

# FIBREGLASS

**PILA's quality management systems create happy customers.**

When a quality management system is put into place both customer and staff satisfaction increases as does productivity and product quality. PILA group is currently implementing the latest in quality management systems to ensure both customers and staff are well looked after and the products the Company manufactures are the best available.

With a strong focus on building a great business the team at PILA group has designed a range of in-house management systems to ensure staff and customer satisfaction is achieved. Developing, implementing and then following systems is key to the success and growth of the business and now these systems are being further developed to ensure both products and service are the best available in the industry.

The Company's core product range includes flag poles, banner poles and goal posts, including soccer goal posts, rugby league and union goal posts and AFL goal posts. Each product is designed and manufactured to pass a 5 stage system check prior to dispatch.

All products are covered by either a 5-year or 2-year guarantee and all goods are insured when freighted. Most company's end their care the moment goods are taken off their floor so if goods are damaged in freight, that becomes the customers problem, or if the goods turn up faulty that is also the customers problem.

PILA offers 100% commitment from the first point of contact to the receipt of goods at the customer's door and beyond into the warranty period. The Company is also progressive in its green approach through an in-house Green Policy and they work to ensure they minimise any negative impact on the environment. They always try to use resources wisely when designing products and strive to use renewable and recyclable materials in both products and packaging.

Contact PILA group today for quality flag poles and goal posts at [sales@pilagroup.com.au](mailto:sales@pilagroup.com.au) or phone 1300 POLES 1 (1300 765 371) for a quote or further information.

