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All for dreams

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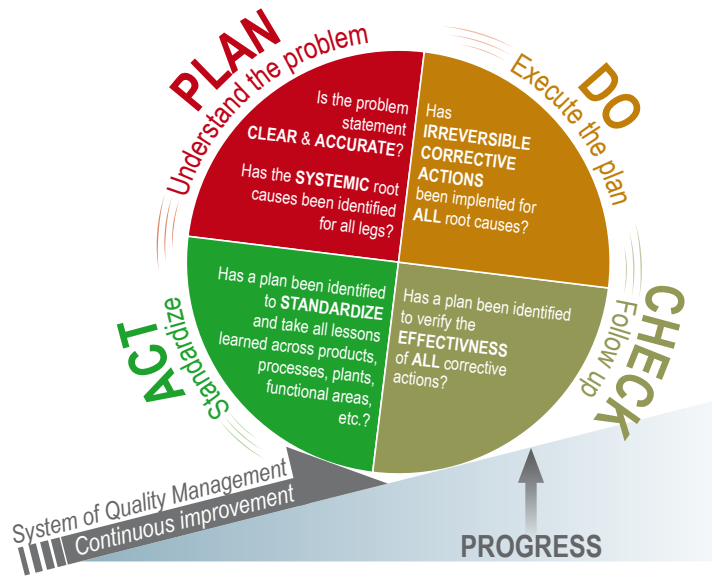
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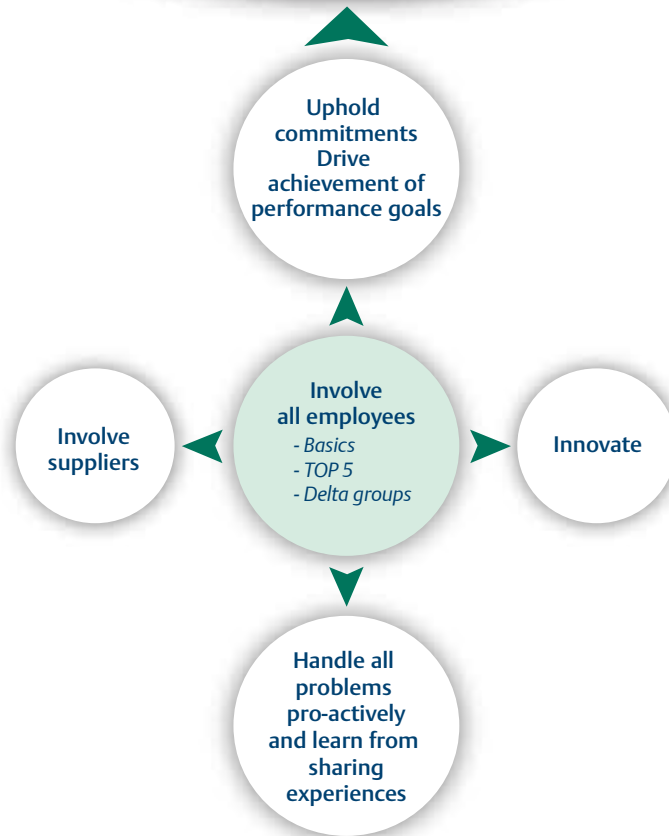
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**CUSTOMER SATISFACTION
OPERATIONAL EXCELLENCE**



**LERROY-SOMER
QUALITY POLICY
Process Approach
&
Continuous Improvement**

Guarantee customer satisfaction > Improve economic performance > Ensure employee satisfaction

1 Manage performance goals

- > Commit to objectives
 - Set ambitious, realistic and shared goals
 - Measure the performances
 - Analyse the deviations
 - Commit to all actions and monitor the results



2 Involve all employees

- > Respect the Quality basics:
 - Validated training and competencies
 - Systematic application of instructions
 - Checks, validation and recording
 - Identification and solving of non-conformities
 - Tidy and orderly storage and wearing of personal protective equipment
- > Participate in FIRST 5 activity (daily or weekly):
 - Review performance
 - Identify problems
 - Commit to corrective actions
 - Apply rules for future improvement



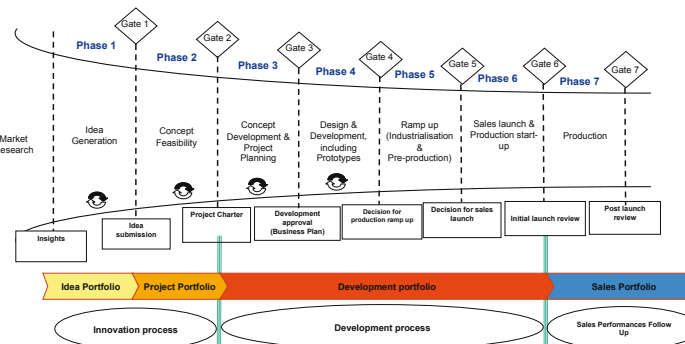
3 Involve suppliers

- > Strengthen the preferred supplier list
- > Specify requirements clearly
- > Qualify the processes and approve initial samples
- > Measure and manage performance



4 Offer high performance, innovative products and monitor the results

- > Follow the development process and complete each phase in turn
- > Use FMEA to identify product and process related risks and determine remedial action



5 Resolve problems

- > Adopt a responsible attitude when faced with a problem
- > Be pro-active
- > Use ULP, 8D and DELTA group quality tools to resolve problems
- > Learn from past experience to improve future performance (LLC)

