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Decoration Service

Business Review Decoration Service

In keeping with the Group's customer philosophy of "value for money", Zhongshan Fashion Decoration Co., Ltd. ("Fashion Decoration Co.") has been making every effort to enhance the quality of its products and services.

Since its establishment, Fashion Decoration Co. has implemented a project accountability system for the decoration department to ensure the provision of high-quality decoration services to residents. During the year, the system was refined in various aspects and further division was made within functions, duties, responsibilities and planning to a more specialized structure.

The Group believe that it is people that make the difference and employ people on their merits. During the year, Fashion Decoration Co. strengthened its staff training efforts in such areas as ISO9001, 5S, management, communication, safety in production and construction, as well as servicing. Through a series of training and coaching, the competence of its employees have been sharpened. This has built a solid foundation for the provision of quality services to homeowners while building up a winning team of talents with the necessary career planning for its staff.

During the year, for standardizing its governance, Fashion Decoration Co. worked thoroughly through the ISO9001 quality management system to further optimize its existing management system and rationalize resource allocation, while setting definite targets and policies for quality and quantity. As a result, the company passed such ISO certification during the year. With the implementation of such system, quality of the decoration projects during the year and their service level were boosted substantially and the targets were attained. This system will be gradually consummated and implemented into the daily management to sustain the upgrade of quality and service level.

It is the long-term goal of Fashion Decoration Co. to ensure the quality of materials and products. During the year, Fashion Decoration Co. implemented stringent control over the quality of products and materials at all stages of the process. For instance, in respect of the quality of raw materials procured, Fashion Decoration Co. carried out, every possible inspection on material quality to avoid any omission. The company increased the frequency of spot check when a full quality inspection cannot be implemented to ensure the quality of raw materials. At the same time, the company strengthened the inspection on the environmental impact of materials, ensuring all materials meet the environmental protection requirements. In addition, the company further raised the quality inspection standard to provide customers with quality and environmental friendly decoration products.

During the year, besides strengthening the communications with real estate and property companies within the Group and consolidating the existing communication system, the Decoration Project Department rendered services of acceptance inspection of premises as well as repairs with these companies on a regular basis in order to fulfill our quality commitments and service pledges to customers.

