

## CORPORATE POLICY

# Our Quality Policy

ISO 9001 · ISO 10002 · OEKO-TEX 100

Since 1982 we have been a vertically integrated polyester performance-knitting manufacturer from yarn to dyed fabric: we produce polyester filament yarn in-house and carry out knitting, dyeing and finishing processes under one roof. The essence of our understanding of quality can be summed up in a single sentence: whatever the approved sample is, that is the batch we ship. We define this policy within the framework of the ISO 9001:2015 Quality Management System, ISO 10002:2018 complaint management and OEKO-TEX STANDARD 100 (Ref. 13.HTR.34221) product safety; we declare, as a binding commitment, that we meet customer requirements and applicable legal requirements.

## OUR COMMITMENTS

- 01 Fidelity to the sample and batch consistency** Whatever the approved sample is, that is the batch we ship; we target consistency from batch to batch and within the roll (head-middle-end) in hand-feel, weight (g/m<sup>2</sup>), width and colour, measure and record deviation, and do not allow it to fall outside customer tolerances.
- 02 Colour management and measurability** We carry out colour matching in our own dyehouse with a spectrophotometer and numerical  $\Delta E$ ; we adopt the principle of measured and recorded approval, not "approval by eye".
- 03 Batch-based inspection and laboratory infrastructure** We evaluate every batch with the 4-point fabric inspection system; in our in-house laboratory we run tests such as colour fastness, pilling, dimensional stability, moisture management, abrasion and breaking/tensile strength according to international customer and brand test protocols.
- 04 Non-shipment of non-conforming batches** We identify, segregate and prevent the shipment of products that fail inspection; we do not knowingly send out-of-specification fabric on its way.
- 05 Calibration and measurement reliability** We calibrate the instruments on which we base our quality decisions against traceable references, verify them at defined intervals and keep them under record.
- 06 Customer focus and on-time delivery** We stay faithful to the agreed deadline and quantity, measure delivery performance, and proactively notify the customer of any deviation risk without delay.
- 07 Systematic handling of complaints** We handle every complaint impartially and with respect for confidentiality, investigate the root cause, feed back the solution and initiate corrective action to prevent recurrence.
- 08 Input and supplier control** We source yarn, dyestuffs and chemicals procured from outside with defined acceptance criteria; we manage dyehouse chemicals under OEKO-TEX STeP (Level 2) in accordance with ZDHC MRSL 3.1.
- 09 Product safety** We commit that our products comply with the OEKO-TEX STANDARD 100 (Ref. 13.HTR.34221) limit values and are safe from yarn to dyed fabric.

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- 10 Water and environmental context** We do not discharge dyehouse water untreated; we measure the water we consume, reduce it gradually and return what is recovered to the cycle.
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- 11 Employee competence and quality awareness** The one who makes the decision and the one at the machine carry the same responsibility; we continually develop quality and product-safety awareness through training.
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- 12 Continual improvement** We turn the outputs of inspection data, complaints, internal audits and corrective actions into measurable quality objectives.
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As Fersan Tekstil Top Management, we establish, implement, maintain and regularly review this Quality Policy; we ensure that the policy is appropriate to the company's purpose, context and strategic direction and provides a framework for our quality objectives. We keep this policy available as documented information, communicate it within the organisation and make it appropriately accessible to relevant parties (customers, suppliers and audit bodies).

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#### REFERENCED STANDARDS

ISO 9001:2015

ISO 10002:2018

OEKO-TEX STANDARD 100

OEKO-TEX STeP

ISO 14001:2015

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