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เลขประจำตัวผู้เสียภาษีอากร: 0107537000084

Quality Management Policy

Rockworth Public Company Limited is a leading furniture company in Thailand, dedicated to creating workspaces that enhance people's productivity. The company adopts international standards and establishes policies as a framework for operations to comply with relevant standard requirements. All executives and employees are provided with communication, resources, essential knowledge, skills to ensure implementation, continuous improvement across the organization and stakeholders. This approach aims to achieve corporate objective goals continuously and sustainably with the following commitments:

Policy

- Produce high-quality and modern products.
- Deliver products on time.
- Provide high-quality services.
- Continuously develop and enhance personnel, operational systems, and suppliers.
- Manage resource utilization efficiently.

Guidelines

1. Implement systematic control and quality inspection processes to ensure delivered products meet established standards.
2. Conduct research and innovation on products to understand customer needs and expectations, enabling product development that aligns with their requirements.
3. Continuously improve production processes by utilizing modern technology and innovative solutions.
4. Deliver products and services within specified timelines by planning production processes and logistics in accordance with customer demands. This includes applying Enterprise Resource Planning (ERP) software to systematically and efficiently manage resources and processes, as well as utilizing real-time data management for reporting, enabling effective production monitoring and continuous improvement.
5. All resources used to support production, services, and delivery are adequately and appropriately provided. This includes controlling, maintaining, and utilizing resources efficiently.
6. Support the development and training of personnel to acquire skills in quality production and service delivery. Establish a system for monitoring and analyzing problem effectively, along with continuous improvement strategies, to ensure maximum customer satisfaction.

Effective date on January 17, 2025.