

AXIMA REFRIGERATION FRANCE

Presentation of the Quality Plan

**European Professional Qualifications
granted by third parties:**

**SAFETY AND ENVIRONMENT
ACCREDITATION U.I.C / DT 78
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**PREFECTORAL APPROVAL
FOR THE HANDLING OF
REFRIGERANTS No. 20032**

**QUALIFROID A III - V
PN / TBT / DD / FF / HR / GTC
QUALICLIMA I / B 202**

AXIMA Refrigeration
GDF SVEZ

SCOPE

AXIMA REFRIGERATION FRANCE's quality plan applies from the expression of the customer's need through to customer acceptance as well as to work under guarantee.

FIELD OF APPLICATION of the quality management system (System of reference ISO9001:2000)

- Agency "Grands Chantiers FROID PROCESS"
- Central departments at head office: Senior Management, Human Resources, IT, Quality Assurance

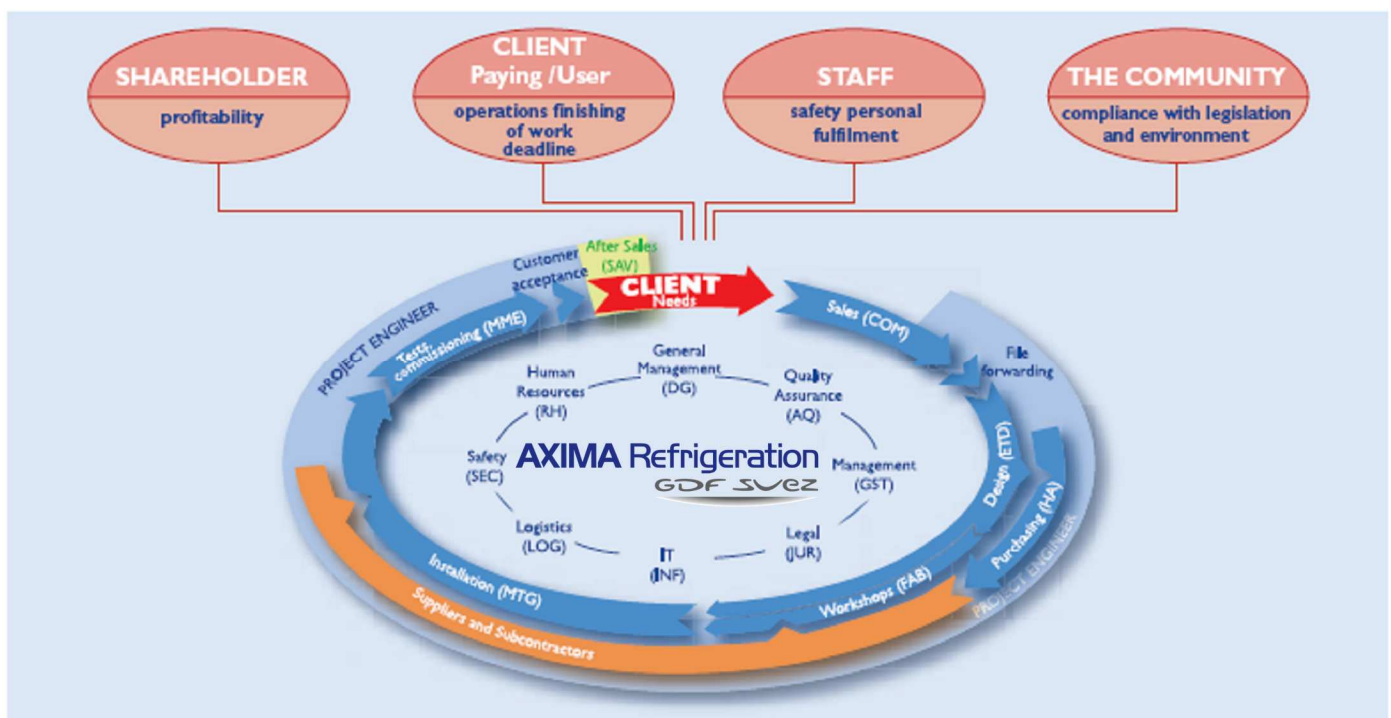
OUTSIDE THE FIELD OF APPLICATION

- Agencies other than those mentioned opposite and their related work
- Central head office departments: Administration, Management, Legal, Safety

GENERAL POLICY AND QUALITY POLICY

GENERAL POLICY

We define the four purposes of the company as the satisfaction of the needs of its four different "clients"



The company's **POLICY OF PROFITABILITY** is the sum of its individual business policies.

The effectiveness of each contract and each agency is measured in terms of profitability. Consolidation by Agency or Department, by activity, by type of customers allows strategic decisions to be taken (agency budgets, activity budgets, company budgets).

PROFITABILITY (the need of the "shareholder" client) is the result of a behaviour considering as CLIENTS:

- the "community" (need to respect the environment and the legislation)
- the "company's staff" (need for safety and personal fulfilment)
- the "paying customers and users" (need for quality)

AXIMA REFRIGERATION FRANCE's **QUALITY POLICY** consists first of all of the Top Management's commitment and the general guidelines laid down for the system. The main lines of this quality policy within the context of the company's general policy are based on the definition of indicators and the setting of motivating objectives

The quality policy is built around of the identification of the needs and customers' expectations:

- performances and reliability of the installations including safety relating to environments with strong constraints
- optimum operating capacity for the customer after receipt of the installation
- meeting of deadlines

SAFETY being a functional aspect of the business, AXIMA REFRIGERATION FRANCE has included it in its objectives as an integral part of its general policy. Bearing in mind that the safety team are involved in the performance of any contract, AXIMA REFRIGERATION FRANCE, at every hierarchical level, undertakes to implement all possible means to improve health and safety conditions on its worksites. A Safety and Environmental Prevention booklet has been produced for the use of all AXIMA REFRIGERATION FRANCE staff.

Workplace accident statistics in terms of severity and frequency are kept for each agency.

STRATEGIES

THE ORGANISATION

A customer-focussed “functional organisation” is supported by the hierarchical organisation. This functional organisation, which is illustrated in the diagram on the first page of this brochure, describes:

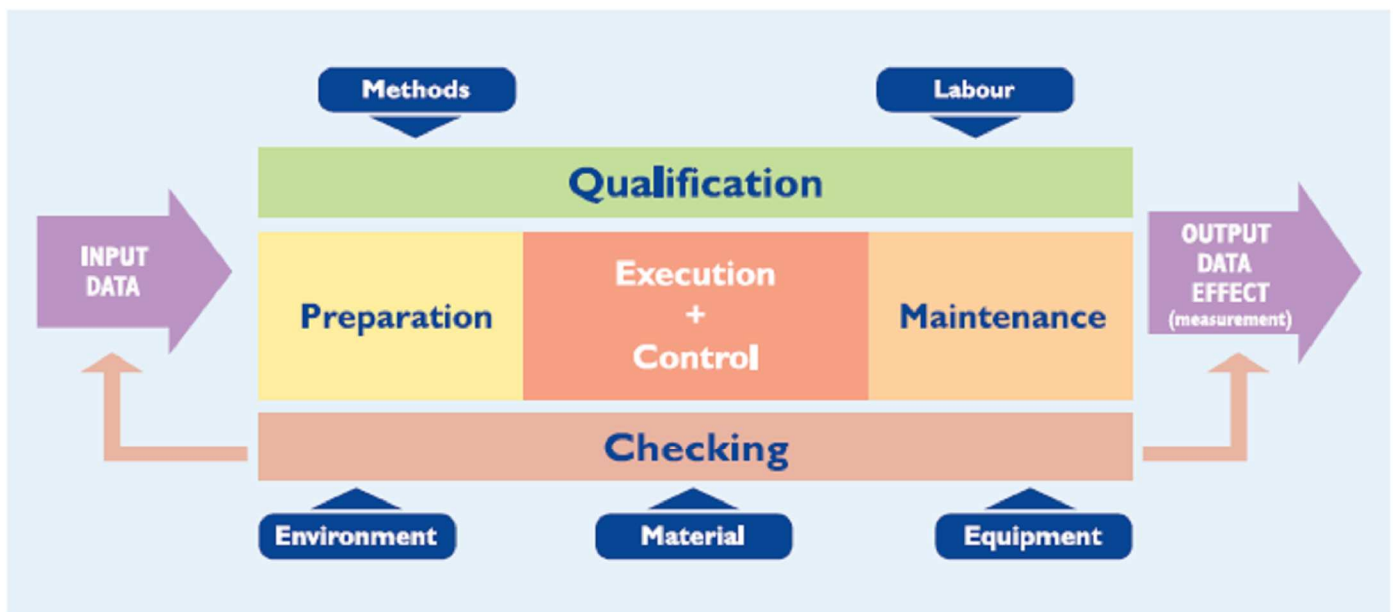
- the representation of the progress of a contract by linking to each other the processes associated with the realisation of an installation. This “overall operational process” is based on the function of the “project engineer”, who is truly the pilot who steers the contract and acts as the customer's direct contact throughout the realisation phase.
- the support functions, which also contribute to the smooth progress of the overall operational process.

THE PROJECT ENGINEER

His role is to steer the contract in the execution phase in terms of planning, monitoring and the fulfilment of commitments:

- to plan and express the needs necessary to the performance of the contract to his hierarchy
- to manage the contract and take all necessary measures with the aim of meeting the objectives of profitability, the satisfaction of customer requirements, safety and the respecting of the environment.
- to ensure that the nonconformities and related modifications are dealt with.

The PROCESS APPROACH



AXIMA REFRIGERATION FRANCE applies a method known as the “5 M” which is illustrated in the process diagram above

This method ensures that all the relevant questions are asked and therefore that all the risks are identified that must be controlled in terms of qualification, preparation, execution, inspection on each of the “M”: Méthodes (Methods), Main d’œuvre (Labour), Milieu (Environment), Matière (Material), Matériel (Equipment).

OUTSOURCED ACTIVITIES include:

- activities that supplement those of AXIMA REFRIGERATION FRANCE in the areas of manufacturing and assembly.
 - activities complementary to those of AXIMA REFRIGERATION FRANCE such as electricity, wiring or thermal insulation.
- These outsourced activities are dealt with by the Purchasing function in terms of subcontracting. They do not generate the most important risks of the non-achievement of the installation's performances. They are controlled by the purchasing process surveillance system (inspection and evaluation), assembly and testing.

For each process there are policy, strategic and tactical levels:



THE STRUCTURE OF THE QUALITY PLAN

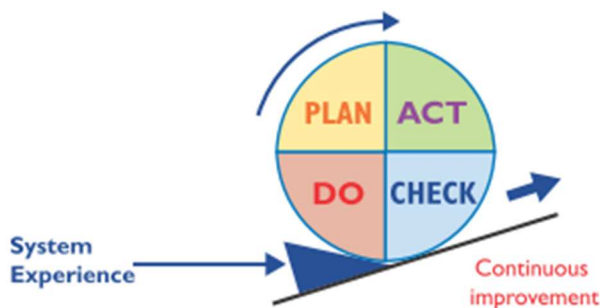
STRATEGIES

- The hierarchical and functional organisation
- The process approach
- The missions and responsibilities of each function

THE MANAGEMENT TOOLS

These are available to all those involved, from the structuring of the system through to the setting up of actions to the control of documents, auditing, the contract reviews, they are a way of ensuring that things change and improve (continuous improvement)

THE SUPPORT PROCESSES



These are at the service of the operational processes and bring together resources and skills in a homogenous way, covering, for example, Human Resources, Management, IT, Legal, Safety.

THE OVERALL OPERATIONAL PROCESS

This refers to all the interlinked processes participating directly in the execution of the contract, from the sales function through to installation and commissioning, and including design, purchasing, ...

Activities:

refrigeration in chemical and petrochemical industries, industrial gas companies, food industries, logistics, supermarkets and hypermarkets, ... air conditioning, professional kitchens.

Your contact :

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