



QUALITY POLICY

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The Bozel Europe Direction is very strongly engaged in its Quality Management System implementation in order to satisfy its stakeholders requirements and also insure in the continuous improvement of its efficiency.

In this context, Gilles Deconinck, Director Europe identifies and provides resources to satisfy this commitment without ever forgetting the finality, the strategy, the challenges and the BOZEL Europe context.

To do it, several additional conditions are required to succeed and are translated by the guidelines detailed here under:

➤ **LEGAL AND REGULATORY REQUIREMENTS**

To respect the legal requirements and the applicable regulation for the products done.

➤ **CUSTOMERS**

To know and answer the customer needs and expectations in accordance with the customer requirements.

To keep the adaptability and flexibility of Bozel Europe regarding customer requests.

To provide to our customers a strong support service.

To communicate with customers in order to better know theirs needs and expectations and even anticipate the future.

➤ **SUPPLIERS**

To insure that the proposed products and services by our suppliers are in line with the company requirements.

To promote the mutual profitable relationships with the suppliers and efficient partners.

➤ **PROCESS CONTROL**

To control the whole manufacturing process in order to guarantee a product of quality in accordance with the requirements.

➤ **PRODUCT QUALITY**

To control the product during the manufacturing process steps and ensuring the measures traceability.

➤ **MANAGEMENT SYSTEM**

To fix and follow the quality targets for each process.

To implement internal audits and periodic reviews in order to assess the performance of the system.

To undertake improvement linked to the requirements, needs and expectations of the customers and increase the customer satisfaction.

➤ **STAFF**

To insure that the staff could work in a safe and ergonomic environment adapted to each workplace.

To insure that employees have the knowledges and the skills required by the customers.

To motivate every player giving each responsibility.

To reinforce the team efficiency through a training program including internal trainings.

➤ **TECHNOLOGIES**

To develop the process and production methods of line with the products and services required.

➤ **SERVICING AND MAINTENANCE**

To manage the preventive and curative maintenance of the equipment.

➤ **COMMUNICATION**

To generate the adhesion of the whole staff with the Quality Management System.

To establish the communication means adapted to the information releases through an upward and downward communication within Bozel Europe.

This improvement process concerns the whole of Bozel Europe staff, and so requests to everyone, everyday involvement.

A Grande Synthe, - on March, 03 2018
Gilles DECONINCK - Europe Director