

# QUALITY AND CONTINUOUS IMPROVEMENT POLICY



Julien MARIE, General Manager – June 2021

*"Be a yardstick of quality. Some people aren't used to an environment where excellence is expected."* - Steve JOBS

## Our ambition to develop the company

/ Make Quality Assurance and Continuous Improvement the two pillars of Operational Excellence focused on external and internal customer satisfaction.

The concepts integrated into the HORIZON project reflect this ambition.

## Our Objectives

### Meet the requirements and expectations of

- // Our clients: punctuality, quality, proactivity, project support.
- // Our employees: social dialogue and communication, working conditions, quality of working life, skills development.
- // Our shareholder: profitability and sustainability.
- // Our suppliers: long-term relationships, partnerships, mutually beneficial relationship.

### And strengthen

- // Visual management and active participation of employee closest to his/her work station.
- // Everyone's involvement and participation in improving the company's performance.
- // Long-term management involvement.
- // Creativity while leaving room for adapted standardization.

## Our actions

- / Ensure everyone's adherence to the values, vision and strategy of our company.
- / Make everyone comply with their commitments: Self-monitoring, management and monitoring of actions
- / Identify and manage risks and opportunities.
- / Aline our requirements and expectations with our suppliers.
- / Promote continuous improvement approach and innovation.
- / Measure and analyze our performance to define our progress.
- / Adapt continuously the training of our employees.

## Our engagement

In order to strengthen the two pillars of our policy, I commit to:

- / Encourage, guide and support each manager so that he/she creates favorable conditions for the active contribution of each employee to quality assurance and continuous improvement procedures.
- / Establish resources and means needed.
- / Define objectives and manage them in a multiannual program.
- / Evaluate the effectiveness of our processes and the efficiency of our MCH and take responsibility for results.
- / Communicate this policy internally, and make it available to our relevant stakeholders.