



LANDING SYSTEMS

# QUALITY POLICY

EXECUTIVE COMMITTEE OF SAFRAN LANDING SYSTEMS HAS THE MANDATE, SKILLS AND RESOURCES NEEDED TO IMPLEMENT THE QUALITY POLICY.

QUALITY AND IMPROVEMENT VICE PRESIDENT, OVERSEES THE DEPLOYMENT OF THE QUALITY POLICY, WITH THE ACTIVE SUPPORT OF OTHERS FUNCTIONS.

Safran Landing Systems pledges to offer its customers world-class products and services, in terms of safety, quality, reliability and performance. To this end, I oversee the deployment of an ambitious quality policy, along with a dynamic focus on innovation, continuous improvement and risk management.

Our quality policy is integral to the imperative for technical excellence, at the core of Safran's corporate culture and values. In particular, I make sure that the policy is deployed strictly and transparently, in light of human factors.

## Our quality policy has two main objectives:

**CUSTOMER SATISFACTION**, based on:

- Listening to and integrating their needs, meeting their requirements, anticipating their requests and addressing them as quickly as possible;
- Fulfilling our commitments and duty to ensure the safety, quality, cost and on-time delivery of our products and services;
- Compliance with quality fundamentals and application of the tools and methods needed to guarantee the maturity of our products from the original design to in-service operation by our customers.

**CONTINUOUS PERFORMANCE IMPROVEMENT**, based on:

- The continuous improvement and simplification of our processes, anchored in a strong emphasis on innovation;
- The rigorous selection of the best suppliers, forming long-term partnerships to progress and innovate together;
- The deployment of best practices and standards to enhance company's quality and efficiency;
- The effective management of our programs, based on strictly meeting all milestones and systematically identifying and managing risks;
- The constant development of our employees' skills, expertise and motivation, worldwide.

Together, we aim to develop **optimal quality** where trust and cooperation drive quality performance at the heart of our operations. Proximity with our customers/suppliers along with our production capability lead us to deliver optimum quality throughout the product life cycle. Quality is everyone's business to anticipate upcoming issues and act accordingly.



Jean-Paul ALARY  
Chief Executive Officer

