

policy TOWARDS ZERO



Vitafoam – Comfort Middleton Quality Policy

Vita Cellular Foams (UK) Ltd, Vitafoam Comfort Middleton, part of the Vita Group, are market leaders in the design and manufacture of slabstock flexible polyether polyurethane foam products and reconstituted Vita

www.thevitagroup.com

Title: QPOL	Version: 5.0	Author: C. Colleavy	Reviewed by: N. Wood
Date: November 2022	Status: Final	The controlled version is on the Vita intranet	



Cellular Foams (UK) Ltd, Vitafoam Comfort Middleton, part of the Vita Group, are market leaders in the design and manufacture of slabstock flexible polyether polyurethane foam products and reconstituted polyurethane foams. The products manufactured by Vitafoam are supplied to industries such as furniture, bedding, packaging, flooring, and automotive.

We recognise that the provision of quality products that meet the requirements of our customers is fundamental to the continued success of our business.

In order to maintain position as market leader the Company has adopted the principles of process management and has built a culture of continuous improvement throughout the business. In addition, we operate a quality management system certified to ISO 9001 which provides a framework for improving our performance through the setting of clear objectives, aligned with the strategic direction of the business.

In particular, we aim to:

- Understand our markets and customer needs to ensure we provide a range of products that meet requirements.
- Ensure our product delivery is reliable, timely, and consistent with customer requirements.
- Continuously improve our products to facilitate growth within the business.
- Achieve a high level of customer satisfaction through provision of quality products.
- Monitor information relating to customer perception to establish whether the company is meeting customer requirements.
- Provide the relevant training to employees to enable them to meet customer requirements and enable them to contribute to continual improvement of our product offering.
- Ensure all employees are aware of, and understand, the role they play in ensuring we fulfil these policy commitments and meet our objectives.

Top management are committed to the effective operation and continual improvement of the quality management system and are responsible for ensuring adequate resources are made available to ensure these policy commitments are maintained.

This policy is communicated to all persons working under the Company's control and is made available to interested parties via our website. It is reviewed regularly for continued suitability and effectiveness.

A handwritten signature in black ink, appearing to be "N. Wood", written over a light blue grid background.

N. Wood
Operations Director
Vitafoam Comfort Middleton

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