

## QUALITY POLICY STATEMENT

### **Aim**

A valued partner in three areas: space, civil aircraft and defence, S.A.B.C.A. is reaffirming its determination and express desire to:

- maintain the reputation of its products' excellence,
- maintain and reinforce trust among its customers and offer them a real added value,

in order to consolidate and reinforce its position on the market in the long term, as proof of its profitability, its financial stability and its continuity.

### **Strategy**

#### *Customer-oriented*

S.A.B.C.A.'s top priority is to listen to and serve its customers to satisfy their needs, expectations and requirements in terms of:

- quality, product compliance,
- competitiveness,
- flexibility, reliability, on-time delivery, support.

#### *Performance*

S.A.B.C.A. maintains a process of control and continuous improvement of its technical and economic performance:

- risk management,
- improving products,
- optimising processes and methods,
- developing technical competences, in particular through the continuous monitoring of technical developments,
- maximising competitiveness factors,
- searching for technically and economically successful subcontractors,
- respecting commitments with regard to suppliers,

through its quality system, its human resources and its industrial and financial means.

## **Means**

### ***Human resources***

Continuous improvement in customer satisfaction is essentially based on quality, competence and the involvement of every member of staff; the basic condition is everyone's adherence to the corporate strategy.

S.A.B.C.A. promises to continuously improve the global competence of the company by:

- recruiting qualified staff,
- managing competences,
- continuous education actions, knowledge sharing and transmitting know-how,
- improving internal communication,
- promoting initiative and creativeness,
- the quality of work relations.

### ***Quality system***

S.A.B.C.A. has set up a system that aims to be clear and efficient.

It is based on a **Quality Management System (QMS)** through processes that meets customer requirements, regulations and the strictest standards and that is continuously improved thanks to:

- periodic process reviews, supported by the Quality Management process,
- the audits performed,
- the management reviews, quality reports and annual progress plans.

The QMS is supported by Control Panel charts and diagrams, which present clearly defined quality and technical and economic performance objectives measured by the appropriate indicators. These indicators are systematically circulated, analysed and used at all levels of the organisation.

### ***Industrial means***

To give itself the means to implement its strategy, S.A.B.C.A. has equipped itself with modern, high-performance and continuously renewed industrial means; the company is committed to staff safety and respect for the environment.

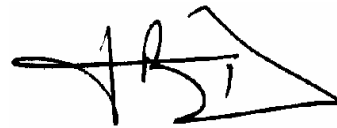
*Management's commitment*

Management promises to:

- promote continuous improvement of customer satisfaction
- pursue the implementation of the means and resources required for the understanding and acceptance, and execution and maintenance of the Quality Policy by everyone at all levels.



Sonkes J.M.  
Quality Manager



Blondeel D.  
Chief Executive Officer