

# MANAGEMENT

## IMPROVEMENT

- Product monitoring (NC, AC and AP)
- Data analysis
- Internal audit
- External audit

## ENGAGEMENT DIRECTION

- Listening to the client
- Policy and objectives
- QMS Planning
- Activity review
- Issues/ strategies

## RESSOURCES HUMAINES

- Internal communication
- Company life
- Staff training

## COMMUNICATION

- Internal communication
- External communication
- Complaint collection

# PRODUCT MANUFACTURING

## BUSINESS

Analysis of customer needs and expectations

## PRODUCTION

- Analysis of the construction file
- Supplier follow-up
- Subcontracting

## INSPECTION, TESTING, DELIVERY

Compliance with the specifications

## RESEARCH DEVELOPMENT

Design and research of technical solutions  
Research for new solutions

## CUSTOMER SERVICE

- Technical support
- Customer Training
- Installation and/or commissioning on site

CUSTOMERS

CUSTOMER REQUIREMENTS

CUSTOMER SATISFACTION

# SUPPORTS

## PURCHASING SUBCONTRACTING

- Deadlines
- Product performance
- Cost

## QUALITY-ENVIRONMENTAL DOCUMENTS

- Procedures
- Quality control plans
- Document supports
- Technical documents
- Environment documents