



## Quality Management System - Quality Policy

Sealy United Kingdom is committed to providing **Total Customer Satisfaction** and will strive to achieve this through continually improving in all areas of the business to meet or exceed all agreed requirements. In doing so, Sealy will;

- Continually strive to give the highest level of product and service quality that is possible, within the cost parameters imposed by the market place and available resources. This applies to both internal and external customers alike.
- Positively respond to the requirements of our customers (internal and external) to achieve the objective stated above, striving where possible to exceed their expectations.
- To identify relevant interested parties, determine those issues that impact on our ability to meet agreed requirements, and to define 'Business objectives and targets' at appropriate levels of the organisation against which we can measure performance.
- Actively pursue improvements in all aspects of product design, process and service methods and employee development.
- Actively pursue improved methods of product and process quality control.
- Comply with, or exceed all required product testing standards and legislation, in accordance with SNG QA Policy.
- Commit ourselves to a philosophy of continual improvement in all areas of the business.
- Actively pursue the above objectives, with the aim to;
  - Increase customer satisfaction
  - Reduce customer complaints
  - Increase sales
  - Profitably grow the business
  - Enhance stakeholder satisfaction
- Comply with the requirements of the BS EN ISO 9001 Quality Management System as a means of achieving our business objectives.
- To do what is required to succeed!

*Jeff Booth*

*Site & Operations Director (Sealy UK)  
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