

## **Quality Control Narrative**

**1. Describe the internal review procedures which facilitate high quality standards in the organization.**

QA performs process audits on components upon receipt of components from supply partners. During the manufacturing and assemble process quality protocols and secondary verifications are in place to insure uniformity and quality standards are met.

**2. Identify the individuals who will directly supervise or review projects specifically regarding quality control.**

Everyone at Gravograph who comes in contact with components or finished goods is responsible for Product Quality. The Quality assurance department is tasked with spot checking processes and investigating any reported deviations.

**3. State whether or not subcontractors are used and, if subcontractors are used, describe the quality control measures the offer or uses to ensure acceptable subcontractor performance.**

GravoGraph does not use subcontractors to fulfill project requirements.

**4. Describe how your firm handles potential problem areas and solutions.**

Root cause analysis by the quality assurance team and corrective action, followed by spot inspections to validate resolution. Daily KAIZEN meetings are conducted with quality assurance, production, procurement, service and sales managers present on a daily basis to insure performance standards are maintained.

**5. Describe the procedures for insuring quality performance while meeting urgent requirements.**

Quality standards are insured through processes training and ongoing inspections. After the initial assembly is complete, machines are burned in then operated by second technician to validate quality and performance standards were met. A final inspection is conducted in the packaging area, to insure all accessories and kit components are present prior to shipping.

**6. Identify the strategies your firm will implement to manage and complete multiple projects for multiple agencies simultaneously.**

Gravograph's offering on schedule is within our core product offering to street customers, national and international customers. Therefore, multiple projects and multiple agency orders fit within our normal workflow. Gravograph conducts weekly workgroup meetings reviewing sales forecasting, procurement, manufacturing, quality and shipping to track project progression and insure timely delivery obligations are met.

# Introduction to the Quality Manual

## What is a Quality Manual?

This manual describes the organization we have put in place at Gravotech in order to offer our customer solutions that are tailored to their needs, under the best possible service and quality conditions.

The cornerstone of the Quality Management System (QMS), this manual is one route to improved methods and operational efficiency within the company.

## What is its scope?

At Gravotech, all the requirements stipulated in Standard ISO 9001: 2008 apply without exception. The provisions described in this manual concern all our certified activities, namely:

*Design, Manufacture and Marketing  
of Solutions and Services of Engraving, Marking and Cutting,  
for Signage, Personalization of items, Identification and Traceability.*

## Who is the Quality Manual aimed at?

The manual is not confidential. It is intended for the entire group and may be made available to customers or partners by request to the Quality Department, in order to:

- Be used as a vehicle for communication.
- Describe our organization structure and our operation.
- Demonstrate our commitment to our customers' satisfaction.
- Explain the thinking underpinning our Quality approach.

## How is it managed?

The manual is revised regularly in order to take account of any changes made to the Quality Management System.

It is accessible for the group via our document management software, thus guaranteeing an up-to-date version and traceability of changes. Printouts of this manual and versions distributed externally are not subject to control.

QUALITY POLICY - QUALIDOC\_000356

# Our Quality Management System

## The process approach

*Definition:* a process is a set of activities that create added value by converting input data into output data.

To make our company even more efficient, we have identified **eight processes** to describe the Gravotech Quality Management System (QMS). A process often incorporates the activities of several departments.

For example, the process P5 - Customer Relationship uses the resources of the Marketing Department (sales promotion) and also the Sales Department (commercialization) and the Repairs Department.

### PROCESSES MAPPING – QUALIDOC\_000403

Each process is defined by means of an **identification sheet**, a real identity card for the process showing all its constituent activities:

QUALIDOC_000391	<b>P1 - Company Performance</b>
QUALIDOC_000392	<b>P2 - Innovation and markets</b>
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QUALIDOC_000394	<b>P4 - Design</b>
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QUALIDOC_000396	<b>P6 - Accomplishment</b>
QUALIDOC_000397	<b>P7 - Strategic Purchases</b>
QUALIDOC_000398	<b>P8 - Management of Resources</b>

## Overseeing the processes

Out of concern for our customers' satisfaction, for each process we fix objectives that stem from the company's Quality Policy. We check objective achievement by using tools such as indicators.

At the head of each of these Processes, a **Quality Coordinator**, supported by a working group, is tasked with obtaining continuous improvement in the process for which he or she is responsible and with achieving the defined objective by devoting particular attention to inter-process relationships. These responsibilities are as follows:

- To ensure that the resources necessary for the efficient operation of the process are available.
- To report to Senior Management on the overall functioning of the process and the indicator balance sheet, in particular at Management Review time.
- To supervise the actions undertaken.

The **process review** gives rise to a detailed report and action plans that are regularly monitored, in particular for timely implementation and the effectiveness of actions performed.

## Continuous improvement loop of the Quality Management System

In order to guarantee the effective application of the principle of continuous improvement within the organization, Gravotech devotes a specific process to it (P3).

Continuous improvement consists in making our organization and the human, material and technological resources at our disposal **better** and **more efficient**.

This is a fundamental element of our Quality Management System which is applied across all processes. This principle follows an improvement loop consisting of the 4 steps shown in the diagram opposite. This representation is called "PDCA" (the Deming Cycle) and incorporates the following actions:

- **Plan:** Prepare, plan (what you are going to do).
- **Do:** Carry out, implement.
- **Check:** Check.
- **Act:** Act, adjust, react.

The existence of a failing or weakness in our processes may be revealed, for instance, in the course of **internal audits** conducted by staff members who have followed the training program designed by the Quality Division, or in the course of the **customer complaints** analysis.

The weekly **PACTEAM** meeting is the key forum for a systematic review of customer complaints. The approach consists in launching a Continuous Improvement Plan (CIP) following the detection of flaws.

For every CIP, a Quality Coordinator is appointed and he or she forms a working group to deal with the problem. Together, the working group members examine the various potential solutions and this leads to the introduction of corrective or preventive actions, such as:

- Staff training.
- The introduction of a control system so that the existence of failings can be detected and escalated rapidly.
- The reorganization of the layout of physical resources (workshops, machinery, storage facility etc.).
- The creation or amendment of work instructions and manufacturing processes.
- The triggering of an internal "sector" or "theme" audit.

# Quality System Players and Communication

We are all **players in the Quality System**: quality is everyone's responsibility! It encompasses the satisfaction of customers, both internal and external. Our customers express their needs upstream and downstream their degree of satisfaction regarding the service rendered or the solution used. This information is used to improve the quality of products and services and the operation of our processes.

Four major families of players, represented in the diagram below, play an essential role in the effective operation of the Quality Management System (QMS) and are briefly described below:

The **Group Senior Management** determines the policy and objectives of Gravotech, including issues of quality. It ensures the relevance and effectiveness of the QMS through, in particular:

- 6-monthly Management Reviews,
- weekly quality review at the Executive Committee Meeting.

The **Quality Director** is tasked with ensuring the effective operation of the QMS and its compliance with the requirements of Standard ISO 9001 and with the internal requirements that are more specific to our organization.

He ensures the implementation of the Quality Policy, reports to Senior Management and passes back any need for improvement.

The tasks of the **Quality Department**, placed under the authority of the Quality Director, are:

- To make all staff aware of the requirements of our customers.
- To communicate the quality approach and coordinate the Quality Network.
- To oversee and improve the quality level of our products.
- To define and continuously improve the QMS.
- To guarantee the reliability of the monitoring and measurement instruments.

## The internal communication tool, FOCUS

FOCUS is an interactive internal communication tool that acts as a channel for much of the Gravotech Group's news. Among other things, it is used to disseminate corporate information and information in the sphere of sales, commercialization, marketing, technical support and quality.

All Group members can access Focus: simply go to the following address <http://www.gravotech-focus.com> after having submitted a previous login request at the same address.

# Our document system

The Quality Management System (QMS) requires appropriate document control. The main elements of the documentation involved are shown in the diagram below:

The **Quality Policy** sets out formally Senior Management's commitment to the quality approach. It indicates the SMQ's guiding principles and its main objectives.

**QUALITY POLICY**

A prerequisite for any ISO 9001 certification, the **Quality Manual** is constituted by this document, which describes Gravotech's QMS.

**QUALITY MANUAL**

Documents relating to the **processes** incorporate a mapping and process description sheets.

**PROCESSES**

The **procedures** are required by Standard ISO 9001 or by internal stipulations. They specify how an activity is carried out at Gravotech.

**PROCEDURES**

The **circulating documents** are all those working documents that are necessary for the effective operation of the QMS: template/specimen document, form, instruction etc.

**CIRCULATING DOCUMENTS**

**EXTERNAL DOCUMENTS**

The **external documents** originate from outside bodies. They are incorporated into the document system as they are considered necessary for the planning and effective operation of the QMS (e.g. customer contracts, standards etc.).

**RECORDS**

The **records** provide evidence of compliance with internal, regulatory and ISO 9001 requirements, and of the efficient operation of the QMS.

Among other instructions and circulating documents, the Gravotech Quality System is based on the following procedures:

QUALIDOC_000001	<b>Internal audit procedure</b>
QUALIDOC_000002	<b>Documents and records control procedure</b>
QUALIDOC_000003	<b>Non-compliant products control procedure</b>
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QUALIDOC_000399	<b>Human Resources (HR) management procedure</b>
QUALIDOC_000400	<b>Components inspection procedure</b>

Each Coordinator is responsible for managing all documents and records relating to the control of his or her process, applying the methods and rules issued by the Quality Division.

The quality documents, identified by the reference QUALIDOC\_000000, can be accessed in the document base. This is accessed at <http://qualidoc.gravotech.com>.

# MANUAL

# QUALITY



# GRAVOTECH

Type 3 

PROPEN 

TECHNIFOR 

GRAVOGRAPH 



*The deployment of a group-wide quality system constitutes the cornerstone of our shared goal: our **Customers' Satisfaction**.*

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## How is it managed?

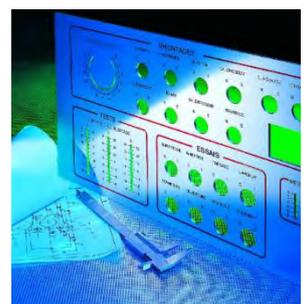
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## Change history

V	Date	Changes made
0	25/05/09	Initial version
1	15/03/10	Redesign, new mapping
2	07/02/11	Overall update of the manual to simplify the description of the QMS
3	01/04/11	Correction of the manual in the light of developments in the QMS
4	20/04/12	Simplification of the Quality Manual - summarizing work
5	01/03/13	QMS brought back up to date following definition of new cartography



# Our Quality Policy

# QUALITY POLICY

With the benefit of over 70 years' experience, the Gravotech Group was created by the merger of the Gravograph, Technifor and Vision Numeric companies. Today we are the leader in a number of markets in the fields of engraving and permanent marking, thanks in particular to a very extensive range of solutions and our unrivalled international presence.

*The deployment of a group-wide quality system constitutes the cornerstone of our shared goal: our **Customers' Satisfaction**.*

Focused on the satisfaction of our customers, we have placed innovation and the quality of our solutions and services at the very centre of our organisation. Just two examples of this are the creation of a Group Quality Division, and the process initiated to certify ISO 9001 our main industrial and commercial sites.

<p><i>We design, produce and distribute innovative and high-quality solutions.</i></p>	<ul style="list-style-type: none"> <li>• We ensure the <b>excellence</b> of our solutions.</li> <li>• We place <b>Customers at the epicentre</b> of our thinking and our actions, the better to offer solutions matching their needs most closely.</li> <li>• We nurture an <b>innovating, creative and visionary spirit</b>, to anticipate Customers' future needs.</li> </ul>
<p><i>We offer our Customers a distinctive service.</i></p>	<ul style="list-style-type: none"> <li>• Our services are known to be <b>reactive</b> and impeccable over the world.</li> <li>• We capitalise on <b>feedback</b> in order to improve our offering on a continuous basis.</li> <li>• We offer services that are highly valued for their quality and <b>expertise</b>.</li> </ul>
<p><i>We involve our personnel in this procedure of excellence for the Customer.</i></p>	<ul style="list-style-type: none"> <li>• We train skilled teams who work with consummate <b>professionalism</b>.</li> <li>• <b>All employees</b> are encouraged to take responsibility and to reject any compromise in relation to quality.</li> <li>• We promote knowledge sharing in order to enhance our <b>know-how</b>.</li> </ul>



**« Satisfying our Customers is the best guarantee of the long-term prosperity of our organisation »**

**Franck RIVET,**  
Executive Vice-President,  
Gravotech Group.



10/2012

QUALITY POLICY - QUALIDOC\_000356

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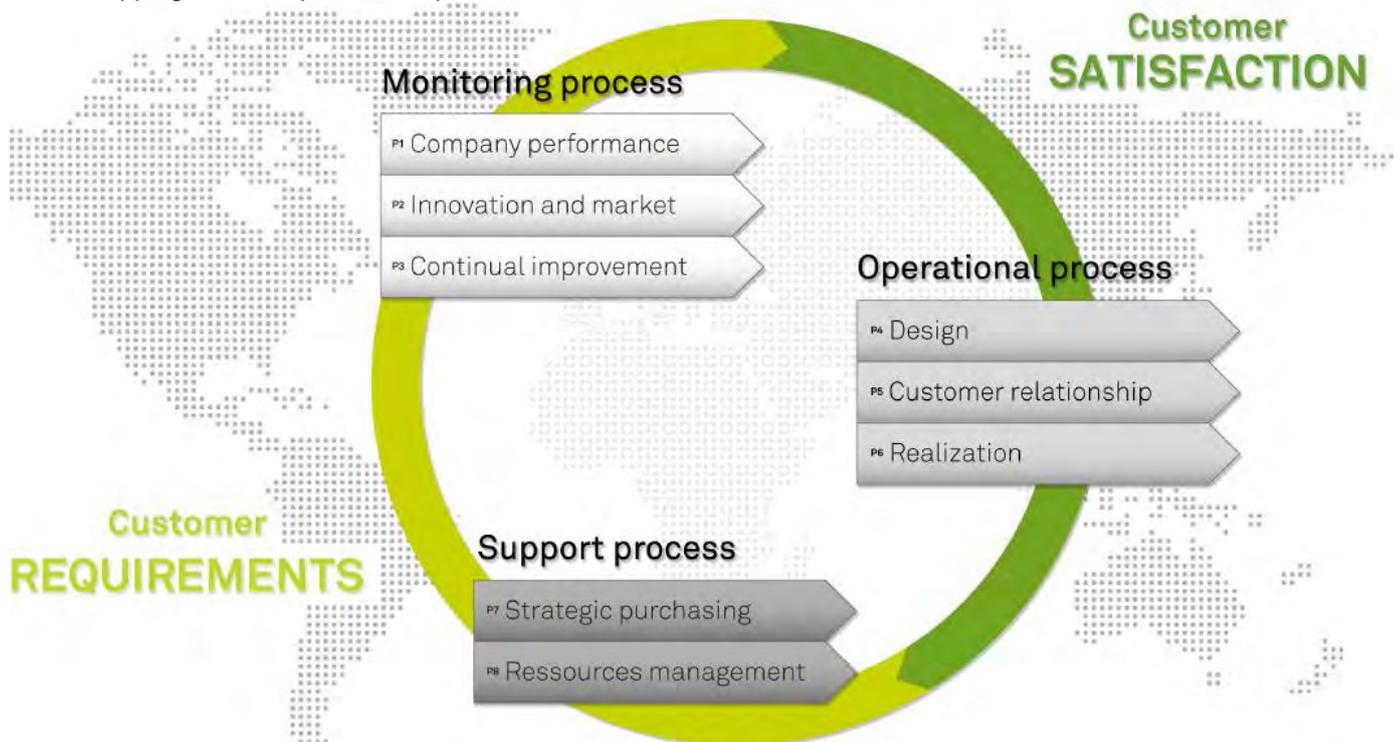
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For example, the process P5 - Customer Relationship uses the resources of the Marketing Department (sales promotion) and also the Sales Department (commercialization) and the Repairs Department.

## Interactions between the processes

The mapping below depicts these processes and their interactions.



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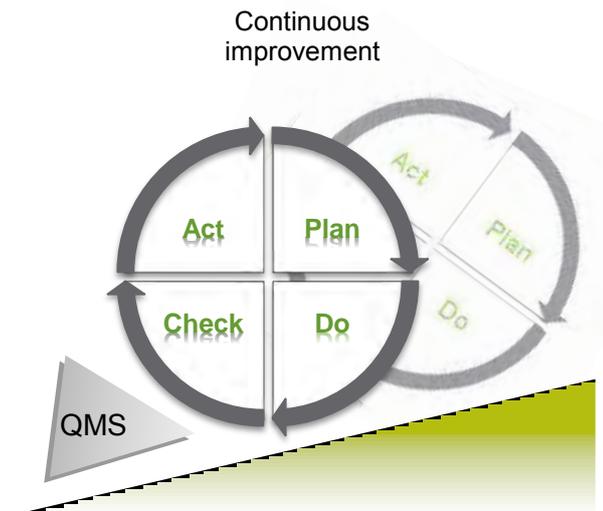
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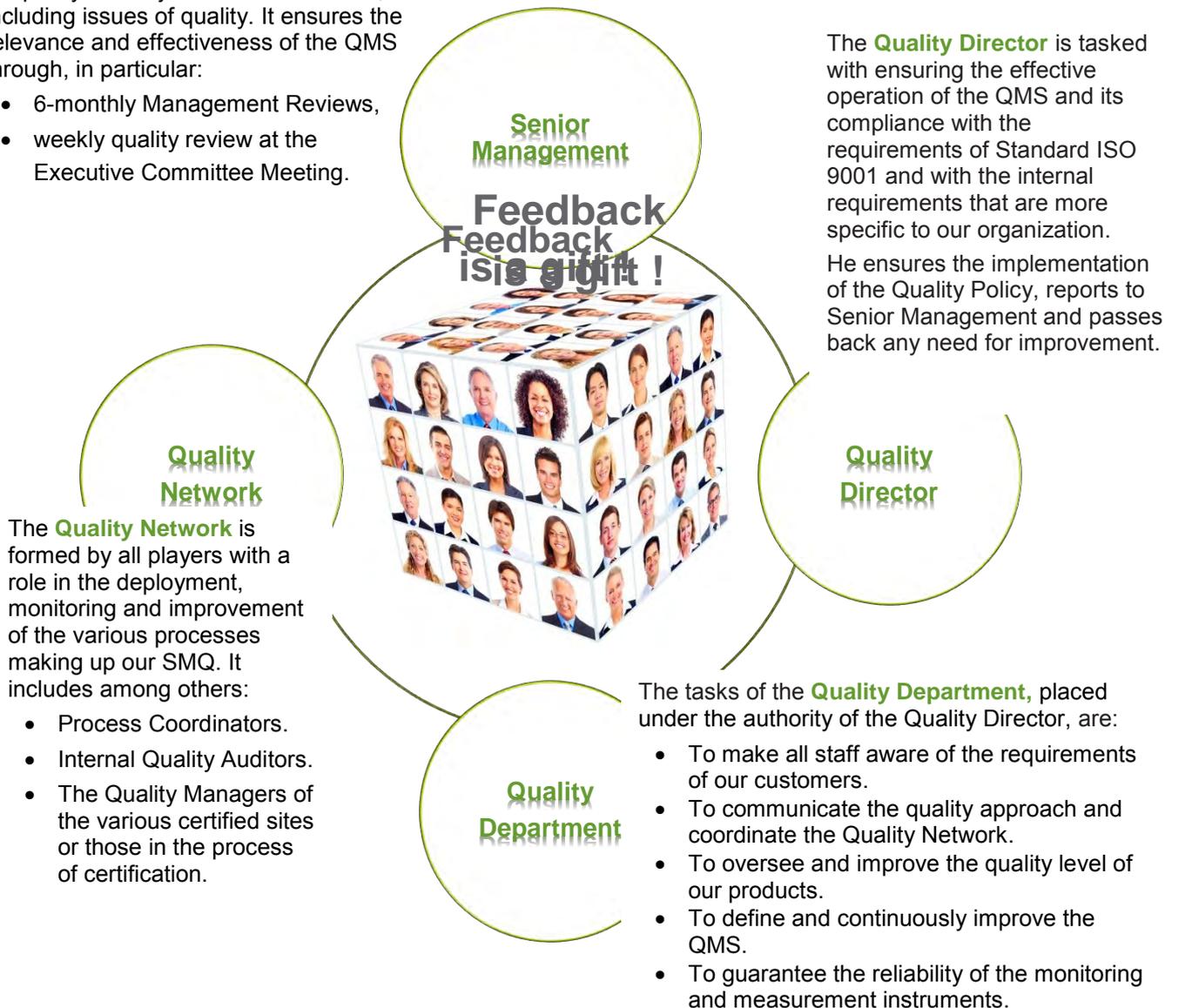
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The **Quality Network** is formed by all players with a role in the deployment, monitoring and improvement of the various processes making up our SMQ. It includes among others:

- Process Coordinators.
- Internal Quality Auditors.
- The Quality Managers of the various certified sites or those in the process of certification.

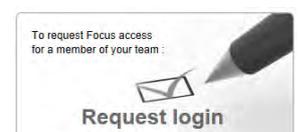
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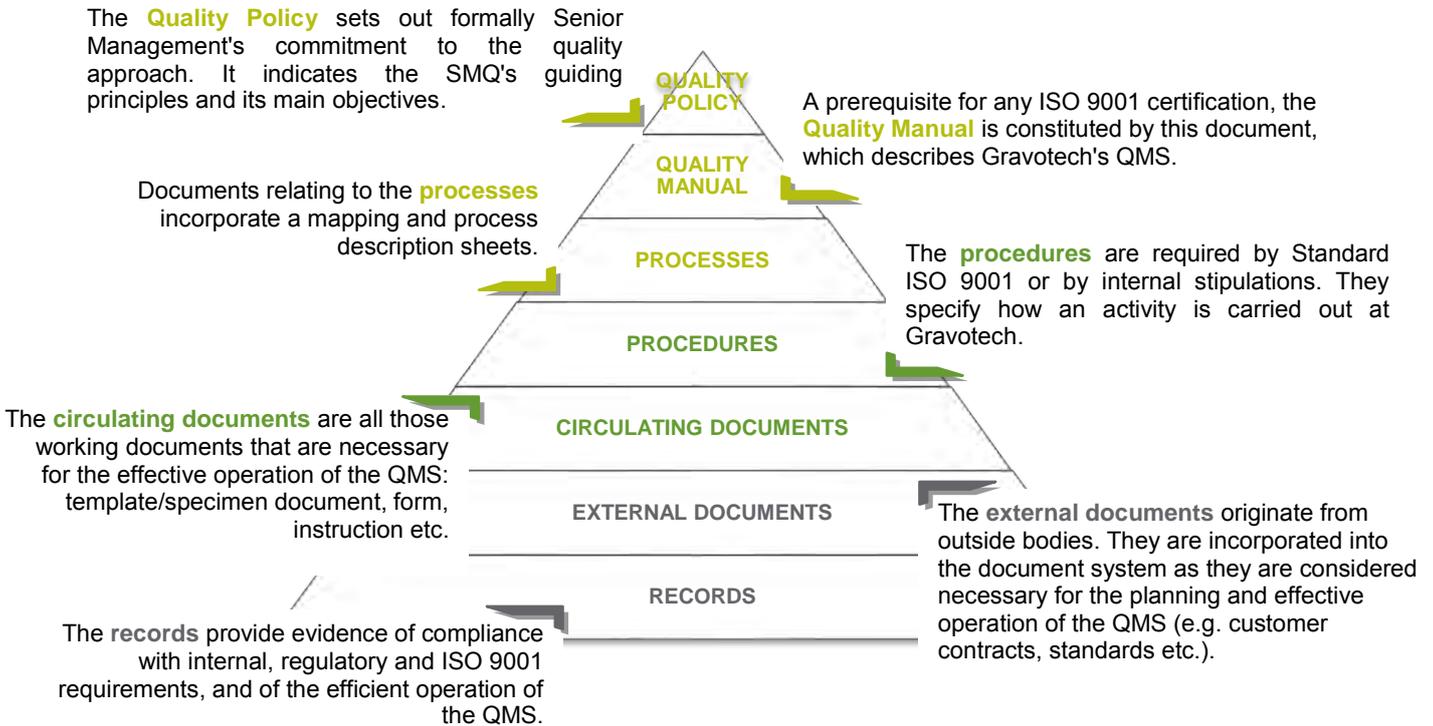
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Trigram SURNAME Forename

 Please identify yourself.

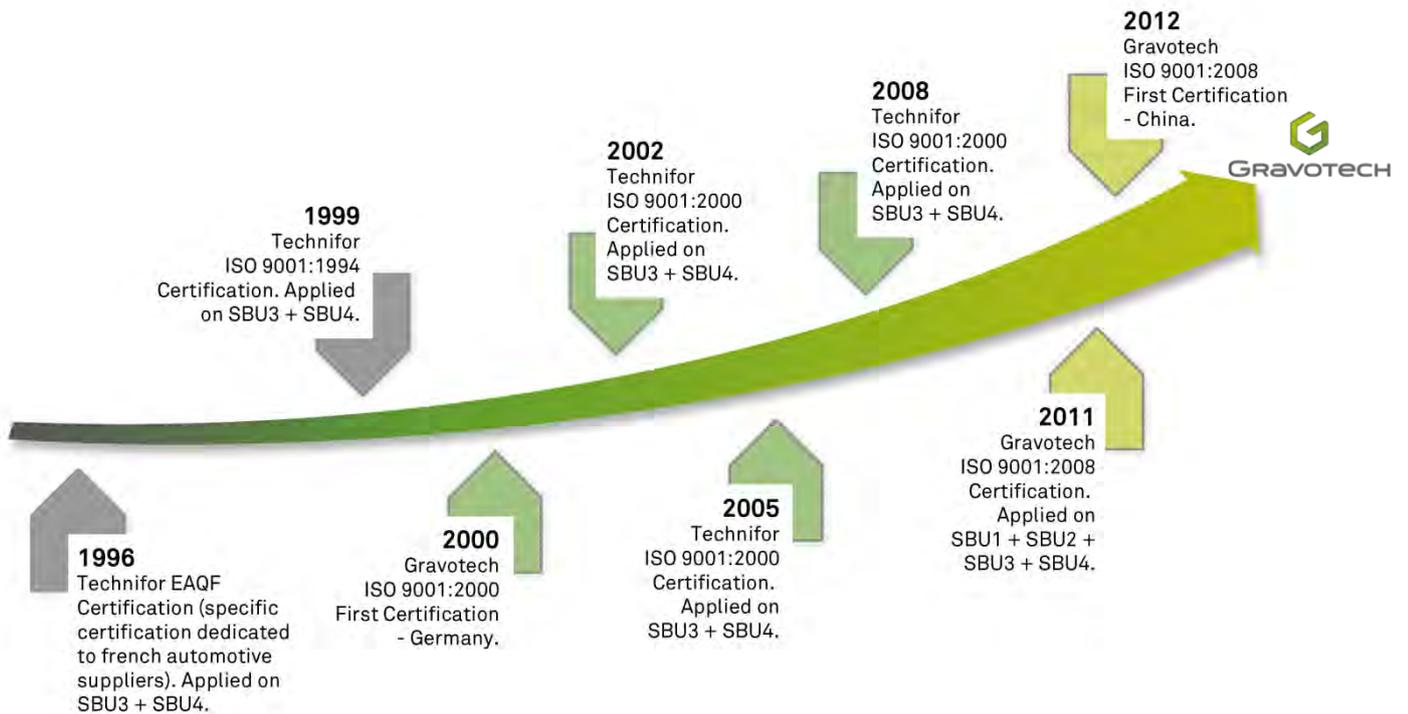
User:

Password:

Save:

Password provided by the IT Department  
(the same as the iNotes password)

# History of Quality certifications



Gravotech's activities are defined in six Strategic Business Units (SBUs); the exchange of know-how between them makes it possible to deliver the solutions most closely matching every customer's expectations:

Gravotech  
**SOLUTIONS**

- **SBU1** - Applications for signage and industry
- **SBU2** - Applications for personalisation and in-store sales
- **SBU3** - Applications for traceability and identification
- **SBU4** - Services and customisations
- **SBU5** - Artistic software applications 3D – CAM - CAD
- **SBU6** - Consumables and materials for engraving

Your contact



**GRAVOTECH**

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