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## **Quality policy and commitment**

In the current context of our business sector:

- Satisfying every need of our customers is a necessity
- Be and remain competitive is a requirement
- Working in good conditions regarding health and safety is an obligation
- Ensure durability of the company is imperative

That is why all our attention will be turned to the following main issues:

- Retain and develop new commercial contracts
- Produce and deliver quality products
- Manage and involve staff
- Control our costs
- Implement continuous improvement at every level.

## To this end, I trust:

- The Quality Safety Environment manager with the follow-up and evolution of the quality management system, to satisfy requirements of the ISO 9001 standard as well as regulations in force.
- The Process managers with the follow-up of their function and their performance.
- Everyone with the application and respect of regulations and procedures.

## "I am counting on everyone's involvement, to work together and reach the objectives we have set."

I commit to correct function of the Quality Management System (SMQ) with the use of the feedback from the process managers that is to be received through regular meetings and by providing the necessary ressources. All together we will define and monitor the actions of improvement needed in order to reach our objectives.

	NOM	DATE	VISA
Directeur général	S.DROULIAS	16/07/2020	Charles Company