

## **Forbo Flooring Systems' Quality Policy**

**Forbo Flooring Systems is committed to customer satisfaction by being a reliable organization providing high quality products and services.**

Forbo Flooring Systems recognizes that a high level of commitment to quality is essential to our success, as well as being in the best interest of all employees, customers and stakeholders. We foster a quality culture by developing quality awareness through the organization and encouraging a management attitude that anticipates potential quality issues by the following principles:

- All employees equally share responsibility for creating a reliable organization through successful implementation and maintaining of the quality management system complying with ISO 9001.
- We actively seek performance feedback from our customers to identify improvement opportunities for our products and services.
- A continual quality improvement management cycle ensures an effective and efficient management of quality processes, to measure performance, and drive the enhancement of our quality culture.
- Regular internal and third party audits are performed to determine conformance and drive continual improvement of the quality management system.
- Commitment to satisfy applicable requirements.
- We enhance the expertise of our people by planned and structured training and development programs.

Quality is the foundation of our business to satisfy our customers with our products and services.



Jean-Michel Wins  
Executive Vice President Flooring Systems