

# Quality and Environment Management Manual



# Management-Environment Policy

For more than 37 years, TECOFI has been adapting and supporting its partners by offering them technical solutions to improve the performance of industrial networks and reduce leaks in water networks.

TECOFI has made quality and the environment its priorities. In order to fulfill our mission "Producing together quality industrial valves accessible to all", we must offer safe and quality products that respect the environment.

Customers must always be able to trust and appreciate TECOFI's products and services. This is why we promise to honor our commitments regarding the quality and safety of our products and services throughout the value chain, and participate in improving the performance of industrial networks and protect the environment by reducing leaks in water networks.

To keep our promise to our customers, all of us at TECOFI have a duty to "excel in quality everywhere, every day", thus contributing to the pillars of our quality ambition. We encourage our 250 employees to Live Quality at all times, to make us a reliable, preferred, efficient and proud partner of what we offer.

In line with our strategy and our challenges, our main axes of the environmental quality policy are:

1. Satisfy the requirements of our customers and partners.
2. Pursuing competitiveness, technical, economic and environmental performance.
3. Look for organizational and human performance.
4. Being an attractive company.
5. Protect the environment by reducing our environmental impacts.
6. Comply with legal regulations and regulatory aspects of the PED directive

I pledge to put all my energy into maintaining and improving this ISO 9001-14001 organization.

Fabien FAYARD  
Chief Executive Officer

# General Presentation

The company is based in Lyon for 35 years.

French manufacturer of industrial valves, we carry out the design, manufacture and marketing of a complete range of valves for all types of industries.

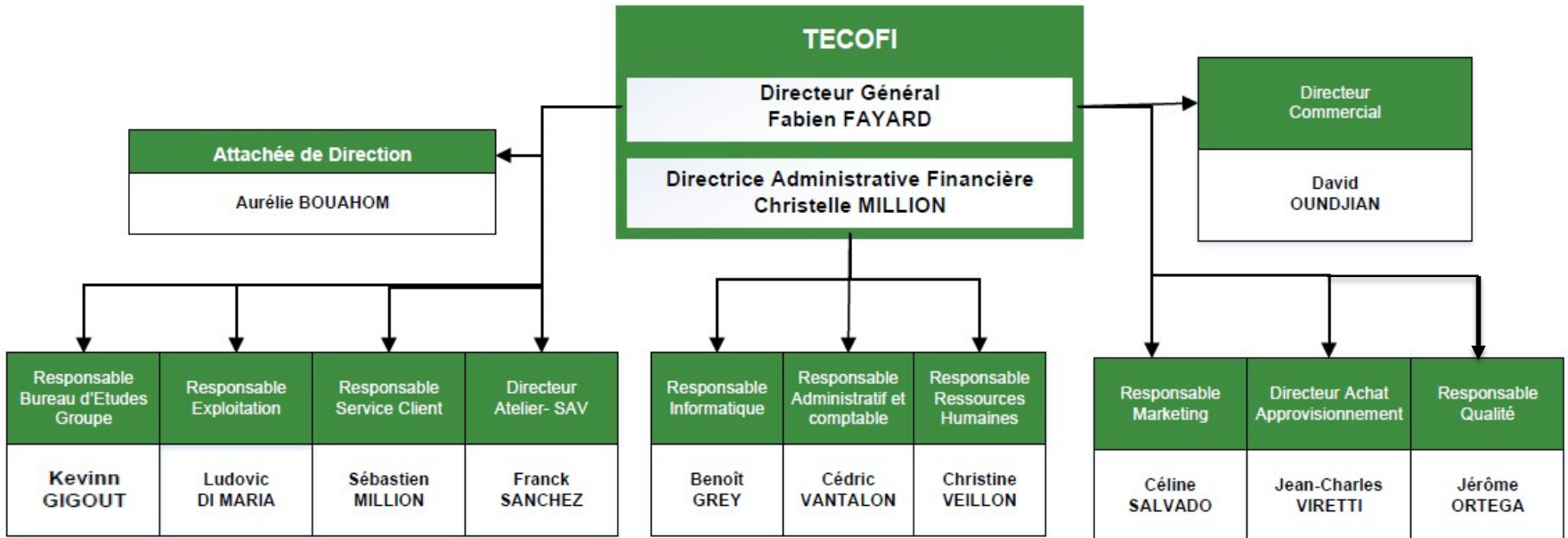
We are one of the major players in the field of water, climate engineering, paper, chemical, steel and energy industry.

Present in over 80 countries through local partners, we can support you technically and logistically commercially in your faucet needs.

## Index card of the company:

Name:	TECOFI SAS
Legal form:	Public Limited Company
Capital:	753 400 €
APE Code:	2814 Z
Headquarters and Workshop:	83, Rue Marcel Mérieux - 69690 CORBAS
Administrative and Commercial Offices:	8, Rue Joseph Nicéphore Niépce – 69740 GENAS
Web site:	<a href="http://www.tecofi.fr">www.tecofi.fr</a>
E-mail :	<a href="mailto:sales@tecofi.fr">sales@tecofi.fr</a>
Manpower (01/09/2022):	135 People

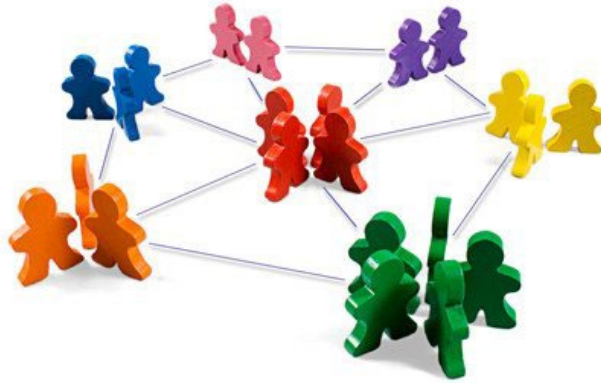
# Organization chart



# Organizational roles, responsibilities and authorities

Requirements	Who?
a) Make sure that the management system of the quality-environment is in compliance with the requirements of the international Standard ISO 9001-14001 (2015).	Top management
b) Make sure that the processes produce expected results.	Process pilot
c) Report, in particular in the top management, the performance of the management system of the quality and environment, opportunities of improvement and the needs for modification.	Process pilot
d) Promote the client orientation at every level of the organization.	Steering Committee COPI
e) Make sure that the coherence of the management system of the quality-environment is not affected when modifications of the SMQE are planned and implemented.	Quality Manager

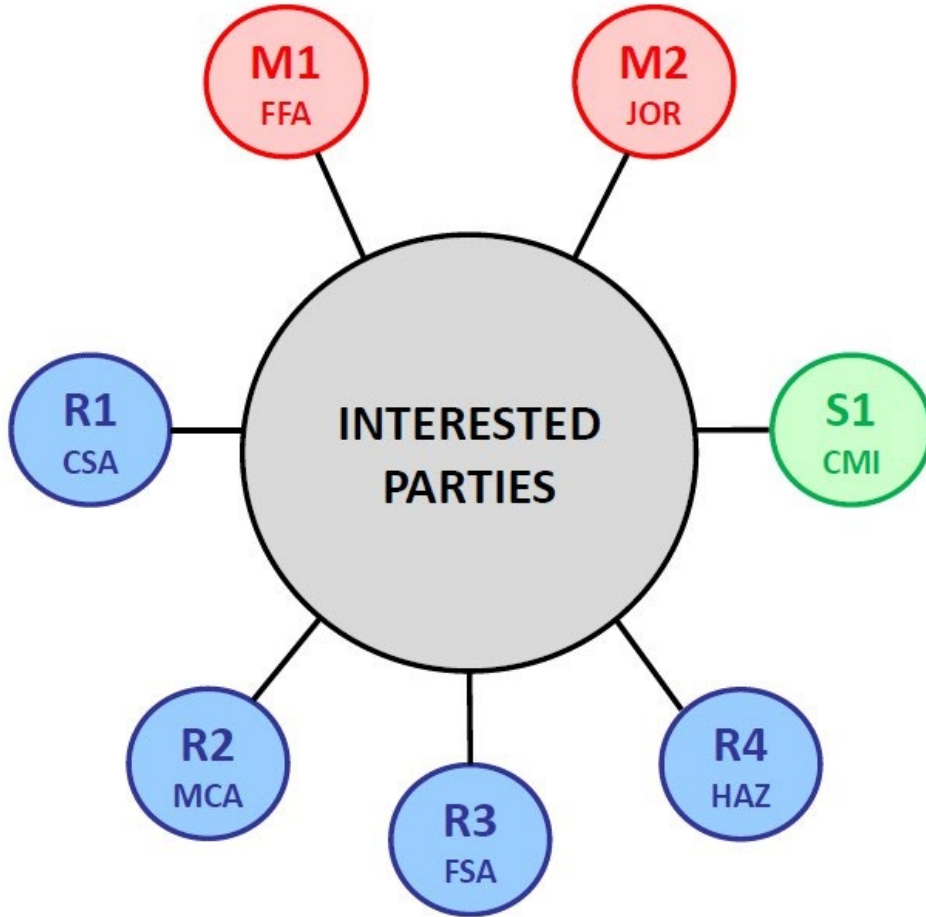
# Interested parties and their expectations



Interested parties as well as their requirements are identified with every process.

The management review takes into account the information feedbacks of interested parties.

# Organization by process



## Management Process

**M1 : Pilot the Company  
(COMEX)**

**M2 : Improve the Company  
(SMI/ICO)**

## Support Process

**S1 : Manage Resources  
(BGR/CVE)**

## Realization Process

**R1 : Win Business  
(JJO/YBO/SMI/ZHA/APE/NFA/EMA)**

**R2 : Design and Document Products  
(FSA/RTE/CSA/APE)**

**R3 : Manufacture and Assemble  
Products (RTE/ORA)**

**R4 : Manage Supply Chain  
(JCV/LDM)**

→ The interactions are described in the descriptive index cards of process.



## Pilot of process


### Define:

- Identify and update the key activities of the process
- Identify, rank and define actions to reduce the risks of his process
- Create and to keep up to date the documentation of the process (creation, modification, abolition)

### Pilot and improve:

- Define and follow means of surveillance (indicators)
- Make sure of the coherence of the process with the other processes and/or with the interfaces
- Make sure of the functioning and the efficiency of the process
- Make sure that the processes produce expected results
- Report periodically the state of progress of the functioning of the process
- Improve the functioning of (of the) processes

## Description of processes:

**Tecofi**  FICHE DESCRIPTIVE DE PROCESSUS

CODE: M1 PROCESSUS: PILOTER LA SOCIETE

**1. FINALITE DU PROCESSUS**

Finalité du processus	Version document	Date	Approuvé par	Modifications apportées
Manager et pérenniser la société	00	28/03/2017	FCK	Création initiale


**2. PILOTAGE DU PROCESSUS**

Pilote du Processus	Comité de Pilotage
DS	CODIR (JCR / JPC / SLO / DOU)

**3. LA MESURE ET LA SURVEILLANCE DU PROCESSUS**

Indicateurs clés	Axes de la Politique	Responsable du suivi de l'indicateur	Parties intéressées	Exigences
			Propriétaire des locaux	Respect du bail et du règlement intérieur du site
			Administrations compétentes	Respect des obligations réglementaires (CPE, code du travail, FSD...)
			Actionnaires	Etre bénéficiaire
			Voisinage	Respect et protection de l'environnement
			Administrations financières	Respect du Code général des impôts
			Organismes bancaires	Avoir des comptes et des liens approuvés par des commissaires aux comptes
			Assureurs	Respect des contrats
			Clients	Satisfaire les clients

## Self-evaluation form of processes:

**Tecofi**  FICHE D'AUTO EVALUATION DE PROCESSUS

Processus = **Gérer les Système d'information** Pilote = **MCH**

**Le pilote du processus doit :**

- S'assurer que le processus dont il a la charge produit les résultats attendus.
- Veiller à l'utilisation optimale des ressources allouées.
- Identifier les opportunités d'amélioration.
- S'assurer du traitement des dysfonctionnements du processus.
- Engager les actions correctives nécessaires.
- Rendre compte des résultats lors de la Revue de Direction.

**1. Retour d'informations des parties intéressées**

Parties intéressées	Exigences	Retour d'informations
Direction	Avoir un outil optimisé et efficace permettant de travailler sur le plus de tâches possibles	La direction souhaite poursuivre les actions d'amélioration de nos outils informatiques. Le service informatique a des tâches à réaliser dans ce sens

**2. Analyse des indicateurs clés objectifs**

Indicateurs	Réalisé N-1	Objectif N	Réalisé N	Commenter et Analyser les résultats et l'efficacité des indicateurs
Taux de disponibilité du SI	99,786	100	100	Taux de dispo quasi optimal. Nous avons enregistré 2h de virus, 3h suite à problème électrique et 1 h de migration. Pour 2018 nous allons affiner par service pour mieux identifier l'efficacité.
Suivi du budget	359K€		59K€	N'avions pas d'objectif pour 2016. L'objectif 2017 est en diminution car nous avons diminué les coûts de maintenance sur 2016



# Management of the quality- environment management system



The documents of TECOFI are mastered by respecting management rules defined in the procedure PR-QTE-002.

The TECEASY intranet allows the sharing of documents in force within the company.



The regulatory and legal monitoring is managed by the quality department.

Rules are defined in the quality procedures:

- PR-QTE-002
- PR-QSE-002.



## 1) Identification of risks

Identification of risks is realized for each process.

**Descriptive form of process**

## 2) Check risks and opportunities

Check and update of the risks and opportunities during writing of the self-evaluation of process.

**Self-evaluation form of process**

## 3) Determination of the actions

The actions to be implemented in front of risks and opportunities are recorded in the action plan.

**Action Plan**

## 4) Estimate the efficiency of the implemented actions

Evaluation of the efficiency of the actions implemented in front of risks and opportunities is realized during the management review.

**Management review**



# Surveillance of processes



**Indicators** are defined for every process and are the object of a periodic follow-up. Performance indicators objectified by the process are revised during the management review. On this occasion the ways to reach them are defined.



**Process reviews** allow to draw up the balance sheet on the functioning and the efficiency of the process. They allow to define opportunities of improvement. The output data of the reviews of process are presented in management review.



**Internal audits** are realized to make sure that the SMQE is in compliance with the requirements of ISO9001/ISO14001/Directive 2014/68/EU and that it is implemented in a effective way and kept up to date. The results of audit are presented in Management review.



**Management review** allows to make sure of the functioning and the efficiency of the SMQE.

# Measure of the customer satisfaction



Who?

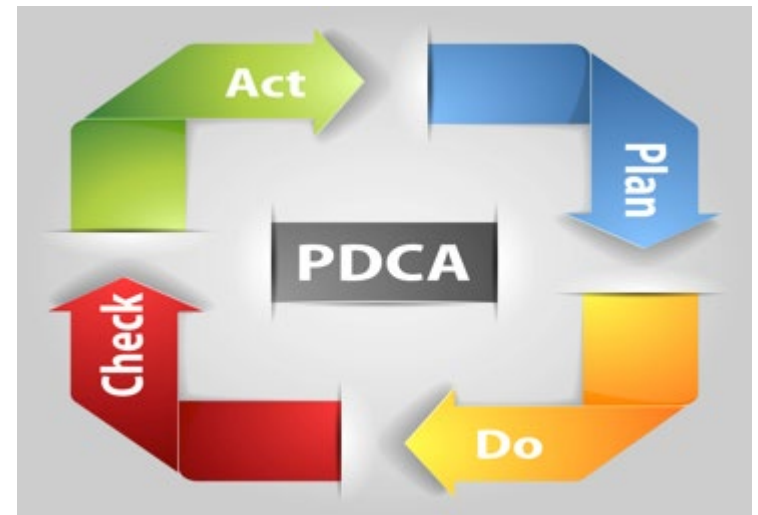
Marketing Department.

When?

Once a year.

How?

Satisfaction survey realized via on-line questionnaire.



Action plan  
Management review

# Continuous Improvement



## Treatment of Non-compliances, claims customers, actions of improvement:

Non-compliances, claims customers are handled by the quality department.

The commission improvement allows to analyze the most delicate cases and to lead the necessary preventive and improvement actions.

## Organizational knowledge:

Organizational knowledge are managed via the procedures and the available index cards of instruction of the system by the entire staff on the intranet TECEASY.

Trainings quality-security-environment and trainings jobs are also distributed to the newcomers.

A knowledge base is also available via tools AUDROS, 3D IT library and supports.



# Scope

Code	Processus	STANDARDS ISO 9001/14001 - VERSION 2015																													
		4.1	4.2	4.3	4.4	5.1	5.2	5.3	6.1	6.2	6.3	7.1	7.2	7.3	7.4	7.5	8.1	8.2	8.3	8.4	8.5	8.6	8.7	9.1	9.2	9.3	10.1	10.2	10.3		
M1	Pilot the Company	■	■	■	■	■	■		■	■	■				■													■			
M2	Improve the Company							■	■	■	■					■								■	■	■	■	■	■	■	
R1	Win Business															■	■	■	■	■	■	■	■								
R2	Design and Document Products															■			■												
R3	Manufacture and Assemble Products																	■	■	■	■	■	■	■	■						
R4	Manage Supply Chain															■			■	■	■	■	■	■	■						
S1	Manage Resources						■					■	■	■		■															

These processes apply to the services of design and marketing of industrial valves and assembly of accessories on the site of CORBAS and GENAS according to the requirements of the standards ISO 9001 and ISO 14001.