



Since 2004, PRINCIPIA have set up a management system whose first objective is to support our strategic direction and to meet the requirements of a responsive and efficient organization, focused on our customer satisfaction. This system integrates Quality Management based on ISO 9001 (2015).

Our commitment to meet our relevant stakeholders' requirements (customers, shareholders, employees) and to improve continuously our QMS are built every day through controlled processes, an upstanding and efficient QMS and the promotion of our customer orientation to all levels of our organization.

Our Quality Policy, because it is relevant to our purpose and context, aims to provide the framework to establish quality objectives. Thus, it covers five main axes:

- ◆ To satisfy our customers' expectations by an active listening, a good understanding of their needs, the respect of our commitments and the measurement of their satisfaction;
- ◆ To maintain a high level of expertise in order to match our customers' needs,
- ◆ To reinforce a high-performance management by project, guaranteeing the profitability, the sustainability and the development of our activities,
- ◆ To develop skills, motivation and willingness to respect the commitments of our employees, necessary to do our best for our customers,
- ◆ To assure the adequacy and efficiency of our processes in order to be able to anticipate needs, manage risks and improve our knowledge-building.

The Quality Manager, under my direct supervision, is entitled to implement this continuous improvement policy, to ensure the determination, planning and implementation of our processes and their optimization, to ensure that the responsibilities and authorities of relevant roles are assigned, communicated and understood within our organization.

Management reviews, carried out annually, allow us to measure improvements and insure that all employees work to meet them. The need to define new objectives or modify the existing ones is evaluated during these reviews in order to promote the continuous and controlled improvement of our company, and thus, to ensure the constant adequacy of the quality policy to the strategic orientation of our company.

The integrity and performance of our QMS is an essential condition for the sustainable development of the society in a serene environment where everyone can blossom. Actually, the future success of our society is essentially conditioned by our involvement and our active participation, and I am convinced of your total support and contribution to our QMS improvement.

La Ciotat, March 7<sup>th</sup>, 2017

**Benoit VALLETEAU DE MOULLIAC**  
**President**