

# QUALITY POLICY

It is the policy of the management of Future Foams to provide superior customer service through the manufacture of quality products combined with reliable delivery.

We will achieve this quality of products and services through the following major initiatives:

## **Management Commitment**

Management will drive the quality pursuit by ensuring quality is a guiding factor in everything the organisation does. The culture will be such that quality is not just an ideal, but is instead an objective goal that must be pursued.

## **Employee Involvement**

Employees doing the job will be responsible for making sure it is done right, and will be encouraged to improve the quality of the product or service.

## **Technology**

New forms of technology will be constantly investigated and introduced if appropriate in an effort to strive for superior quality products and services.

## **Materials**

The quality of our own products and services will be enhanced by the quality of products and services we source from our suppliers.

## **Methods**

The actual operating systems and procedures used by the organisation will lead to improved product and service quality. Constant review of these methodologies will ensure improved quality of products and services.

Future Foams, its management and staff will have a quality approach to everything it does.



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Shaun A. Westwood  
Managing Director