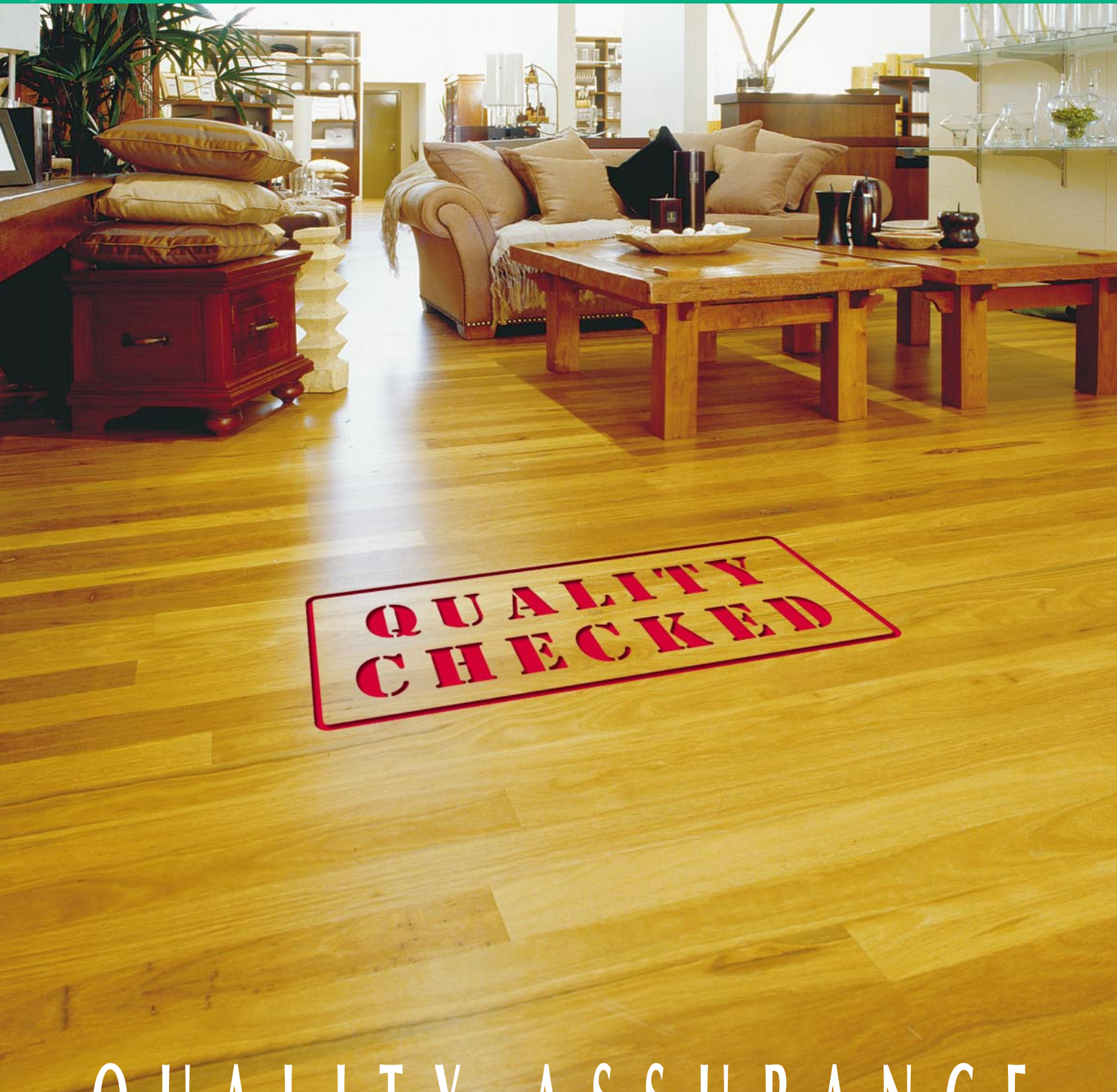


# AUSTRALIAN HARDWOOD

QUALITY ASSURANCE PROGRAMS



## QUALITY ASSURANCE

...quality you can build on!

QUALITY ASSURANCE PROGRAMS

## Specify with Confidence

*Specifiers and users who are looking for quality, consistency and reliability should specify native hardwood structural and profiled products from one of the following Quality Assurance Schemes.*

- **Australian Timber Industry Certification – Hardwood Quality Scheme** •
- **QAS Product Certification for Specific Hardwood Products** •
- **ISO 9000 Series Quality Endorsed Company Certification** •
- **TRADAC Accredited Timber Flooring Manufacturers Program** •

### Quality assured hardwood is:



Accurately graded to approved standards.



Accurately sawn or machined to size.



Seasoned to the correct moisture content.



Correctly packaged and labelled with the grade, compliance standards and producer's name.

**Supplied by manufacturers who have a pride in their product quality and craftsmanship!**

## Australian Timber Industry Certification Hardwood Quality Scheme



ATIC operates independent third party product certification schemes for the Australian timber industry. A register of hardwood quality scheme members is posted on the ATIC website [www.timbercert.com.au](http://www.timbercert.com.au). Scheme members are audited three times each year. The performance of members is monitored between audits through the submission of monthly records.

The main emphasis of the scheme is to ensure compliance of the finished product with the relevant Australian Standard or accepted technical specification. ATIC schemes place considerable importance on developing quality methods throughout the manufacturing process. Product labelling, product protection and a responsive customer complaints resolution process are important elements of the quality scheme.



## QAS Product Certification for Specific Hardwood Products

This is the red Certified Product ‘five-ticks’ StandardsMark, an instant signal that the product is manufactured to an Australian Standard. In many cases, the independent assessment or certification of a product is the first step toward both industry and consumer acceptance. In fact, many products simply cannot be legally sold without independent expert confirmation that they meet certain standards or guidelines.

## ISO 9000 Series Quality Endorsed Company Certification

The best-known ISO standards are the ISO 9000 series for quality management. They have proven applications for all aspects of business, in organisations across all industries. ISO 9000 certification applies to the management system behind the process, but does not apply to the product produced. Certification of this Quality Management System which shows the instantly recognised red ‘five ticks’ Quality Endorsed Company StandardsMark has been carried out by Quality Assurance Services Pty Limited.



## TRADAC Accredited Timber Flooring Manufacturers Program



Queensland’s Timber Research and Development Advisory Council provides technical assistance to both timber processors and users. As part of this role, manufacturers of solid and engineered timber flooring are able to apply for accreditation.

Accreditation acknowledges that manufacturers produce flooring that continually meets specification. In order to gain accreditation the manufacturer must demonstrate product conformance that is backed by process control records. TRADAC continues to validate conformance through regular on-site audits of production records and product quality. This is supported by field assessment of products in service.

## To ensure quality...

*Always specify Hardwood products obtained from manufacturers who employ a Quality Assurance Program described in this brochure.*



Your Supplier of Quality Assured Native Hardwood products:



Tel: (02) 8303 0575  
Fax: (02) 8303 0576

For additional assistance please contact the  
Timber Advisory Service

**1800 044 529**

or visit the following websites:

[www.timber.net.au](http://www.timber.net.au)

[www.australianhardwood.net](http://www.australianhardwood.net)



**Timber Development  
Association (NSW) Ltd**

Tel: (02) 9360 3088  
Fax: (02) 9360 3464

Sponsored by the NSW Native Timber Industry Marketing and Development Fund

