

Quality and Environment Management Manual



Management-Environment Policy

For more than 40 years, TECOFI has been adapting and supporting its partners by offering them technical solutions to improve the performance of industrial networks and reduce leaks in water networks.

Our strength: the mobilization of more than 150 employees in France (and more than 250 worldwide) who manufacture industrial valve equipment.

Our promise: to offer quality solutions that are fast and adapted to your needs. The guarantee of an independent manufacturer with 100% French capital with expertise and reputation in more than 80 countries.

TECOFI has made quality and the environment its priorities. In order to fulfill our mission "Producing together quality industrial valves accessible to all", we have a duty to offer safe, high-quality products that comply with legal regulations and protect the environment, with a constant concern to reduce our environmental impact.

Customers must always be able to trust and appreciate TECOFI's products and services. That is why we promise to honour our commitments to the quality and safety of our products and services throughout the value chain, and to help improve the performance of manufacturers whose aim is to protect the environment by reducing leakage from their networks.

To keep our promise to our customers, all of us at TECOFI have a duty to "excel in quality everywhere, every day", thus contributing to the pillars of our quality ambition while respecting the environment. We encourage our 250 employees to Live Quality with an environmental conscience at all times, to make us a reliable, preferred, efficient and proud partner of what we offer.

In line with our strategy and our challenges, our main axes of the environmental quality policy are:

1. Be an attractive company.
2. Satisfy the requirements of our customers and partners by capitalizing on our flagship sectors, particularly in water.
3. To position TECOFI in the long term as a manufacturer of industrial valves.
4. To become the leader in butterfly valves and knife gate valves.
5. Look for organizational and human performance.
6. Pursuing competitiveness, technical, economic and environmental performance.

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 40 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.

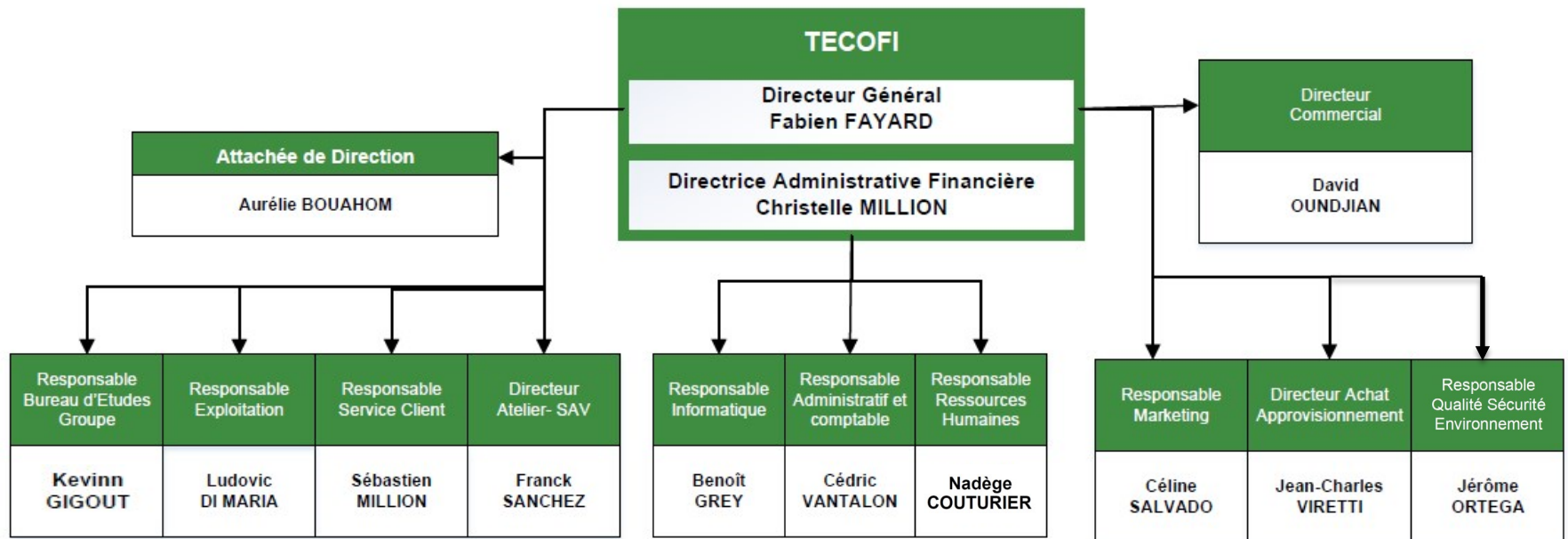
We are one of the major players in the field of water, climate engineering, paper, chemical, steel and energy industry.

With a presence in over 80 countries through local partners, we can provide you with technical, commercial, and logistical support for your industrial valves needs.

Index card of the company:

Name:	TECOFI SAS
Legal form:	Public Limited Company
Capital:	753 400 €
APE Code:	2814 Z
Headquarters, Administrative Offices, and Sales:	2, Rue Barthélemy Thimonnier – 69740 GENAS
Workshop:	83, Rue Marcel Mérieux – 69960 CORBAS
Web site:	www.tecofi.fr
E-mail :	sales@tecofi.fr
Manpower (31/05/2025):	148 People

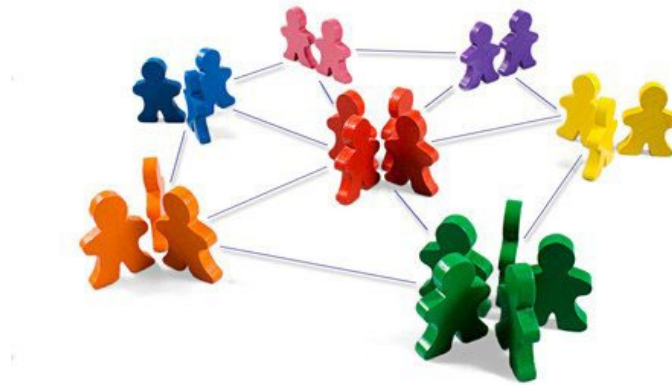
Organization chart



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.	QSE Manager

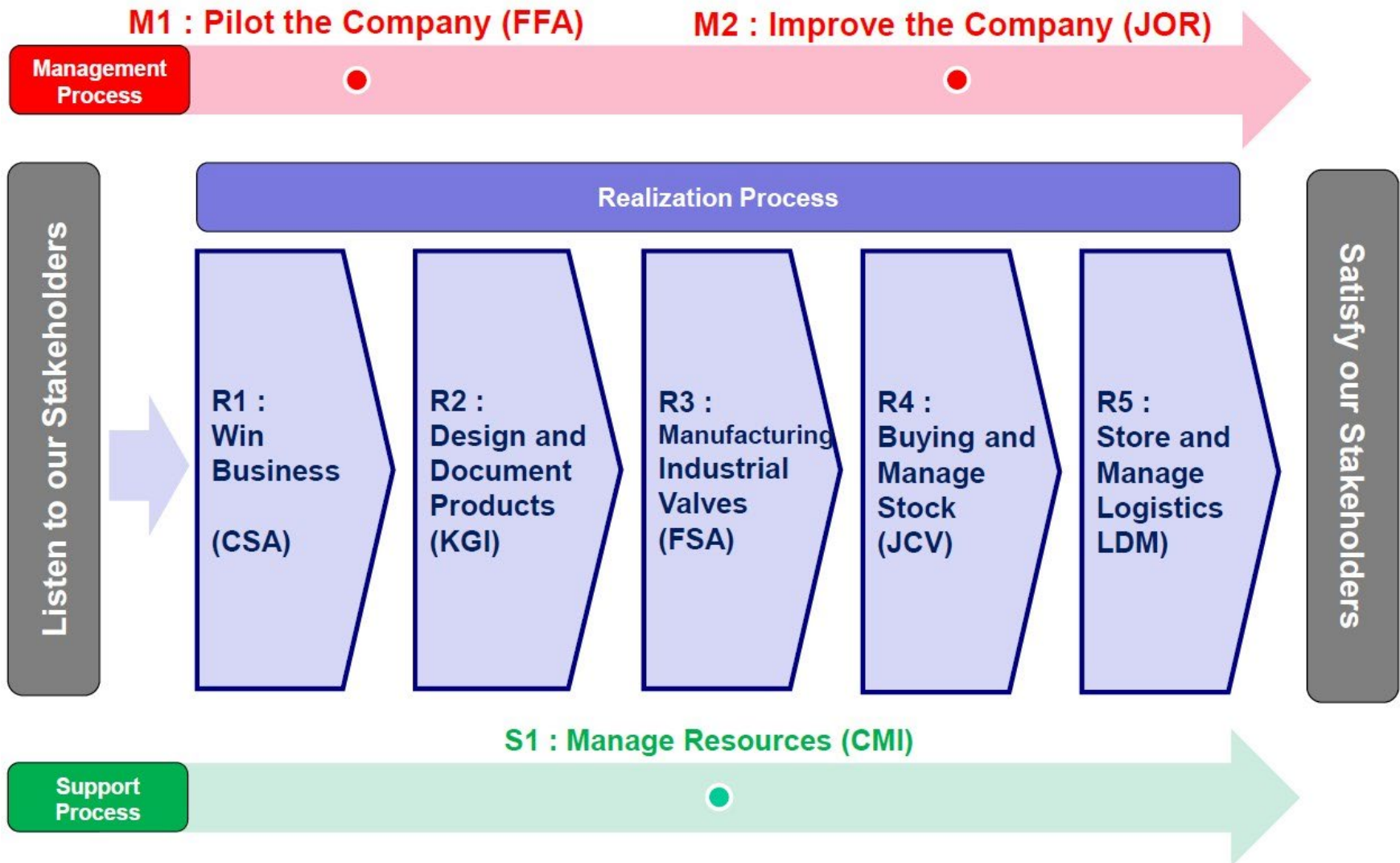
Interested parties and their expectations



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



→ 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

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	FCR	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	Avis 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, FSD, ...)
			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 virements 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 = Gérer les Système d'information Pilote = MCH

Le pilote du processus doit :

D'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 1h de migration. Pour 2018 nous allons affiner par service pour mieux identifier l'efficacité.
Suivi du budget	359K€		59K€	N'avons pas d'objectif pour 2016. L'objectif 2017 est en diminution car nous avons diminué les coûts de maintenance sur 2016

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.



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



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?

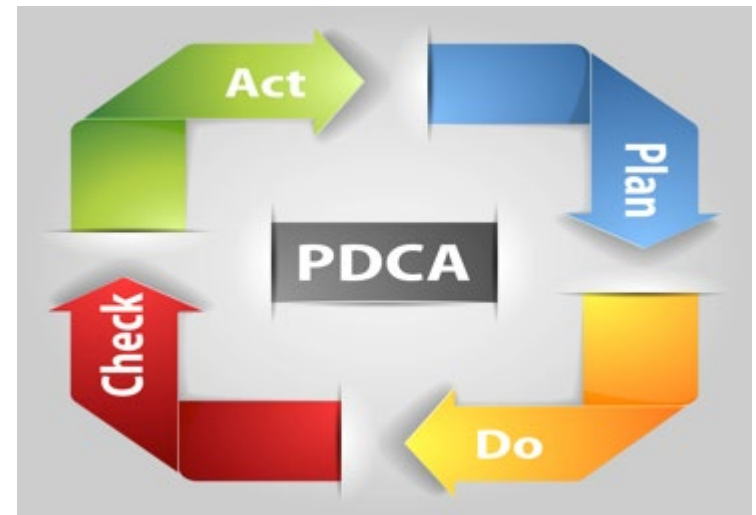
Marketing Department.

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 ACROPOLIS, 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	Manufacturing Industrial Valves																												
R4	Buying and Manage Stock																												
R5	Store and Manage Logistics																												
S1	Manage Resources																												

	ISO9001
	ISO14001