

Quality Policy

Milliken Textiles BVBA is committed to provide our customers with high quality technical fabric that meets or exceeds his requirements.

To guarantee the highest quality of our products and processes, Milliken has implemented a quality management system according to ISO 9001:2015 & IATF 16949:2016.

As a responsible, professional company, Milliken aims to comply with all regulatory, statutory and legal requirements.

We accomplish our commitment by fostering a culture that listens to its workers and practices continuous improvement as a way of life and where risks and opportunities, that can effect conformity of products, are determined and addressed.

Customer satisfaction is the job of every employee at Milliken.

Our commitment will be achieved by setting and reviewing measurable quality objectives and ensuring that the objectives are met.

Quality objectives 2018:

- **Obtain the IATF 16949 standard for quality**
- **Number of customer complaints < 3/pd**
- **Improve operator involvement in the quality management system**
- **On time delivery 98%**