



# OUR QUALITY POLICY

Our Strategy Map teaches us that Quality is an essential tool for excelling in our internal processes. Together with Corporate Social Responsibility and Integrity, it is part of our corporate culture. Our Quality policy is built around the customer, be it the internal or external customer.

Quality makes the difference in what we produce and how we work. Each of us should clearly understand that it is our individual and joint responsibility to constantly meet and exceed our customer's requirements and expectations. Doing so is the only way to achieve our strategic goals.

## ▶ **Commitment and involvement by Management and Employees**

We are committed to continuously improving the quality of our products, processes and services. We will empower our employees to achieve excellence in our processes, to satisfy our customers and to ensure our ongoing profitability.

We will involve every employee in this process, convinced that we can only be successful through their knowledge and efforts.

## ▶ **Principles**

In carrying out our quality policy, we will develop and implement actions that conform to the following principles:

- ◆ We must provide products and services that comply with all applicable laws and regulations.
- ◆ We must know who our customers are and understand precisely their current and future expectations.
- ◆ We must provide our customers with products and services that meet their needs. Their satisfaction must be systematically assessed.
- ◆ We must develop and use relevant KPIs to monitor our quality level and its improvement.
- ◆ We must ensure efficient quality improvement by precise action plans based upon the PDCA cycle.
- ◆ We must adapt our working methods and innovate in a rapid way to reach efficient quality improvement.
- ◆ We must involve every employee and provide appropriate training and coaching.

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