



LA-Z-BOY PLANT AWARDED ISO 9002 CERTIFICATION
*Arkansas Furniture Manufacturing Facility Recognized for Quality Assurance
Techniques*

MONROE, Mich., May 21, 2002 – The La-Z-Boy Residential furniture manufacturing plant in Siloam Springs, Ark., was recently granted certification from the International Organization for Standardization (ISO). One of the highest honors a manufacturing facility can achieve, ISO 9002 certification recognizes organizations that meet or exceed all 20 of the stringent ISO quality standards.

“Our Siloam Springs plant actively pursued certification by placing quality measurement systems at every stage of production,” said Larry Woolace, vice president of manufacturing for La-Z-Boy Residential, a division of La-Z-Boy Incorporated. “For the past year and a half, every employee has been dedicated to maintaining exceptional quality assurance.”

To obtain ISO certification, an organization must demonstrate its ability to maintain a competitive advantage by effectively and efficiently meeting the needs and expectations of its customers and other stakeholders, including employees, suppliers and owners. Additionally, organizations must also achieve, maintain and improve overall organizational performance and capabilities. The Siloam Springs facility met and/or exceeded requirements in all of these areas.

-more-

The Siloam Springs plant is the second La-Z-Boy manufacturing facility and the first domestic La-Z-Boy plant to be ISO certified. The La-Z-Boy Canada plant in Waterloo, Ontario, Canada achieved ISO certification on September 14, 1999.

“It is our intent to obtain ISO 9000 certification in all our Residential Manufacturing Facilities within the next two years, and we have a plan in place to achieve this objective,” said Woolace.

In addition to earning ISO certification, the Siloam Springs La-Z-Boy plant has also been awarded the Arkansas Level 2 Quality Award. This award is presented annually to businesses that demonstrate a serious commitment to the use of total quality principles.

Headquartered in Monroe, Mich., La-Z-Boy is the nation’s largest single manufacturer of upholstered furniture and the world’s leading producer of reclining chairs. The company manufactures a full line of products for the living room and family room, including the company’s world-famous recliners, reclining sofas and love seats, sleep sofas, modular furniture and leather upholstery, as well as stationary sofas, love seats and chairs. It is a division of La-Z-Boy Incorporated (NYSE, PCX: LZB), the nation’s largest furniture manufacturer.

###