



## ARO Quality Policy

### Customer Satisfaction is our Primary Focus

It is by achieving customer satisfaction that ARO will be able to succeed, grow and assume its responsibilities towards shareholders, employees and the community in which we are evolving.

Today, customer satisfaction requires:

- **Quality:** performance, reliability, availability of our products and services
- **Costs:** our ability to manage and keep global costs under control (products, processes, non-quality, etc.)
- **Lead Time:** our ability to respect our commitments, and to be reactive when necessary for the delivery of products, services or advice
- **Innovation:** listen and understand customers, achieve technological breakthroughs, implement a global approach of problems and solutions

It is along these 4 directions that we have implemented a **continuous improvement** management system. This dynamic vision is particularly important as our long-term success depends on our **ability to adapt** to a constantly changing market.

I am committed to adapt all organizational, material, human and financial means necessary to meet our quality targets. This includes:

- Regular reviews of processes and objectives
- Pertinent KPI's
- Prevention rather than correction
- Permanent improvement of the efficiency of the Quality Management System, whilst respecting regulatory and legal requirements, ethical and environmental standards

I expect every person in the company to actively contribute to this process of continuous improvement, as human resources constitute the critical success driver of a company.

Jean-Yves David - President