

Quality and Environment Management Manual



Management-Environment Policy

Professionals of industrial valves, our vocation is to satisfy in a total and durable way the needs of our customers and interested parties.

Our strategic vision is totally focused on quality and respect for the environment and aims to ensure the development and sustainability of our company.

In line with this strategy, our main orientations are:

1. Pursuing economic performance and competitiveness.
2. Improve the technical performance of our products.
3. Look for organizational performance.
4. Being an attractive company.
5. Capitalize the potential of our teams.
6. Be environmentally friendly and regulations.

I pledge to put all my energy into maintaining and improving this ISO 9001-14001 organization.

JC. RENARD

General Presentation

TECOFI is localized near Lyon, French capital in environment defence processing technologies, in the centre of the Rhône-Alpes area, very famous for its chemical and textile industry.

In 1998, TECOFI set up an ultra-modern manufacturing unit, endowed with the best manufacturing and commercialization tools.

Since the beginning of year 2013, TECOFI went out of the FAREX group.

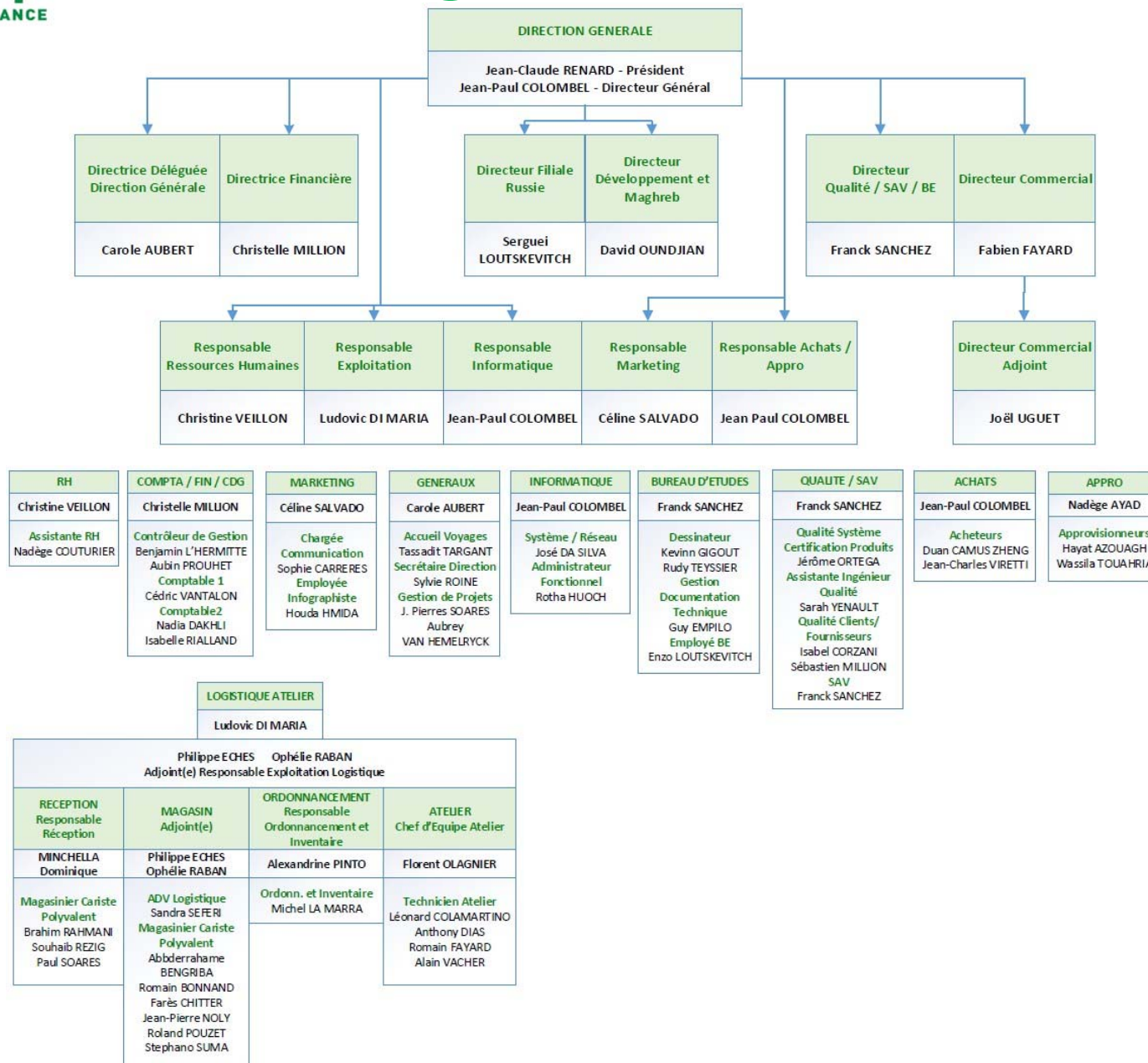
The new Management of the company is assured "again" by the Historic Creators of TECOFI and by the current executives.

Index card of the company:

Name:	TECOFI SAS
Legal form:	Public Limited Company
Capital:	753 400 €
APE Code:	2814 Z
Head office:	83, Rue Marcel Mérieux ZA du pôle Agroalimentaire 69690 CORBAS
Web site:	www.tecofi.fr
E-mail :	sales@tecofi.fr

Manpower (01/04/2019): 120 People

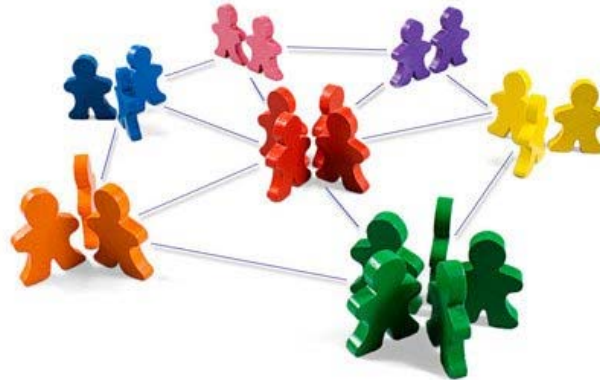
Organization chart



Organizational roles, responsibilities and authorities

Requirements	Who?
a) Make sure that the management system of the quality-environment is in compliance with the requirements of the international Standard ISO 9001-14001.	Top management
b) Make sure that the processes produce expected results.	Process pilot
c) Report, in particular in the top management, the performance of the management system of the quality, opportunities of improvement and the needs for modification.	Process pilot
d) Promote the client orientation at every level of the organization.	CODIR
e) Make sure that the coherence of the management system of the quality-environment is not affected when modifications of the SMQE are planned and implemented.	Quality-Environment Manager

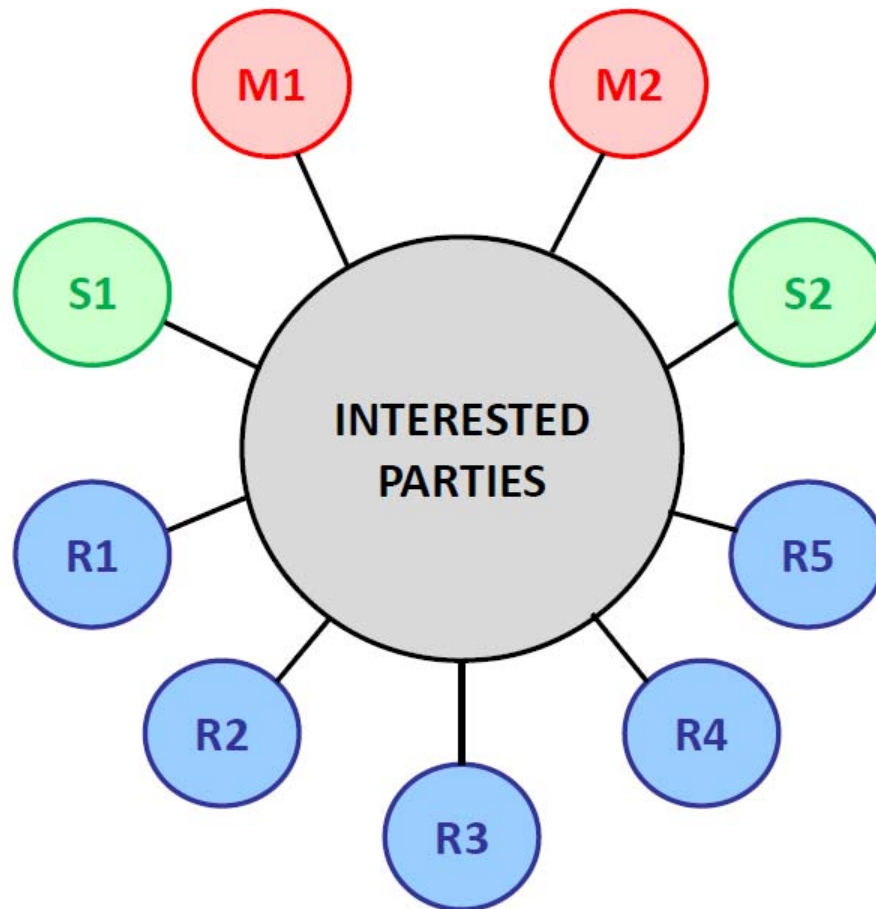
Interested parties and their expectations



Interested parties as well as their requirements are identified with every process.

The management review takes into account the information feedbacks of interested parties.

Organization by process



Management process

M1: Pilot the company

M2: Improve the company

Support process

S1: Manage the information system

S2: Manage human resources

Realization process

R1: Win business

R2: Design standard products

R3: Buy and supply

**R4: Assemble standard products
or not standards**

R5: Store and manage the logistics

→ The interactions are described in the descriptive index cards of process.



Pilot of process

Define:

- Identify and update the key activities of the process
- Identify, rank and define actions to reduce the risks of his process
- Create and to keep up to date the documentation of the process (creation, modification, abolition)

Pilot and improve:

- Define and follow means of surveillance (indicators)
- Make sure of the coherence of the process with the other processes and/or with the interfaces
- Make sure of the functioning and the efficiency of the process
- Make sure that the processes produce expected results
- Report periodically the state of progress of the functioning of the process
- Improve the functioning of (of the) processes

Description of processes:

Tecofi' FICHE DESCRIPTIVE DE PROCESSUS
VALVE DESIGNER - FRANCE

CODE: M1 PROCESSUS: PILOTER LA SOCIETE

1. FINALITE DU PROCESSUS

Finalité du processus	Version document	Date	Approuvé par	Modifications apportées
Manager et pérenniser la société	00	28/03/2017	FCK	Création initiale

2. ATELIERS DU PROCESSUS

Pilote du Processus	Comité de Pilotage
DS	CODIR (JCR / JPC / SLO / DOJ)

3. LA MESURE ET LA SURVEILLANCE DU PROCESSUS

Indicateurs clés	Axes de la Politique	Responsable du suivi de l'indicateur	Parties intéressées	Exigences
			Propriétaire des locaux	Respect du bail et du règlement intérieur du site
			Administrations compétentes	Respect des obligations réglementaires (CPE, code du travail, PEO...)
			Actionnaires	Etre bénéficiaire
			Voisinage	Respect et protection de l'environnement
			Administrations financières	Respect du Code général des impôts
			Organismes bancaires	Avoir des comptes et des bilans approuvés par des commissaires aux comptes
			Assureurs	Respect des contrats
			Clients	Satisfaire les clients

Self-evaluation form of processes:

Tecofi' FICHE D'AUTO EVALUATION DE PROCESSUS

Processus = Pilote =

Le pilote du processus doit :

- S'assurer que le processus dont il a la charge produit les résultats attendus.
- Veiller à l'utilisation optimale des ressources allouées.
- Identifier les opportunités d'amélioration.
- S'assurer du traitement des dysfonctionnements du processus.
- Engager les actions correctives nécessaires.
- Rendre compte des résultats lors de la Revue de Direction.

1. Retour d'informations des parties intéressées

Parties Intéressées	Exigences	Retour d'informations
Direction	Avoir un outil optimisé et efficace permettant de travailler sur le plus de tâches possibles	La direction souhaite poursuivre les actions d'amélioration de nos outils informatiques. Le service informatique a des tâches à réaliser dans ce sens

2. Analyse des Indicateurs clés objectivés

Indicateurs	Réalisé N-1	Objectif N	Réalisé N	Commenter et Analyser les résultats et l'efficacité des Indicateurs
Taux de disponibilité du SI	99,786	100	100	Taux de dispo quasi optimal. Nous avons enregistré 2h de virus, 3h suite à problème électrique et 1 h de migration. Pour 2018 nous allons affiner par service pour mieux identifier l'efficacité.
Suivi du budget	359K€		59K€	N'avions pas d'objectif pour 2016. L'objectif 2017 est en diminution car nous avons diminué les coûts de maintenance sur 2016

Piloting of the system quality-environment management



The documents of TECOFI are mastered by respecting management rules defined in the procedure PR-QTY-002.

The intranet TECEASY allows the sharing of documents.



The regulatory and legal monitoring is managed by the quality department.

Rules are defined in the procedures PR-QTE-002 and PR-QSE-002.



1) Identification of risks

Identification is realized for each process.

Descriptive form of process

2) Check risks and opportunities

Check and update of the risks and opportunities during writing of the self-evaluation of process.

Self-evaluation form of process

3) Determination of the actions

The actions to be implemented in front of risks and opportunities are recorded in the action plan.

Action Plan

4) Estimate the efficiency of the implemented actions

Evaluation of the efficiency of the actions implemented in front of risks and opportunities is realized during the management review.

Management review



Surveillance of processes



Indicators are defined for every process and are the object of a periodic follow-up. Performance indicators objectified by the process are revised during the management review. On this occasion the ways to reach them are defined.



Process reviews allow to draw up the balance sheet on the functioning and the efficiency of the process. They allow to define opportunities of improvement. The output data of the reviews of process are presented in management review.



Internal audits are realized to make sure that the SMQE is in compliance with the requirements of the standards ISO9001/ISO14001, directive 2014/68/EU and that it is implemented in a effective way and kept up to date. The results of audit are presented in Management review.



Management review allows to make sure of the functioning and the efficiency of the SMQE.

Measure of the customer satisfaction



Who?

Marketing Department

When?

Once a year

How?

Inquiries realized via on-line questionnaire.



Action plan
Management review

Continuous Improvement



Treatment of Non-compliances, claims customers, actions of improvement:

Non-compliances, claims customers are handled by the quality department.

The commission improvement allows to analyze the most delicate cases and to lead the necessary actions of improvement.

Organizational knowledge:

Organizational knowledge are managed via the procedures and the available index cards of instruction of the system by the entire staff on the intranet TECEASY.

Trainings quality-security-environment and trainings jobs are also distributed to the newcomers.

A knowledge base is also available via tools AUDROS, 3D IT library and supports.



Scope

Code	Processus	STANDARDS ISO 9001-14001 -VERSION 2015																											
		4.1	4.2	4.3	4.4	5.1	5.2	5.3	6.1	6.2	6.3	7.1	7.2	7.3	7.4	7.5	8.1	8.2	8.3	8.4	8.5	8.6	8.7	9.1	9.2	9.3	10.1	10.2	10.3
M1	Pilot the company	■	■	■	■	■	■		■	■	■				■												■		
M2	Improve the company							■	■	■	■					■								■	■	■	■	■	■
R1	Win business															■	■	■	■	■	■	■	■						
R2	Design standard products															■				■									
R3	Buy and supply															■				■									
R4	Assemble standard products or not standards																	■	■	■	■	■	■	■					
R5	Store and manage the logistics																	■	■	■	■	■	■	■					
S1	Manage the information system											■				■													
S2	Manage human resources							■				■	■	■		■													

These processes apply to the services of design and marketing of industrial valves and assembly of accessories on the site of CORBAS according to the requirements of the standards ISO 9001 and ISO 14001.