1</i>	<i>(Durability &amp; Safety- Office Seating)</i>
<i>ANSI/BIFMA X5.4</i>	<i>(Durability &amp; Safety- Beam Seating)</i>
<i>ANSI/HFS 100-1988</i>	<i>(Ergonomic Characteristics - Office Seating)</i>
<i>ASTM D3597</i>	<i>(Durability of fabric)</i>
<i>CAL 117</i>	<i>(Fire retardancy of foam and fabric)</i>
<i>CAL 133</i>	<i>(Full scale burn test)</i>

Sitmatic seating has also been tested to other standards too numerous to list here.

For further information please contact Sitmatic customer service at 1(800)288-1492.