

## QUALITY POLICY

Moore's Furniture Group are committed to achieving 'excellent service' and customer experience through working collaboratively as a high-performance Team. This commitment is shared by all our employees and is an integral part of our business' principles and values. We shall achieve this by continuously improving our processes, products and service systems designed to meet and exceed the customer's needs / expectations and to satisfy applicable requirements.

Quality can be defined as:

*'Consistently delighting our customers in the value stream, through challenging and improving every step of the process to attain the highest possible levels of service, with all products produced right first time every time'.*

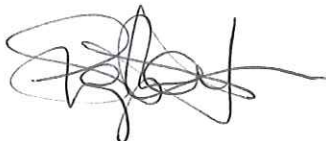
Through working as, a high-performance Team, quality is the responsibility of everyone within the Company and is achieved through:

- Continually striving to exceed customer expectations and specifications
- Personal commitment from everyone to work more effectively and efficiently
- Proficient design of our products through the complete value chain
- Developing people to reach their full potential
- Continual improvement / implementation of modern manufacturing techniques, systems and methodologies
- Continuous improvement, utilising techniques including: Kaizen, Six Sigma, 5S, SMED and JIT
- Working collaboratively and forging real partnerships with our suppliers
- Adhering to quality systems including visual standards and procedures
- Continually reviewing and improving our procedures and systems seeking 'best practice methods'

With quality objectives established and continually reviewed at the Quality Assurance, Management Systems Review and Cost of Quality meetings.

The quality management systems operated by Moore's Furniture Group are in accordance with BS EN ISO 9001: 2015, audited and approved by the British Standards Institution (BSI).

The Quality Policy is communicated to all persons working for the organisation, with copies available to customers and the general public via a link on Moore's website <http://www.moores.co.uk/>



S Parkin  
Chief Executive Officer



D Amerigo  
Operations Director



M Barrett  
Group Sales Director



D Richardson  
Finance Director

