



QUALITY POLICY

Polyflor Limited is one of the UK's leading manufacturers and suppliers of high quality flooring and accessories, operating on an international basis.

To maintain leadership, we recognise our need for continuing commitment to total customer satisfaction in all the products and services we provide.

We will achieve this by delivering product and services which meet our customer's requirements in full. Furthermore, we will try at all times to maximise appeal to the customer by exceeding their expectations. Our aim, as a minimum, must be to deliver defect free products and services on time which are of the right quality and cost.

We recognise our customers can be internal or external to the company and at any time we are both customer and supplier to each other. For this reason, it is essential, and expected, that we work together as a team to achieve success in meeting our customer's needs.

Quality Systems have been established which meet the requirements of BS EN ISO 9001:2015. The Management Representative (in our case the Manufacturing Director) is responsible for ensuring that its Quality Systems are continually monitored and adequately maintained.

To make this policy effective, each year the senior management team review the policy, identify quality objectives and targets for improving the company's performance, and develop action plans to achieve them. By these means continual improvement in our quality performance will be achieved. The policy, objectives and their progress are communicated through departmental notice boards.

Signed:

S MULHOLLAND

FOR AND ON BEHALF OF BOARD OF DIRECTORS

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