



ALS-POL-002

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## Quality Policy

To be used as is

Approved By :	Thierry HAIMET/ VP Quality Group & RSC	23/03/21
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# QUALITY POLICY

03-2021



Alstom designs, produces, supplies and supports innovative, safe, reliable and sustainable rail transport solutions, which comfortably transport millions of passengers and a large quantity of goods around the world every day where quality and safety are at the heart of all our actions to ensure the safety of passengers and third parties.

Mastering Quality is a must to ensure customer satisfaction and safety for the passengers.

As expressed by our Chairman of the Board and CEO in the Sustainability and Corporate Social Responsibility Policy, everybody within the company has an important contribution through the correct application of our processes and standards.

The implementation of the “right first time” concept in all functions will allow us to reach our Quality targets, satisfy our customers, and achieve sustainable mobility.

**Thierry HAIMET**  
Quality VP

## OUR COMMITMENT TO EXCELLENCE

### We aim for Customer Satisfaction

- For Alstom, the customer is at the heart of everything we do. We strive to achieve the highest level of customer satisfaction through continual improvement in our quality management system.
- We also ensure the expected availability and protection against cyber-attacks during the project/product life cycle.

### We listen

- In our day-to-day business activities, we ensure the fulfilment of customer and further stakeholders’ requirements, explicit as well as implicit, as well as the highest level of customer experience related to our product and service offerings.

### We care

- Our employees are the key to our success as a company. Teamwork and collaboration across functions is a prerequisite to achieve a “right the first time” culture.

### We act

- Zero defect along the value chain is what we aim for every day and everywhere. A preventive culture and a problem-solving mindset with fast responses are core values for Alstom Quality and what we expect from our external partners.

### We improve

- A continual learning environment is what we create to not only make Alstom a better company and workplace, but also a reliable, trustworthy and highly recognised partner for our customers, suppliers and other stakeholders.