

BFS Europe : Development, production, sales of needlefelt floorcoverings, tufted carmats, tufted artificial grass. Development and production of yarn, as an essential component of our artificial grass

our quality policy is based on 5 principles

1) **Customer focused products and services**

We aim for a flexible organization that can meet the demands of our customers at any time. In addition, we want to be able to maximize our possibilities to meet the demands of all our stakeholders

2) **Distinguish**

A continuous search for new segments that request high quality demands for our products is what differentiates us in the market.

3) **Continuous improvement**

We continuously analyze and improve our practices, processes and products to reduce risks and optimize quality.

4) **Resources**

As an organization we continuously invest in people, knowledge and infrastructure. Investment in people: commitment, training and responsibilities. Investment in knowledge: research, transfer of knowledge. Investment in infrastructure: state of the art machinery improve performance and innovation.

5) **Commitment**

Commitment to all stakeholders and our employees in particular is stimulated at all times. Therefore the Management team takes responsibility to educate, train and motivate employees to understand and comply with our Policy Statement. We stimulate our employees to be vigilant to safe, lean and efficient working methods, risk control and prevention.

In support of this policy, and the activities of the BFS Europe division, a quality management system is implemented. It should guarantee that we deliver products and services in a consistent way, in line with the customer requirements, law and regulations.

Due to the continuous improvement of the system, customer satisfaction and quality performance increase. Our quality management system complies with the requirements of the ISO 9001 standard (version 2015), and is applicable to all of the operational processes. Procedures, instructions, and documents that are a part of it can be found in our electronic document management system, Vivaldi, and, where appropriate, in hard copy, on-the-job.

On a regular base , external and internal audits are conducted in order to verify that we are working in accordance with established procedures and in accordance with the ISO 9001 standard, and to identify opportunities in the future.

The quality results are daily monitored to determine the actions and opportunities for improvement of our quality management system .

Management Team