

IMPROVEMENT POLICY

This policy recognises that continuous improvement is the cornerstone of the culture at Future Foams.

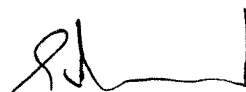
Management and staff will be committed to seeking continual improvement in the people, the processes and the goods and services of the organisation.

Key principles of the Continuous Improvement process are:

- Quality is defined in terms of Customers perceptions.
- The System is improved by improving processes within the system.
- Suppliers and Contractors are treated as partners in the system.
- Statistical thinking and methods are used to manage and reduce variation.
- All people are creatively involved in Continuous Improvement of the system.
- Continuous Improvement activities are integrated with the strategic and annual planning cycle.
- Continuous Improvement is led, managed and supported at all levels in the organisation.

Employees will be encouraged to nominate Improvement suggestions, and the communication process will allow for this to happen.

Management will use Improvement Plans to monitor the Improvement process.



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Shaun A. Westwood
Managing Director