

4.3. Quality Strategy and objectives

The policy defined by our Managing Director is aimed to transform LISI AUTOMOTIVE into a "Best in Class" for our customers, employees and shareholders.

The strategy of Quality resulting from this policy is summarized as follows:

- Maintain close relations with our customers:
 - Advance planning to know the needs of the customers
 - Team approach (Sales, Development, Logistics, Production...) to understand the requirements of the customers
 - Develop a presence among our customers and good relationship with their representatives
- Reduce time of development and realization of projects:
 - Integrate as soon as possible the plants in the development of products and processes (participation in FMEA, Process control plan...)
 - Develop poka-yoke/fail proofing techniques integrated at each step of the process
 - Give to manufacturing facilities more autonomy
- Develop the efficiency of the Quality Function:
 - Encourage autonomy, consistency, initiative and responsibilities of our employees
 - Re-define continuously the mission of Quality Managers
 - Extend the use of analysis methods and problem solving techniques
- Improve our efficiency indicators:
 - Develop measurements for technical and logistics ppb (parts per billion)
 - Measure the reaction of our teams to meet the customers' requirements
 - Analyse information/data of our customers and implement improvement plans
 - Develop process and system audits, internally as well as our suppliers