

BIOPHARMA BUSINESS UNIT

QUALITY POLICY

Business Facilities

NOVASEP's Quality Policy is centered on treating our customers as partners and by supporting them with a dynamic vision resulting in a strategy for excellence.

The goals of this policy are to combine ambitious growth and to create a culture of excellence and sustained improvement through the following actions:

- Be vigilant in applying our processes and mindful of ways in which those processes can be improved so as to further our strategic goals,
- Improve customer relations through a better understanding of the current and future challenges facing our clients and by fulfilling our commitments at all stages of the project,
- Increase the performance and competitiveness of our products through innovation by developing our processes and increasing efficiency throughout our operations,
- Increase the competence of our teams facing these new challenges through continual training and improvement (such as through Agile / 6-Sigma management) and by expanding our expertise further,
- Increase our profitability sustainably while honoring our social and environmental commitments.

In order to accomplish the aims of this policy the Management of the Biopharma Business Unit relies on the data from a Balanced Score Card that integrates strategic actions as well as performance indicators determined by the CODIR.

The financial and quality objectives associated with these metrics are established at the start of each year and regularly reviewed and reassessed throughout the fiscal year by the CODIR. Creating a culture where everyone - from employees to management - invests in these processes is our priority.

We count on everyone to work together so that our business may continue to grow and thrive. We all contribute to the shared success of NOVASEP.

Pompey, 18/09/2017

Philippe STOLL
Business Unit President



Mickaël MAINGUY
Quality Manager

