



## MANAGEMENT COMMITMENT AND QUALITY POLICY

Since 2008, under my presidency, SERMA TECHNOLOGIES has re-focused on the electronics business.

Today, on the Electronics market, we offer a wide range of consulting services including expertise and analysis services. Our customers greatly appreciate our teams' technical competence, our responsiveness, our understanding of business concerns and the quality of service provided.

In terms of resources, this commitment has resulted in :

- the establishment of an R & D Department in-charged of the technical vitality and innovation issues;
- the creation of a Quality Department at group level;
- the creation of an Information Systems Department at group level; and
- the significant strengthening of the commercial team.

Our Quality Policy, gave way for our development and our profitability, naturally revolves around the satisfaction of our customers and for the continuous search of synergy in all our processes to improve efficiency.

The quality objectives set for 2008 issued from this policy are :

- **No customer left dissatisfied**
- **Maintenance of quality certification**
- **Responding to customer complaints within 10 days or less**
- **Reduction of 10% of non-compliant product**
- **Availability of the quality documentation on the Intranet**

It is my duty as CEO of SERMA technology to commit myself to achieve the defined quality policy and to respect the provisions recorded in the quality assurance manual.

I ask our Quality Manager to lead our quality system to achieve the objectives set and to report to me.

I also ask each member of the management team to contribute to the success of this Quality Policy by communicating it among their departments, making sure it is understood, implemented and maintained at all levels.

Finally, I ask each employee in SERMA Technologies to implement all quality assurance provisions emphasizing the importance of meeting customer requirements as well as regulatory and legal requirements.

**Membership and commitment of all stakeholders of the company are the basis of our quality approach.**

June, 5th 2008

Philippe BERLIE  
C.E.O.