

## Quality Policy 2024

In respect with our Corporate values (Intimate, Agile, Expert and Committed), we aim to achieve the highest satisfaction standard for each of our customers considering all our business segments.

Defining customer voice as the main driver of our performance, we strongly believe that training and development of key engineers and specialists based on international tools and programs will help us to meet industry standards providing flawless service to our customers.

Our priority is to deliver them electrical and electronic equipment of the excellent quality level with application of the right process which meets all applicable specific requirements.

To reach these goals, our leadership team is managing processes in accordance with defined dashboards:

- specific diagrams to ensure all applicable requirements fulfilment;
- identification of stakeholders and their expectations;
- systematic opportunities and threats analysis;
- risk assessment to take all needed preventive actions;
- key performance indicators result towards targets set according to strategic direction;
- skill matrix and job descriptions responsibilities assessment to ensure adequacy of our employees' knowledge and to ensure people development.

To support a continuous improvement mindset and improve what would not be to the expected level, we follow a thorough problem-solving methodology to ensure that root causes are identified and addressed efficiently bringing us to desired customer satisfaction level.

We rigorously monitor our Quality Management System's performance monthly through our Steering Committee meeting and once a year during our management review.

I commit to identify and to allocate all necessary resources to achieve our quality objectives, as well as working in a continual improvement mind-set.

**Antoine Yon**  
Managing Director