



POLITIQUE QUALITE

V33 applies a policy making it possible to attain a permanently guaranteed level of quality, in order to obtain total satisfaction for the client. This policy was recognised in 1994 by the award of the ISO 9002 certification and in 2001 by the award of the ISO 9001 certification.

In order to assure the continuity of this policy, V33 seeks to use all means necessary to respond to the needs of clients, namely:

- ◇ A range of products corresponding to their needs, both for the general public and for professionals,
- ◇ High-performance products which are authentic and easy to use,
- ◇ A quality of service guaranteeing the availability of the products,
- ◇ Sales support for distributor clients.

In reply to these expectations, V33:

- ◇ Applies a permanent strategy of innovation, based upstream on close relations between its research centre and its suppliers, and downstream on client focus (consumers and users),
- ◇ Uses a process for the selection of raw materials, inspection of manufacture and the validation of new products, making it possible to guarantee the quality of products,
- ◇ Invests regularly in industrial and logistical tools to maintain high-performance, innovative and legal means, in a spirit of durable development,
- ◇ Optimises the supply chain, at the level of purchases, manufacture and storage, so as to guarantee delivery deadlines,
- ◇ Develops its client relations:
 - by providing a consumer service, with informative guides and brochures,
 - by giving on-site technical assistance to professionals,
 - by offering local actions (events in shops, merchandising, promotions) to develop the sales of distributor clients,
 - by carrying out consumer tests,
- ◇ Assures constant and scrupulous respect of regulation.

V33 operates a quality management system making it possible to attain these Objectives. The principal components of this system are:

- ◇ The effectiveness of its organisation,
- ◇ The performance of its processes
- ◇ The formalisation of its own industrial knowledge.

The General Management undertakes to:

- ◇ use the means and resources necessary to realise this commitment,
- ◇ develop internal communications,
- ◇ decide on actions to improve its processes and the quality of its products and services, in respect of an approach
- ◇ ~~verification during management~~ verification, mainly during management reviews, the application of its policy, and that it is attaining the Objectives it has fixed.

This commitment to continuous improvement is only possible through the commitment of everybody in respecting and applying the dispositions described.

Domblans, 5 November 2003

The General Management
Christian de Grivel