

# QUALITY POLICY



## Leadership on the Service, Profitability, and sustaining company Growth

### CUSTOMER FOCUS

It's essential principle in our organisation to maintain an Operational Excellency philosophy focused in our Customers, identifying their Needs, Requirements and Expectations and assuring their Total Satisfaction. We contribute decisively to our Customers Success, assuring that way our own Success.

#### MANAGEMENT COMPROMISE

The management assures an adequate Leadership and Communication through the organisation, as well the Human-resources and Equipment required to implement and sustain the Quality Management System and to continuously improve the related efficiency.

#### TEAM WORK

We sustain the Operational Excellency with the Quality of our Human-resources. We work as a team, committed and focused in our Customers, looking forward to assure the company success and continued employment.

#### CONTINUAL IMPROVEMENT

We assure permanent and systematic actions looking forward to the continual improvement of the Service and Product Quality, based on the application of Prevention methods instead of detection ones.

### Operational Excellency

The base principles of our organization are sustained by the Genesis methodologies which pillars are Management Compromise, Team Work and Continual Improvement.

The Managing Director: Alain Couturier

The Quality Director: Paulo Geraldes

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PRINCIPLES

TARGETS

