



Quality and Testing

The Global Test Facility is accredited by the Standard's Council of Canada for specific tests or calibrations as listed on www.scc.ca.

This laboratory provides the ability for testing Global products. Staffed by experienced test personnel who are committed to provide exceptional service to our Global manufacturing facilities by consistently meeting or exceeding quality furniture testing. With 13,400 square feet, the Global Test Facility is located in the heart of Global's manufacturing operations.

The Global Test Facility engages in the development of test programs combining different standards and techniques to evaluate the function, safety, durability and structural adequacy of office furniture products and also provides accurate comparisons to determine the most suitable components for specific products.

Global's quality inspectors extend the work of the Global Test Facility to the production process itself. The inspectors constantly monitor and inspect all of Global's production lines, components and products as well as those products received from outside suppliers. Finished products are randomly selected for testing on a 30, 60 or 90 day cycle in order to verify the integrity and safety of components for production.

The laboratory certifies a wide range of seating, panel systems and casegoods quickly and accurately to ensure that these products meet or exceed all applicable requirements from the American National Standards Institute (ANSI), Underwriters Laboratories (UL), Canadian Standards Association (CSA), the International Safe Transit Association (ISTA) and the Business and Institutional Furniture Manufacturer's Association (BIFMA).

Our Quality Management System is recognized by the International Organization for Standardization (ISO) through registration to ISO 9001:2008. This standard defines quality requirements from the design and development phase through to testing and delivery to the customer.

At Global quality inspections are performed during all operations and processes from the receipt of raw materials from suppliers until the product is shipped to the customer. A proactive approach to quality identifies recurring problem areas and Global develops appropriate and sustainable solutions, applying them to the manufacturing processes to eliminate repeat problems.

Global's rigorous testing and quality initiatives are an essential part of its philosophy to provide customers with products built to stringent standards of performance, safety and durability.

ISO Certification

ISO 9001 is a quality management system developed by the (International Organization for Standardization) which is the largest developer and publisher of international standards.

- Global Upholstery Co. Inc.: ISO 9001:2008
- Global Test Facility: ISO 17024:2005

Quality Policy

Global's policy is to design, manufacture and distribute office furniture products which meet or exceed the requirements of our customers worldwide.

Continual improvement is assured within objectives as follows:

- Continually improve the safety and reliability of our products and processes.



- Establish quality objectives in management review meetings and reviewed during regular management meetings.
- Meet ISO9001 requirements and continually improve the effectiveness of the system.

This policy is communicated to all employees and reviewed periodically for continuing suitability.

Joel Feldberg
President and CEO
Global Furniture Group