

Focusing on total customer satisfaction

NEOTION is implementing a policy of Innovation, Research and Development for new dynamic products in order to penetrate new markets and to meet the new demand, based on its recognised experience in terms of security. The dynamic development of NEOTION supported by a strong industrialisation, provided through specialist internal resources, allowing the Sales force to expand its partnership with our customers, and to build on strategic directions identified by NEOTION management for new customers and opportunities.

To contribute to its performance and its sustainability, NEOTION has implemented a QMS and undertakes to exert the necessary resources to ensure the effectiveness of this system based on:

- The high level of satisfaction for all of its clients
- The need to take account of the expectations of all shareholders
- Compliance with applicable legislation, regulation and any requirement applicable to its activities
- Risk management and prevention
- Continuous performance improvement
- Involvement and accountability of staff at all levels of the organisation

This management system carries the company's values and ensures the deployment of its strategy and policies.

Quality policy

Through its management system, NEOTION focuses its efforts on 3 main axes:

1) Quality:

- To be recognised as the reference supplier by its customers
- Improve the quality of the products through its production means performance, with effective control systems, and building on its development methods.
- Increase responsiveness for all customer and partner requests
- Reduce costs through a permanent research, efficiency and cost-cutting programme.

2) People-development:

- By building our future based on innovation and skills development
- Through a selective recruitment process and by providing relevant training programmes, we want to ensure all employees will have expected skill levels to be able to deliver and meet our customers' expectations

3) Innovation:

- By maintaining our dynamic approach with Research and Development
- By understanding continuously changing markets and conditions, our objective is to ensure we continue to be proactive, flexible and reactive

The quality department, directly linked to Executive Management and each process pilot, will ensure the successful implementation of the quality policy, allowing us to ensure the effectiveness of NEOTION's Quality Management System and customer satisfaction through its indicators.

Together, they will guide NEOTION in a permanent strategy of continuous improvement that encompasses all processes of the Company (see process mapping).