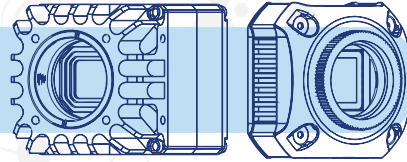## Quality Charter

NIT, represented by all of its employees and management, is committed to:

DEVELOP
an approach tailored to the requirements of customers and markets

- Be available to customers to ensure both their satisfaction and the respect for employees
- Commit to continuous performance improvements
- Innovate to propose a differentiation to its customers
- Collect customer perceptions of their expectation and satisfaction levels
- Analyze evolutions in external and internal issues and adapt its strategy accordingly
- Establish communication tailored to the needs of each interested party

GUARANTEE deliveries in line with commitments and regulatory requirements

- Survey the product production from the order receipt to its delivery to the customer
- Determine monitoring and measurement activities to ensure products
- Ensure communication with customers throughout its relationship with the company
- Ensure that any purchase from a «third party» is met with the specified requirements
- Conduct controls and tests to ensure control and compliance with manufacturing processes

KEEP TRACK
of technical, technological and market expectations

- Analyze periodically the needs and expectations of the company's stakeholders
- Adapt resources and processes to the needs of NIT and its partners
- Ensure the efficiency of goals set out to meet the strategic orientations

CREATE a culture of continuous improvement shared by all and enclosed within each process

- Boost the organization towards continuous improvement of performance and innovation
- Ensure that each Team Leader takes into account the defined quality objectives
- Adapt communication to internal and external needs to meet specific requirements
- Ensure that NIT's «Social Responsibility» values are respected in company management

PROMOTE
the company's technical and operational resources

- Ensure the development of everyone's skills, knowledge, and well-being at work
- Ensure the proper integration of new people and the good knowledge of NIT
- Make all means available to staff to carry out the assigned tasks
- Analyze potential discrepancies, opportunities for improvements or identified risks
- Build NIT's quality system around respect for working conditions and environment

ISO 9001 BUREAU VERITAS Certification