



## Quality policy

As a global supplier of wall-to-wall tufted carpet, the mission of Ideal BIG Floorcoverings is to:

- Deliver innovative customer-focused products and services.
- Access new market segments that pose higher demands on our products.
- Generate a determination to make ever better products.
- Continuously improve our competitive position, so that a long-term collaboration with customers and employees can be assured.

This mission entails that we:

- Constantly pay attention to the real needs of our customers.
- Put our people at the centre, because they are the ones who create “quality”.
- Wish to develop our organisation according to the philosophy of “internal customer/internal supplier”.
- Consistently evaluate our employees on the results attained and the specific contribution of each individual.

In order to achieve our striving for continuous improvement, in close consultation with our department managers we adopt measurable, challenging yet attainable quality objectives, such as 2<sup>nd</sup> choice results, complaint percentages, etc.

Along with the above business objectives there are also KPI´s (key performance indicators) designed to give an accurate picture of the extent to which the various processes are under control.

In establishing the business objectives and the KPI´s, account is taken of

- the current and future needs of the organisation and customers
- comments made during the management assessments
- results of the customer satisfaction surveys
- comments during evaluation interviews and performance target reviews
- possible opportunities for improvement
- benchmarking
- necessary resources
- internal and external factors that have an impact on the company
- requirements, expectations and influences of stakeholders

To support this mission, Ideal Big Floorcoverings has adopted a quality management system that meets the requirements of the ISO 9001 standard (2015 version), disseminated throughout all departments and elaborated in accordance with the spirit of the system.