



Francisco Vaz da Costa Marques Filhos & C.<sup>ª</sup> S.A (FVCM) is a family-oriented textile company since its foundation in 1960. FVCM operates in two business areas: Provision of Textile Finishing Services and Production of Home Textiles. For each of its business areas, it has a brand: **Vaz da Costa®** e a **Bovi®**.

## QUALITY POLICY: COMMITMENT

**Vaz da Costa®** is synonymous of trust and quality brand in the provision of textile finishing services. With a set of highly evolved machines, equipped with state-of-the-art technologies, and with constant investments, **Vaz da Costa®** manages to work with extremely high quality standards, exporting its services to several European countries, namely Germany, Spain, France and Belgium.

**Bovi®** is a European premium brand of home textiles. It has in its collections high quality products for the bed, table and bath. The collections launch in January and are available at select stores in over 35 countries. As a versatile production, limited collections are created and produced for premium customers. At the same time, it produces private label items for the best home textile brands in the world.

In order to be able to meet the high levels of quality with the FVCM, if it intends to distinguish itself in the market, a set of procedures were defined to ensure the conformity of a product throughout the different stages of production, as well as the detection of any non-conformity, with a view to its resolution, or with the classification of a product as non-conforming.