

# SEDC Industrie QUALITY POLICY

The quality policy is a unifying project which relies on:

- a quality culture based on men, values and skills.
- incorporation in the ISO 9001- 2000 version, as frame of reference, which enables us to masters our different organization processes.

## The quality policy allows us to...

### Satisfy our customers whilst reaching our aims

Our double target is to keep our existing clients but also to increase our market shares with new customers, in particular worldwide.

To do so, we are committing ourselves to provide our customers with products which are replying to their technical and quality specifications, pricing and logistical expectations.

In order to sell worldwide we have to adapt ourselves to the different cultures met all around the world, and to keep being open-minded to each other's.

We do not want to impose our customers a standard product and a rigid organization, but on the contrary, we have to consistently adapt ourselves in order to be able to propose a custom-fitted service in a spirit of a win-win contract.

In return, as partners, our customers commit themselves to settle at the right amount the due invoices to the conditions that were agreed mutually.

### Remain competitive and profit-making

A competitive price enables to satisfy one of the main customer's requirements: a lesser cost.

This is the essential guarantor to keep selling our products in a more and more competitive world, especially the international market.

Profit has to be only a mean to achieve an economic, social and societal aim, the financial results have to make possible:

- Distribution of the payouts to the shareholders
- Remuneration of the employees

- Constant investment in administrative, technical and production means in order to work in harmonious conditions with a maximum efficiency and productivity.

## **This is possible thanks to...**

### **A quality team**

The individual skill of each one is dedicated to the efficiency of our organization.

Each one is a driving force stakeholder, who knows its duty and fulfills the task it was entrusted: responsibility, autonomy, efficiency and rigor.

An operational, realistic and useful quality lived and applied by each one during growth stage ensures a coherence enabling the balance between harmony at work and knowledge of the result achieved.

### **A permanent improvement and adaptation approach**

It is important that the proposed enhancement or the needed adaptations bring improvement either to our customers or to the organization in a global overview.

Appropriate communications, an open-minded spirit, each one's involvement, enable evolution in a trust and serenity environment favorable to continuous development.

### **The global overview of the managers**

The director's role is to ponder, determine and set up aims during the management review meetings.

A global vision of the common interest which relies on honesty, trust and respect ensures the coherence and the strength of the action to be led.

This guideline brings us to take decisions with courage and serenity, where the development of the relational skills of each one will be in line with the established goals.

Cluses, January 15th 2013

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