

Knowledge Brief: ISO 9001: 2000 Quality Management Standard

All Interface modular carpets worldwide are manufactured in facilities that have audited and registered to the family of ISO 9000 quality management standards.

What is ISO?

The International Organization for Standardization (ISO) is made up of national standards institutes from countries large and small, industrialized and developing, in all regions of the world. ISO develops voluntary technical standards, which add value to all types of business operations. They contribute to making the development, manufacturing and supply of products and services more clean, safe and efficient. ISO standards serve to safeguard consumers and users of all types of products and services.

ISO 9001

ISO 9001 is a member of the ISO 9000 family of international standards for quality management systems. The updated ISO 9001:2000 series now incorporates the requirements of ISO 9002:1994 and ISO 9003:1994. ISO 9001 establishes the requirements for a quality management system for any organization that needs to demonstrate its ability to consistently provide products that meet its customers' needs and any applicable regulatory requirements while also increasing customer satisfaction. According to the standard, a product is any service, processed material, hardware or software, intended for, or required by, a customer. Because the standard has broadened its scope, how an organization creates and implements its quality management system will depend on the type of organization it is and what particular challenges it faces.

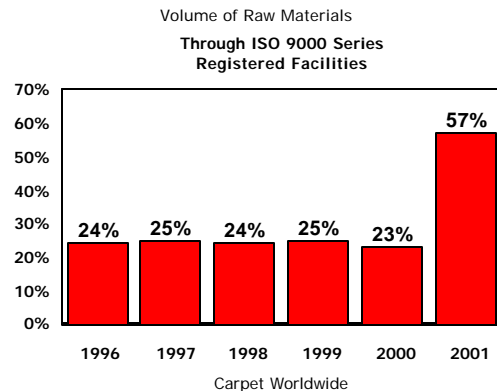
The main objective of ISO 9001 is to help organizations establish and maintain best practices for every job function that will be covered under the ISO 9001 certification. To do so, the standard dictates a process approach - looking at how one or more linked activities participate in providing a predetermined output - to raise and continually improve quality performance. The ISO 9001 standard addresses a company's operations from product design and development to production, installation and service as they pertain to its quality management system, management responsibility, resource management and measurement, analysis and improvement and product realization.

Establishing levels of excellence for every phase of operations maximizes efficiency and reduces waste, thus providing a financial benefit. In addition, fulfilling the requirements for third party certification in ISO 9001, which is recognized and accepted worldwide, is an effective means of providing assurance to all interested parties, new and future customers or suppliers, that Interface is committed to providing the utmost in quality products.

Because the 9002 and 9003 standards are now obsolete, ISO 9001 is the only standard in the ISO 9000 family against which third-party certification can be carried. It's important to note that no organization is "ISO certified" or "ISO registered". Because ISO does not perform audits for certification, an organization must always specify the standard against which it has been certified by the third party. In our case, we are certified to ISO 9001:2000 and ISO 14001:1996 by Underwriters Laboratories, Inc.

Interface's Commitment - Confidence for Our Customers

All Interface modular carpets worldwide are manufactured in factories that have audited and registered ISO 9000 family quality management systems.



Why are We Committed to ISO 9001?

To assure ourselves and our customers that everything is being done to meet all regulatory requirements and that we are consistently providing products and services that meet the highest quality standards.

Commitments and Achievements

ISO 9001 Certification has been achieved for all of the Interface Flooring Systems facilities in Troup County, Georgia that are involved in the manufacture and handling of its modular products. Our Belleview, Ontario, Canada facility is certified to ISO 9002:1994. In Europe, three manufacturing facilities in England - two in West Yorkshire and one in Berhamstead - are certified to ISO 9001. Our Craigavon, Northern Ireland facility and our facility in Scherpenzeel, The Netherlands are both certified to ISO 9001.

Interface facilities in Asia have achieved and maintained ISO 9001:1994 certification and our Australia facilities have achieved and maintained ISO 9002 certification.

To learn more about Interface Flooring Systems products and services, contact your local Interface Flooring Systems Account Executive. Or, visit us on the web at www.interfaceflooring.com.

Interface Flooring Systems, Inc.

1503 Orchard Hills Road

LaGrange, GA 30240

With off-sites located at:

Interface Sample Center
2050 South Davis Road
LaGrange, GA 30241

Distribution Warehouse
1727 Shorewood Drive
LaGrange, GA 30241

Graham Scott Technical Center
1603 Executive Drive
LaGrange, GA 30240

RCA Plant
1200 O.G. Skinner Drive
West Point, GA 31833

Kyle 2 Plant
140 Glen Long Road
LaGrange, GA 30241

Underwriters Laboratories Inc.® (UL) issues this certificate to the Firm named above, after assessing the Firm's quality system and finding it in compliance with

ISO 9001:2000

EN ISO 9001:2000; BS EN ISO 9001:2000; ANSI/ASQC Q9001:2000

for the following scope of registration

2273 (US) : Carpets and rugs

The design, customization, production, distribution and servicing of modular floor coverings for the commercial and industrial markets.

The off-site facility at Kyle 2 Plant, 140 Glen Long Road, LaGrange, GA, USA performs: receiving and manufacturing.

The off-site facility at Interface Sample Center, 2050 South Davis Road, LaGrange, GA, USA performs: design and development and laboratory testing.

The off-site facility at Distribution Warehouse, 1727 Shorewood Drive, LaGrange, GA, USA performs: shipping and receiving.

The off-site facility at RCA Plant, 1200 O.G. Skinner Drive, West Point, GA, USA performs: design, receiving, laboratory testing, purchasing and manufacturing.

Further clarifications regarding the scope of this certificate and the applicability of ISO 9001:2000 requirements may be obtained by consulting the organization.

This quality system registration is included in UL's Directory of Registered Firms and applies to the provision of goods and/or services as specified in the scope of registration from the address(es) shown above. By issuance of this certificate the firm represents that it will maintain its registration in accordance with the applicable requirements. This certificate is not transferable and remains the property of Underwriters Laboratories Inc. ®.

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