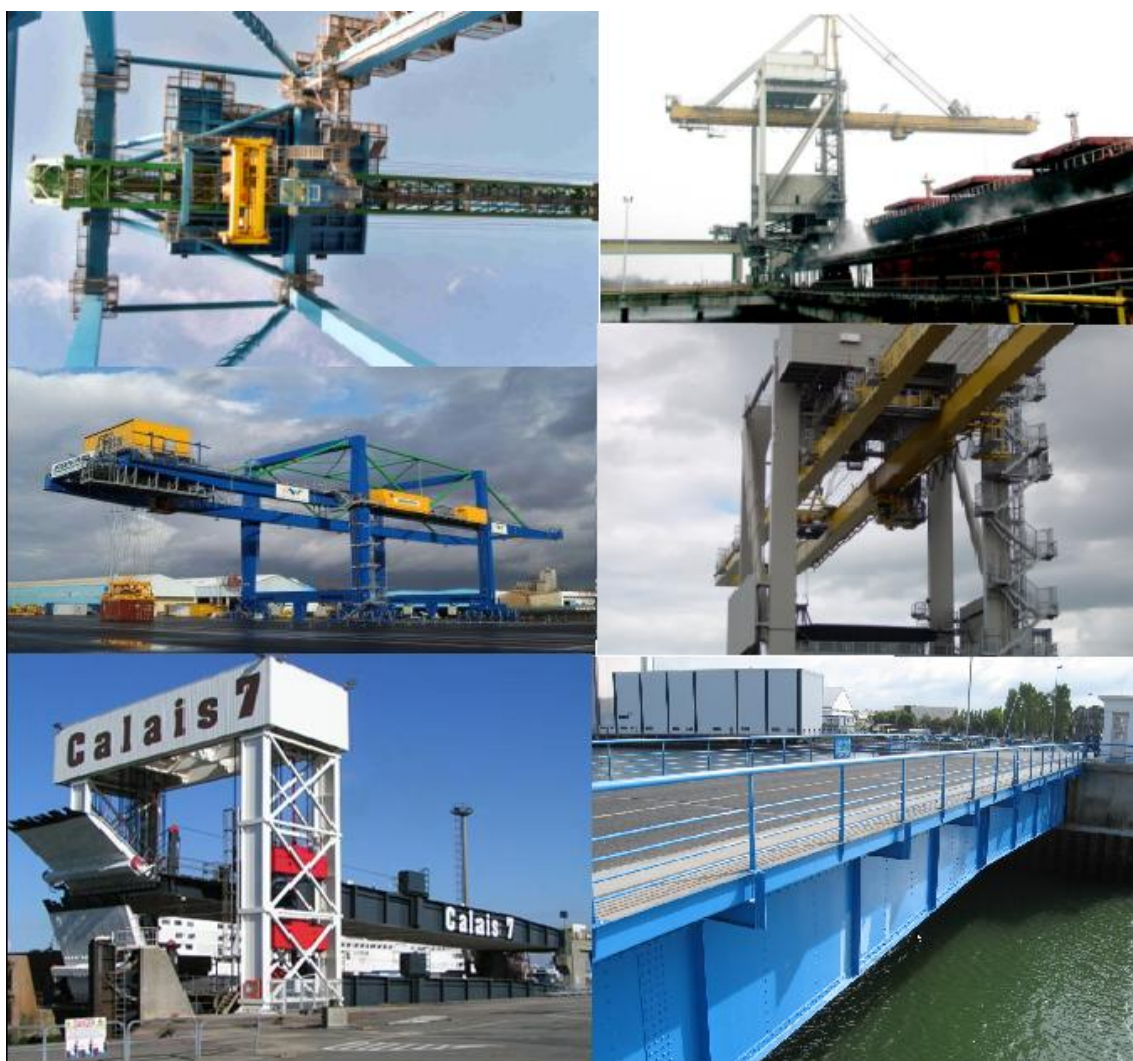




# QUALITY MANUAL



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## QUALITY MANUAL ISSUES

Issue	Date of issue	Modifications	Writer	Approved by
V0.1	30/06/2010	Creation	IA	SM / DG
V0.2	19/01/2011	Phone + fax numbers : updating informations	IA	SM / DG

## CAUTION TO READERS

Readers are cautioned that all the informations of this Manual are the property of Automatismes Etudes Services and they may not be nor reproduced neither distributed without Automatismes Etudes Services' written authorization.

### OUR BUSINESS

As highly trained automation and control engineers, we bring you our expertise in seaport hoisting technology as well as in design automation and control solutions dedicated to a large range of industrial fields, including the chemical one.

Our team brings you the following solutions :

- electrical revamping of hoisting equipments
- electrical design for new seaport equipments
- hoisting systems setting of standards
- positioning of automation and Ethernet network architectures to help the driving and maintenance longshoremen

Developing new technological and software solutions is one of our challenges to bring to our customers the most adapted, efficient and updated solutions to their needs. So, together with the Aquass company, we developed the Digilife© System, a follow-up unit for fatigue ageing process on cranes.

Investment in research and development is a strong priority for our team.

### THE TEAM

Founded in april 2005 by Didier Girardeau and Serge Martinez, Automatismes Etudes Services is managed by both of them.

Their know-how, long expertise in business and university studies are complementary. Working together, they are proficient in bringing to AES's customers the solutions the most adapted to their requirements.

Our team is a multi-task one so, each member of staff is able to deal with any project.

Our main tasks are :

- commercial and technical consultants
- project managers
- technical engineers
- technicians
- assistants

All our documents are computer ones. Shared on a web server they are available at every time and from everywhere for a better responsiveness. It is a simple way to preserve our natural environment as well.

## SOME RÉFÉRENCES

### **Forclum/Port Autonome du Havre**

Complete revamping of a grabbing gantry crane : positioning of Premium Unity based automation architecture and Ethernet network including an HCI driving and repairing help. Variable-frequency drive from Siemens : AC solution for all the grabbing gantry crane moves.

### **Société SACRI/SETV - Port d'Abidjan, Ivory-Coast**

Electrical revamping of luffing boom gantry cranes P1 and P3 at Port Autonome d'Abidjan : PLC Premium to control the moves, Altivar ATV71 torque variator, wound-rotor induction motor keeping.

### **Schneider Electric/Port Autonome de Bordeaux**

Complete revamping of a bucket crane : positioning of Premium Unity based automation architecture and Ethernet network including and HCI driving and repairing help. Variable-frequency drive from Telemecanique : direct current for hoisting, alternating current for the other moves. Can-open driven torque-variators.

### **Aquass/Générale de Manutention Portuaire (GMP), Port du Havre**

Six « Digilife » systems delivered, wired and settled on the ZPMC gantry crane which is a follow-up unit for fatigue ageing process on cranes.

More references are available by clicking on the link below :

<http://www.ae-services.fr/references/references.html>

## HEAD-OFFICE INFORMATION

Easily reachable from the exit # 25 of the A630 highway ring-road, our head-office is located :

Centre Emeraude - Hallway A  
61-69 rue Camille Pelletan – Cidex 49  
33150 Cenon  
Tél : +33 (0)9 81 98 01 20  
Fax : +33 (0)9 81 38 57 80

For more contacts please click on the following link

<http://www.ae-services.fr/contacts/contacts.html>

Our head-office is also connected to the Bordeaux railway station by the A line of the Bordeaux tramway.

## QUALITY POLICY AND MANAGEMENT RESPONSIBILITY

Automatismes Etudes Services is a dynamic company served by a highly-experienced team into the business of industrial automation.

Since we have set up in business, we involved ourselves to develop an efficient quality management system. Certified ISO 9001, our commitments are :

- to improve our customers' confidence and satisfaction
- to answer to our customers' expectations
- to answer to the legal requirements
- to develop good quality management practices by continuous improvement

The whole staff is involved into our quality management which is the expression of our will to satisfy our customers' requirements and to realize products and services which meet our own objectives.

To reach these purposes, we :

- hire a qualified and experienced staff
- make a strict selection of our suppliers
- define the activities necessary to reach our goals
- provide our staff with appropriate training for continual improvement
- make continual improvement of products, processes and system an objective for each one in the company
- keep ourselves free to refuse a business if people's security or material safety is not guaranteed

We consider the needs of all interested parties and remain ourselves available to provide any additional information.

**Serge MARTINEZ,**



**Didier GIRARDEAU,**



## INTRODUCTION TO OUR QUALITY MANAGEMENT SYSTEM

### CONTENT, SCOPE AND EXCLUSION



Our industrial automation and hoisting business is certified ISO9001:2008 and registered under number 2008102191.

Our quality management principles are :

- the focus on our customers, their needs and their expectations
- the consideration of the needs of all interested parties
- leading a clear management policy with coherent and realistic objectives
- the full involvement of our team and its capacity to reach the common objectives
- to establish clear responsibilities and accountabilities for managing key activities
- to manage activities and related resources as processes and themselves as a system
- to manage human resources in order to keep our know-how and expertise coherent with our objectives for satisfying our customers

In addition, to check how does our quality management system work, we regularly :

- monitor processes to ensure they are effective
- check for defects and do the necessary preventive or corrective actions
- review individual processes and the whole quality system itself for effectiveness
- promote continual improvement for our own team and our selected subcontractors and suppliers

There is no exclusion from the product realization requirements.

## CUSTOMER LISTENING : METHODOLOGY AND CUSTOMER SATISFACTION MEASUREMENT

### Our customers listening : a permanent attitude

Our whole team is will to provide realizations and services that totally fit with our customers' requirements. For this reason, we have analyzed their expectations and reported them into the following "Chart of customers' expectations".

	Services provided	Human quality in business	Know-how, Expertise Resources
<b>Covert expectations</b>	<ul style="list-style-type: none"><li>✚ Understandable documents</li><li>✚ Reliability</li><li>✚ Advices</li></ul>	<ul style="list-style-type: none"><li>✚ Available manpower</li><li>✚ Cleaning of the sites</li><li>✚ Discretion and confidentiality</li></ul>	<ul style="list-style-type: none"><li>✚ Empowerment</li><li>✚ Expertise</li><li>✚ Understanding of our customers business</li></ul>
<b>Overt expectations</b>	<ul style="list-style-type: none"><li>✚ Conformance with the specifications of the contract</li><li>✚ Meeting of deadlines</li></ul>	<ul style="list-style-type: none"><li>✚ Conformance with the safety and security plans</li><li>✚ Staff training to the implemented solutions</li></ul>	<ul style="list-style-type: none"><li>✚ References and experience</li><li>✚ Methodology in working</li><li>✚ Tools dedicated for development solutions</li></ul>
<b>Emerging expectations</b>	<ul style="list-style-type: none"><li>✚ Remote maintenance</li><li>✚ Extended warranty</li></ul>	<ul style="list-style-type: none"><li>✚ Foreign languages</li></ul>	<ul style="list-style-type: none"><li>✚ Technological watch</li></ul>

### How do we listen to our customers, estimate and improve their satisfaction level

#### ➤ Before providing the service : identification of the customer's needs and expectations

For each business, our response to customers' needs is monitored at several steps by :

- A proposal review
- A contract review
- Our « Chart of customers' expectations »

In order to give the best response to our customers' needs, we also take under consideration their covert expectations as reported in the above chart.

#### ➤ Measurement of our customers' satisfaction

Two different tools are used to measure the possible variance between one customer's expectations and the product provided.

■ Customer complaints handling

Written complaints are systematically reported on a non-conformance file. This helps us to follow-up and manage non-conformances and treat them when necessary through corrective or preventive actions. The whole process is defined in a documented procedure (see page 12).

■ Customer satisfaction interview :

Each time it is possible we give priority to face to face meetings or to phone meetings over written survey.

A personal meeting allows picking up more spontaneous informations. Customers speak more freely reducing the risk of suitable answers.

When they are short, we estimate our customers' satisfaction at the end of each deal. For longer operations intermediate evaluations are conducted to check if our realizations fit with our customers expectations.

The following items are systematically estimated :

- Relationship quality ;
- Products and services quality ;
- Cost ;
- Term of delivery.

More specific questions connected to our business or to a particular deal come in addition to these interviews or surveys.

➤ Improvement actions

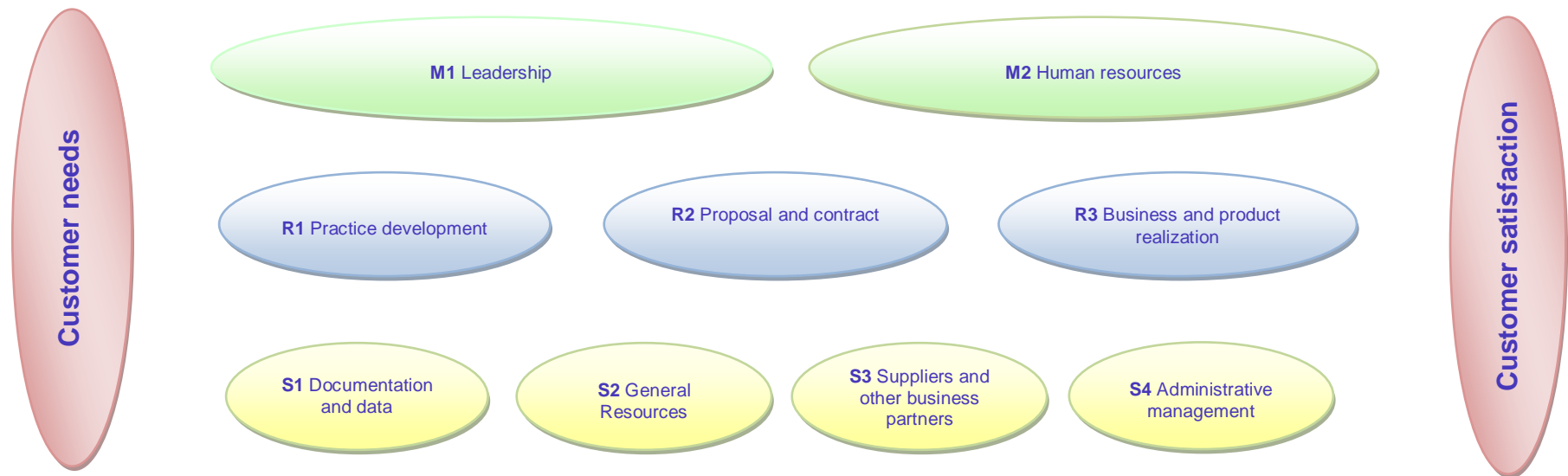
Preventive or corrective actions are launched every time the results of the interviews or surveys are not satisfying (see Procedure for non-conforming products – Corrective and preventive actions).

In addition, important variances between our implementations and our customers' expectations are analyzed and reported on the action plan.



## PROCESSES MAPPING

The processes needed for the quality management system are defined and mapped as below. They all are straightly connected.





## PROCESSES DESCRIPTION

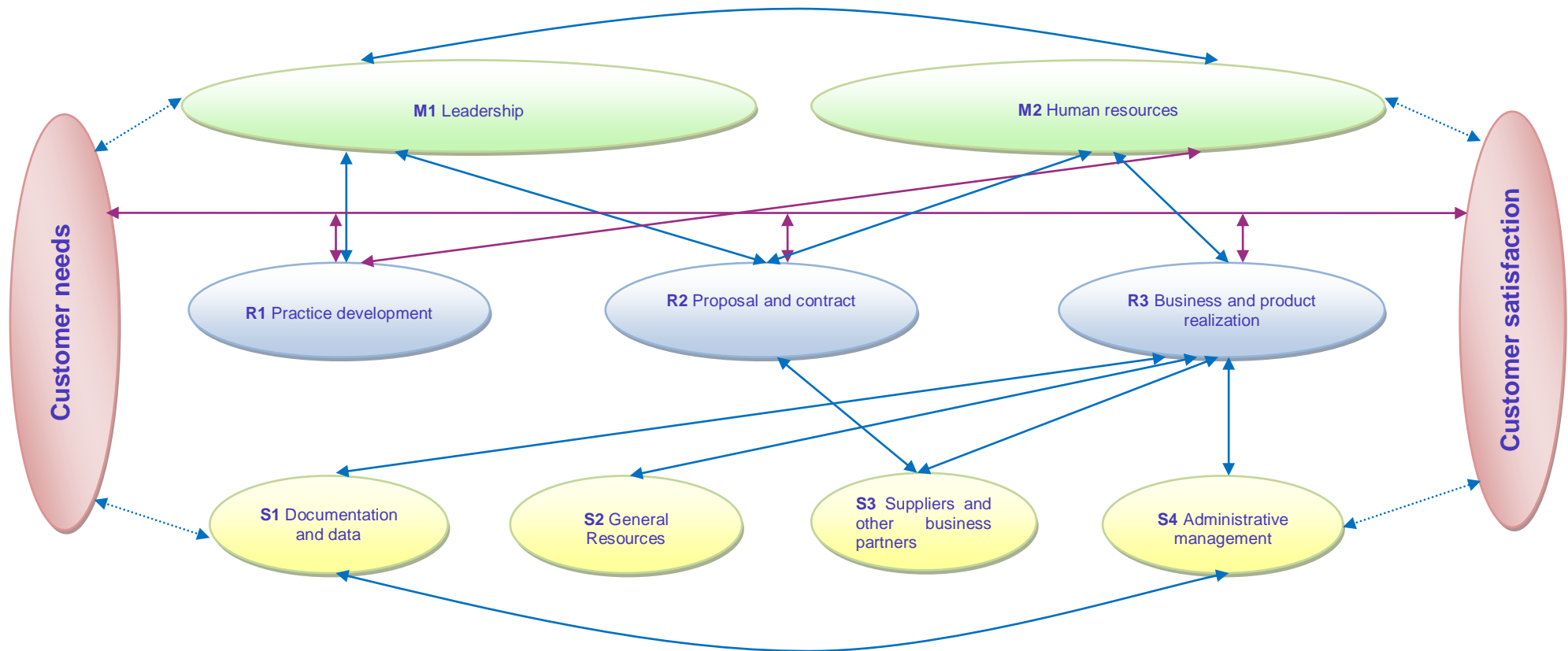
Nine processes, divided into three key groups, cover AES business activity. Each one is detailed in a document called "Carte d'identité" :

PROCESSES			AIMS	MAIN INDICATORS
MANAGEMENT PROCESSES	<p>They formalize the company strategy and measure :</p> <ul style="list-style-type: none"> <li>Customer satisfaction</li> <li>Rate of customer loyalty</li> <li>Relevance of business operating</li> <li>human resources adequacy</li> <li>Business partners and suppliers proficiency to provide solutions which fit with customers' requirements</li> </ul>	M1	<ul style="list-style-type: none"> <li>Keep the company being prosperous and durable</li> <li>Bring satisfaction to all business partners</li> </ul>	<ul style="list-style-type: none"> <li>Adequacy between the aims and the economic result</li> <li>Customers' satisfaction</li> <li>Non-conformances aggregation</li> </ul>
		M2	<ul style="list-style-type: none"> <li>The human resources adequacy to the company needs</li> </ul>	<ul style="list-style-type: none"> <li>Improve the company expertise</li> <li>Labor turnover</li> </ul>
BUSINESS PROCESSES	<p>They help mastering the company commercial actions and products by taking in consideration :</p> <ul style="list-style-type: none"> <li>The relevance and conformance of our proposals with our customers' requirements and expectations</li> <li>The conformance of signed contracts</li> <li>The ratio real productivity / projected productivity</li> <li>Deadline respect</li> </ul>	R1	<ul style="list-style-type: none"> <li>Bring new prospects and projects to the company</li> </ul>	<ul style="list-style-type: none"> <li>Positioning analysis</li> <li>Importance and adequacy of the proposal portfolio</li> </ul>
		R2	<ul style="list-style-type: none"> <li>Bring turnover</li> </ul>	<ul style="list-style-type: none"> <li>Turnover amount</li> <li>Rate of signed contracts / done proposals</li> </ul>
		R3	<ul style="list-style-type: none"> <li>Provide engineering development works, supplies and implementations conformed to the contracts requirements</li> </ul>	<ul style="list-style-type: none"> <li>Customers satisfaction</li> </ul>
SUPPORT PROCESSES	<p>They concern all the activities and functions that support the day-to-day operations and help mastering :</p> <ul style="list-style-type: none"> <li>The number of non-conformances</li> <li>Supply reliability</li> <li>The company earning-power</li> </ul>	S1	<ul style="list-style-type: none"> <li>Bring to the company team reliable and up to date informations and professional know-how</li> </ul>	<ul style="list-style-type: none"> <li>Number of non-conformances linked to the process</li> </ul>
		S2	<ul style="list-style-type: none"> <li>Give the company team the necessary resources to achieve its aims</li> </ul>	<ul style="list-style-type: none"> <li>Number of non-conformances linked to the process</li> </ul>
		S3	<ul style="list-style-type: none"> <li>Validate reliable business partners</li> </ul>	<ul style="list-style-type: none"> <li>Number of validate reliable suppliers by supply category</li> </ul>
		S4	<ul style="list-style-type: none"> <li>Follow-up and check the company administrative management and economic result</li> </ul>	<ul style="list-style-type: none"> <li>Deadlines respect</li> <li>Earning power</li> </ul>

## MAIN PROCESSES INTERACTIONS

### Caption

-  Main processes interactions discernible for our customers  
 Main processes interactions undiscernible for our customers



## **QMS CONTROL AND IMPROVEMENT METHODS**

### **A SET OF DOCUMENTED PROCEDURES**

These procedures describe the company team and its other business partners must work to realize the best products and fit with customers' requirements and expectations.

#### **Document control procedure**

This procedure is made in order to manage all the documents including internal and outside documents that are being used in the company's management system and describes how to name, to access, to store and to delete them.

#### **Records control procedure**

The purpose of this procedure is to regulate the method to collect, to make list, to arrange, to access, to store and to delete the records in the company's management system.

#### **Procedure for controlling non –conformance products, corrective and preventive actions**

The purpose of this procedure is to manage the products that are not in accordance with the customer's request and the company quality policy, to prevent the using of these products and to carry out suitable solutions to handle them.

#### **Internal audit procedure**

This procedure is made in order to manage the method to organize and realize an internal audit.

#### **Management review procedure**

The purpose of this procedure is to check how does the company's quality management system work and how the procedures are respected.

#### **Procedure for supervising company's processes and procedures**

This procedure is to ensure that the processes and procedures are under control.

This set of procedures is completed by the following ones :

- Procedure for managing customers and suppliers data
- Procedure for managing business

### **PROCESSES AND MANAGEMENT REVIEWS**

To keep its management system efficient the company must regularly review and up to date its quality management system.

#### **Processes review**

There are nine processes and each one is reviewed at least once a year. Each review follows up the statements done during the previous one as well as the results of the previous action plan and defines a new action plan for the coming year.

Each process is sharply detailed in a "Carte d'identité" which defines the process aims, its leadership methods and its indicators.

#### **Management review**

Planned at least once a year, this procedure outlines the process and responsibilities for reviewing the QMS, improving it and making strategic decision for the company development.