



SYDNEY'S SITE SUPPLIES SPECIALIST

QUALITY POLICY

Timberfix prides itself on a commitment to ensuring an unrivaled customer service experience.

Our key areas that drive this commitment are as follows:

- **Customer service**
At the core of all of processes is customer satisfaction.
- **Leadership**
Leading by example, with respect at and for all levels of staff and management, throughout our entire team.
- **Empowerment of people**
We believe the greatest ideas come from within, and therefore encourage and appreciate staff engagement.
- **Procedural policies**
Methodical, researched, informed choices maintain and grow our company for long term sustained growth of our systems, plans and success.
- **Dedication to ongoing improvement**
Efficiencies, safety and vision frequent our conversations, with fresh pathways forward as market leaders a driving motivation.
- **Market knowledge**
With 20 years experience in the industry, Timberfix has its finger on the pulse when it comes to knowing the market, servicing the market and acknowledging trends and needs as they emerge.
- **Maintaining Relationships.**
We value your custom, and work tirelessly to ensure your needs are being not only met, but exceeded. We don't take our customers for granted, and will always strive to provide you with the best buying ability, range and service.



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