

FITNESS FOR USE

Member companies of the CFFA subscribe to a process of **total quality management** in the conduct of their business. Member companies believe that it is beneficial to their supplier/customer relationships to present basic **total quality management** principles in the form of an industry statement representing the general philosophy of CFFA member companies.

CFFA member companies have initiated various procedures to ensure specification performance including:

1. *Forming partnerships with their suppliers to ensure that raw materials are delivered in conformance with a mutually agreed upon specification and are fit for the coated fabric producers intended application.*
2. *Encouraging suppliers to provide statistical evidence of specification.*
3. *Performing appropriate internal audits to verify conformance to an agreed upon specification using up-to-date statistical and process control methods.*

The film and coated fabric products of CFFA member companies are manufactured to meet a product specification. This specification was originated by one of the following:

- a. **The customer.**
- b. **The film/coated fabric producer.**
- c. **A mutually agreed upon specification.**

Ideally, the criteria would be jointly agreed to by the customer and the film or coated fabric producer, taking into account the customer's manufacturing process and product performance requirements, coupled with the coated fabric manufacturer's/film producer's statistical process capabilities.

Coated fabric and film customers are encouraged to perform supplier audits to verify conformance to established specifications.

CFFA member companies individually establish procedures and policies for handling return goods, quality claims and other requested adjustments.

Film and coated fabric products are intended for use as components of consumer products. The consumer product is a composite of materials chosen by the fabricating customer on the basis of their performance features, styling appeal, and other relevant considerations. The compatibility of the components is the responsibility of the manufacturer of the end product.

CFFA member companies' philosophy is one of supporting a process of **total quality management** and continuous improvement for their products, processes and services. Member companies invite their customers to join in total quality partnerships whereby products are designed and manufactured in accordance with mutually agreed upon product specifications. This invitation is extended based on a foundation of participative management, statistical methodology and a spirit of full communications between CFFA member companies and their respective customers.