

QUALITY Policy: Management commitment

LASELEC is a company committed to the creation, production, and implementation of innovative industrial systems with a special focus on laser technologies. Our entire range of products and services are offered to our worldwide industrial customers.

In an effort to comply with our customer's expectations and to sustain our continuous growth, LASELEC continues to encourage its employees to focus on a QUALITY approach spearheaded by the approval of the ISO 9001 version 2008 standard.

Since the Approval, our Quality Policy and General Quality Targets were as follows:

- **To guarantee the highest availability rate of our systems, worldwide.**
- **To utilize our innovation to strengthen our position and capture new markets.**
- **Persuasive communication**

Those are still the main targets of Laselec as of today, and all means should be used to reach them, control them and ensure their long term benefits.

For 2011, new targets have been defined in order to improve our competitiveness:

- **To deliver the equipment in time, and in conformity with customer expectations.**
 - **By a follow-up with the supplier: Both in regards of lead time & conformity of the delivered products,**
 - **By selection of multiple suppliers,**
 - **By increasing the control on incoming parts, and final products**
 - **By nomination of a product manager, responsible for the conformity & evolution of the product.**
- **To increase the employee's involvement in their duties & productivity.**
 - **By implementation of completion time Targets on Services KPI (key performance indicators).**

To reach those new targets, my full support will be provided, along with additional resources both human & materials as necessary.

I have named Valerie Havard (along with the steering Committee) as the main contact to develop, implement, maintain, improve & control the quality system process, increase the importance of customer requests, create a quality focused culture within the company, enhance the quality system, and report on all quality system operations.

I ask all company personnel to become involved in the quality program and its policies in order to insure success in maintaining the ISO 9001 certification.

Eric DUPONT
CEO



INT0909004D-EN