Quality and Environment Management Manual

MMQE Indice 31
Date : 19/07/2022

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 business.

In line with this strategy, our main orientations are:

1. Satisfy the requirements of our customers and partners.
2. Pursuing competitiveness, economic and environmental performance.
3. Improve the technical performance of our products.
4. Look for organizational performance.
5. Being an attractive company.
6. Capitalize the potential of our teams.
7. Protect the environment by reducing our environmental impacts.
8. Comply with legal regulations and regulatory aspects of the PED 2014/68/EU directive

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

Fabien FAYARD
Chief Executive Officer

General Presentation

The company is based in Lyon for 30 years.

French manufacturer of industrial valves, we carry out the design, manufacture and marketing of a complete range of valves for all types of industries.

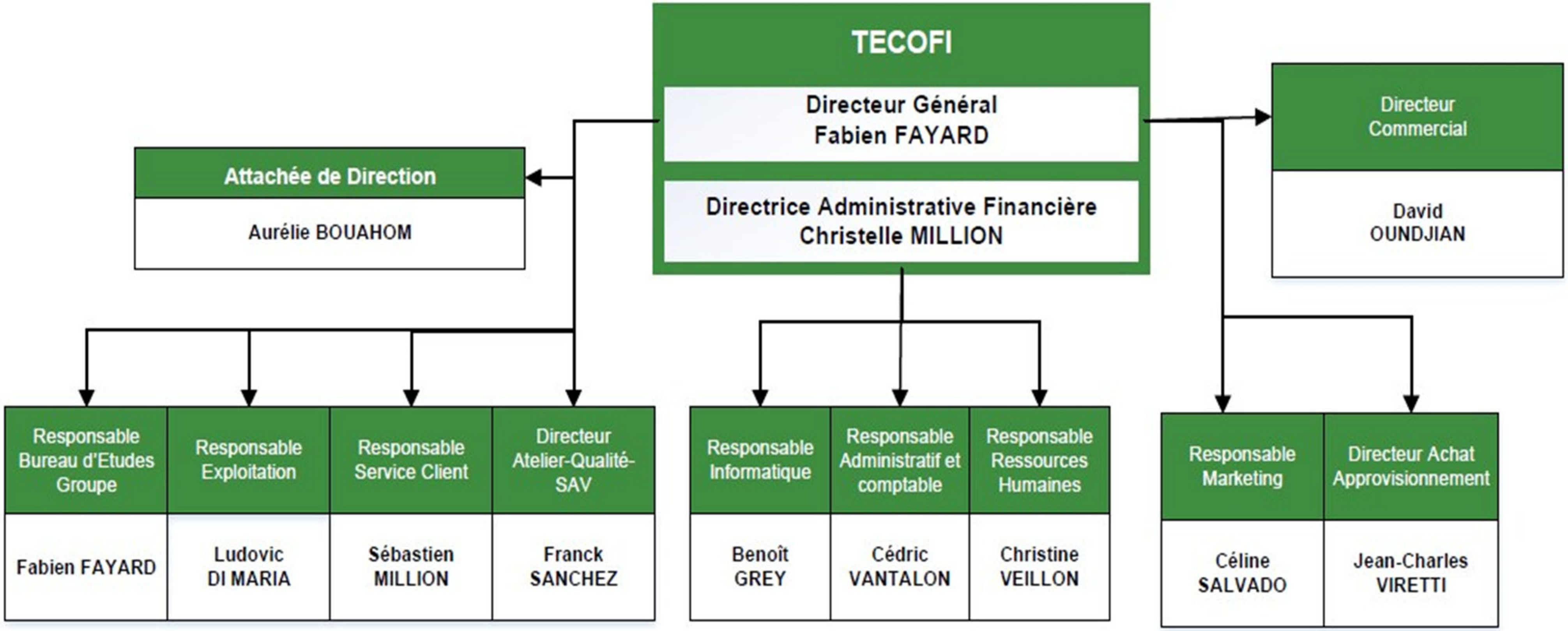
We are one of the major players in the field of water, climate engineering, paper, chemical, steel and energy industry.

Present in over 80 countries through local partners, we can support you technically and logistically commercially in your faucet needs.

<u>Index card of the company:</u>

Name:	TECOFI SAS
Legal form:	Public Limited Company
Capital:	753 400 €
APE Code:	2814 Z
Headquarters and Workshop:	83, Rue Marcel Mérieux - 69690 CORBAS
Administrative and Commercial Offices:	8, Rue Joseph Nicéphore Nièpce – 69740 GENAS
Web site:	www.tecofi.fr
E-mail :	sales@tecofi.fr
Manpower (01/01/2022):	135 People

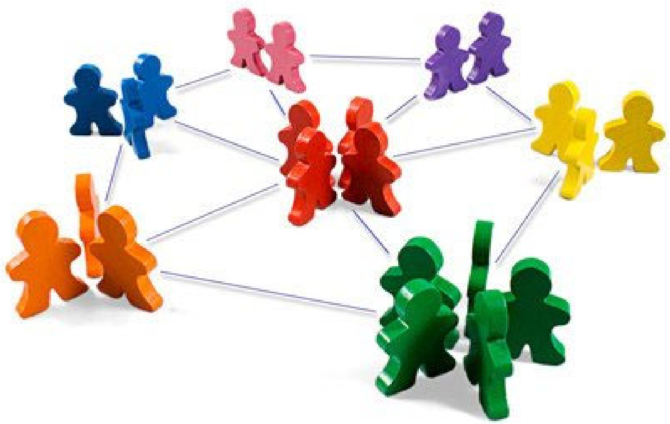
Organization chart



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 (2015).	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 and environment, opportunities of improvement and the needs for modification.	Process pilot
d) Promote the client orientation at every level of the organization.	Steering Committee COPI
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 Manager

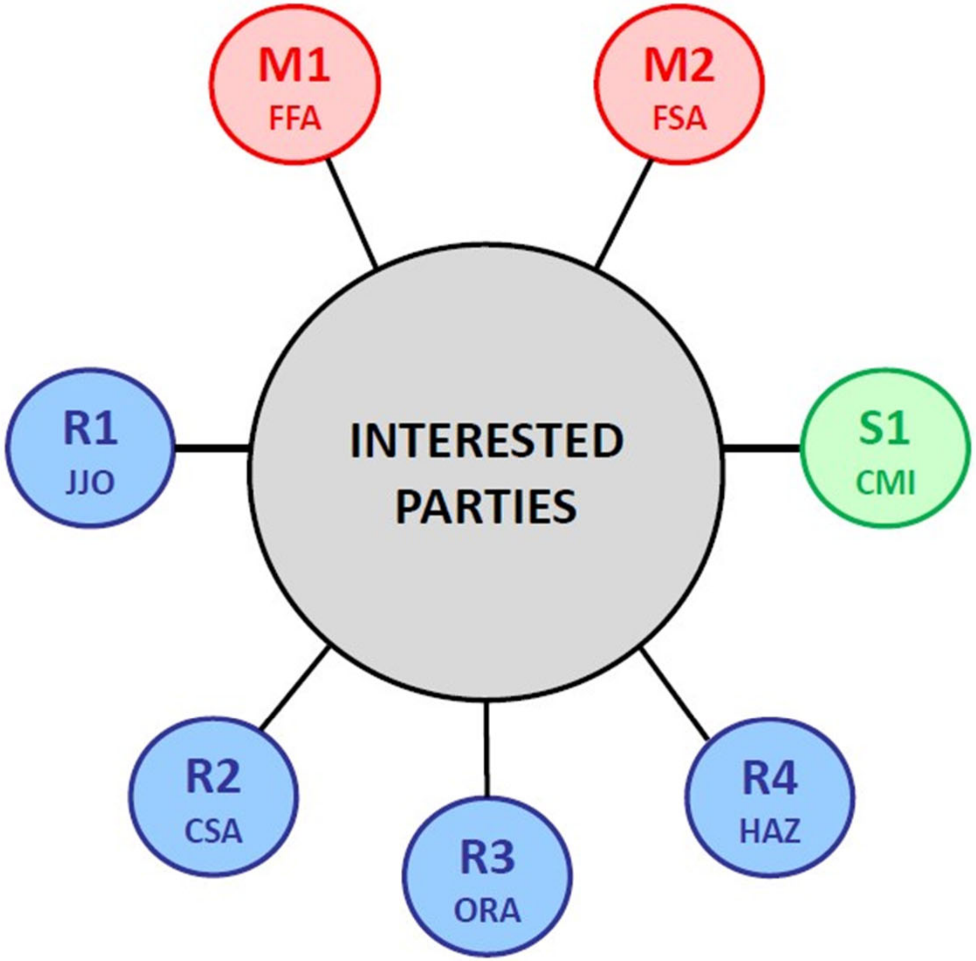
Interested parties and their expectations



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 (COMEX)
M2 : Improve the Company (JOR/SMI)

Support Process

S1 : Manage Resources (BGR/CVE)

Realization Process

R1 : Win Business (YBO/CSA/SMI/ZHA/APE/NFA/EMA)
R2 : Design and Document Products (FSA/RTE/ORA/APE)
R3 : Manufacture and Assemble Products (RTE/FSA)
R4 : Manage Supply Chain (JCV/ORA)

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

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Piloting of the processes

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:

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FICHE DESCRIPTIVE DE PROCESSUS

CODE	PROCESSUS
M1	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. PILOTAGE DU PROCESSUS

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

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 (ICPE, code du travail, PED...)
			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:

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FICHE D'AUTO EVALUATION
DE PROCESSUS

Processus = Gérer les Système d'information   Pilote = MCH

<u>Le pilote du processus doit :</u>

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 taches possibles	La direction souhaite poursuivre les actions d'amélioration de nos outils informatique. Le service informatique a des tâches a 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 envons 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 côuts de maintenance sur 2016

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Management of the quality-environment management system

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

The TECEASY intranet allows the sharing of documents in force within the company.

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

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

Risks

1) Identification of risks

Identification of risks 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**

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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 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?

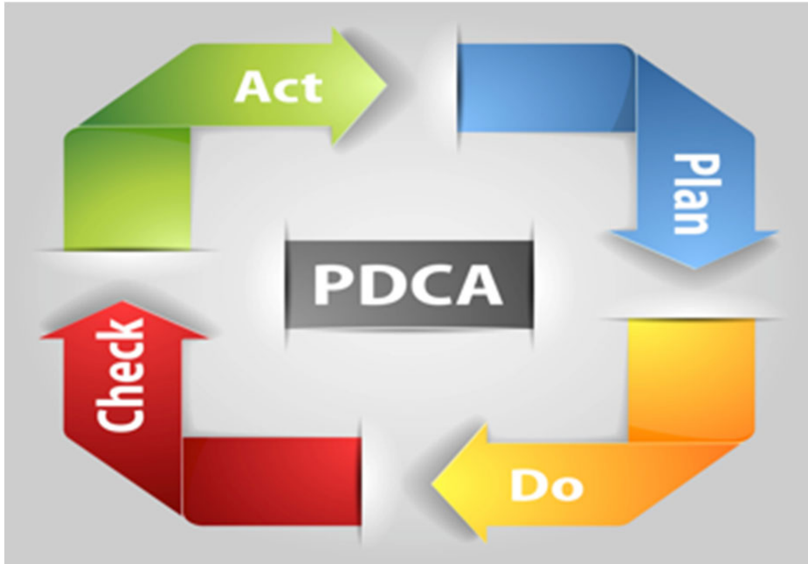
Marketing Department.

When?

Once a year.

How?

Satisfaction survey 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 preventive and improvement actions.

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 and Document Products																												
R3	Manufacture and Assemble Products																												
R4	Manage Supply Chain																												
S1	Manage Resources																												

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