

Quality Manual



Specialised in outsourcing purchases
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Quality Manual – 12/06/2019 – V11

Our company

Our quality commitment

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The EPSA Market Place quality manual:

- was validated by the Executive Committee
- was approved by the Chairman
- is available to the public

Our company

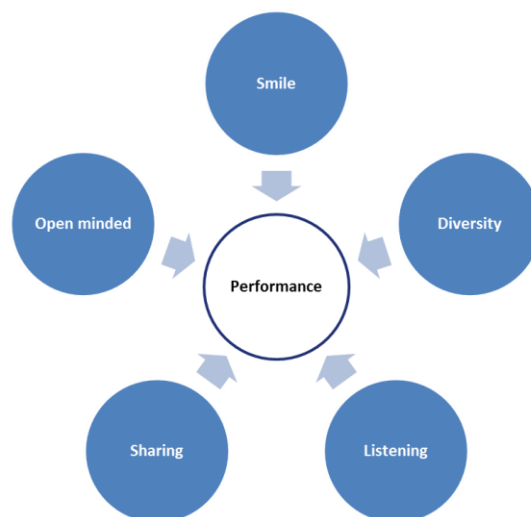
- ⇒ 2 simplified joint stock company owned by the “EPSA International” Company
- ⇒ its background: 30 years of experience in outsourcing purchases
- ⇒ its customers: large companies, leaders in their field of activity
- ⇒ its mission: providing its customers with all of the benefits connected to outsourcing purchases:

- Generating **savings** on purchases
- Reducing the **total cost of ownership**
- Optimising the **panel of suppliers**
- Reducing the **number of orders and invoices**
- Securing the **quality of deliveries**
- Managing **disputes**

- ⇒ its values:

The purpose is man

Our growth, our margin, our cash flow are the how



- ⇒ its locations:

- head office in Lyon (69 – France)
- 4 branches in France (Bordeaux, Lisses, Sophia Antipolis, Lyon – BuyzeWay)
- 1 branch in Germany (Düsseldorf)
- 2 branches in China (Shanghai & Dalian)
- 1 branch in Romania (Bucharest)
- 1 branch in Sweden (Örnsköldsvik)
- 1 branch in Slovakia (Kosice)
- 1 branch in USA (New York)

Our integrated management system concerns all of the company’s activities (providing services in the outsourcing of Purchases) and complies with the quality requirements.

The activities of EPSA Market Place (purchasing and supply services) concern products and services whose specifications (development, definition, production process and control ranges) are defined by EPSA Market Place's customers.

Our quality commitment

“Our company, number one in the purchase outsourcing market, now needs to consolidate its position. We have decided to commit to a quality approach with our Consulting, Purchasing, Supply Chain, Sale, Financial, HR and IT teams in order to better understand our customers’ expectations.

Our analysis identified several needs:

⇒ **Improving the organisation and internal communication**

Our quality policy is clearly defined with regard to all of our staff. The different management teams are working towards continually improving the processes and the involvement of each member of staff within the company in the success of this project.

⇒ **Assessing customer satisfaction**

We are committed to analysing customer complaints, following preventive and corrective action plans and to paying particular attention to our customers.

⇒ **Improving the company’s economic performance levels**

In order to ensure the long-term continuity of the company, we are committed to setting up performance indicators for each of the company’s processes.

Our approach is based on the ISO 9001 and EN 9120 standards. This must result in the optimisation of our resources and means in order to offer our customers the best value for money service possible.

The quality manager coordinates the actions required to reach our objectives and ensures that the provisions of the Quality Manual are applied.

We are committed to providing our staff with the means required to succeed in these missions and ensure compliance with the system set up.”

“We are intransigent with ethics. Nothing is more important to us than your trust and the protection of our values in our profession.

We stake our name and reputation on this”.

Jacques-Emmanuel Durand



Our quality policy

Our company's mode of operation revolves around a quality management system which structures our operations around the following three main objectives:

⇒ **Quality of services (with reference to ISO 9001 and EN 9120 standards):**

By guaranteeing product compliance and delivery deadlines; by continually optimising the company's internal mode of operation so as to provide our customers with the benefits of indirect savings from purchase outsourcing;

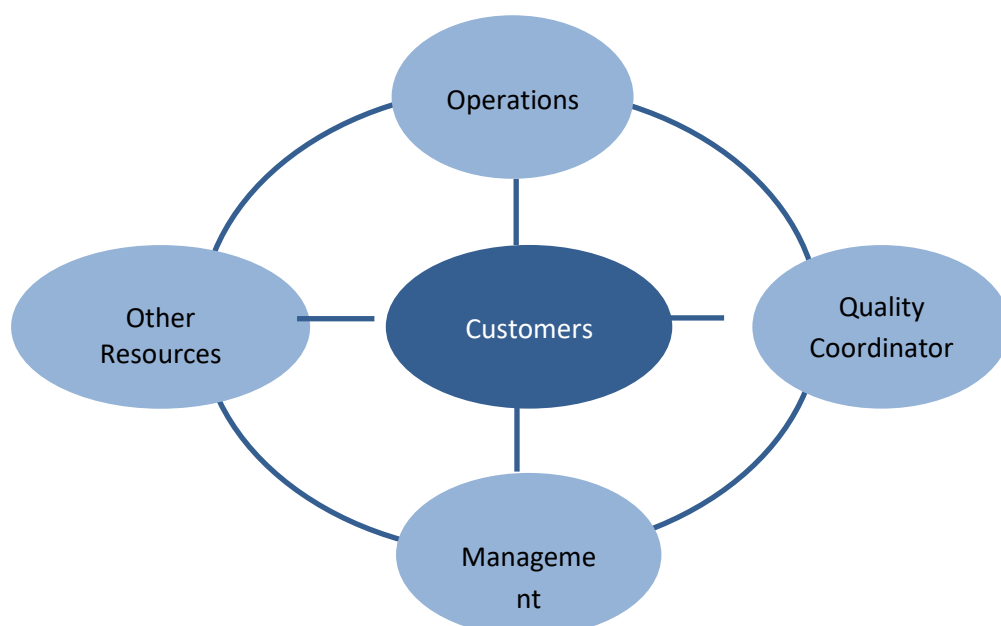
⇒ **Economic performance:**

By optimising the purchase prices negotiated on behalf of our customers in order to optimise their performance via direct savings;

⇒ **International support:**

By offering our customers local solutions enabling them to benefit from a service that takes into account a multicultural aspect.

Our organisation is particularly centred around an approach focusing on listening to our customers via discussions, periodic meetings, satisfaction surveys and request and complaint follow-ups. Our operation also includes general surveillance to identify any experiences or creations relevant to our fields of activity.



Our quality management system

Our quality management system is based on the perfect control of 12 processes and 2 procedures.

⇒ **Management processes:**

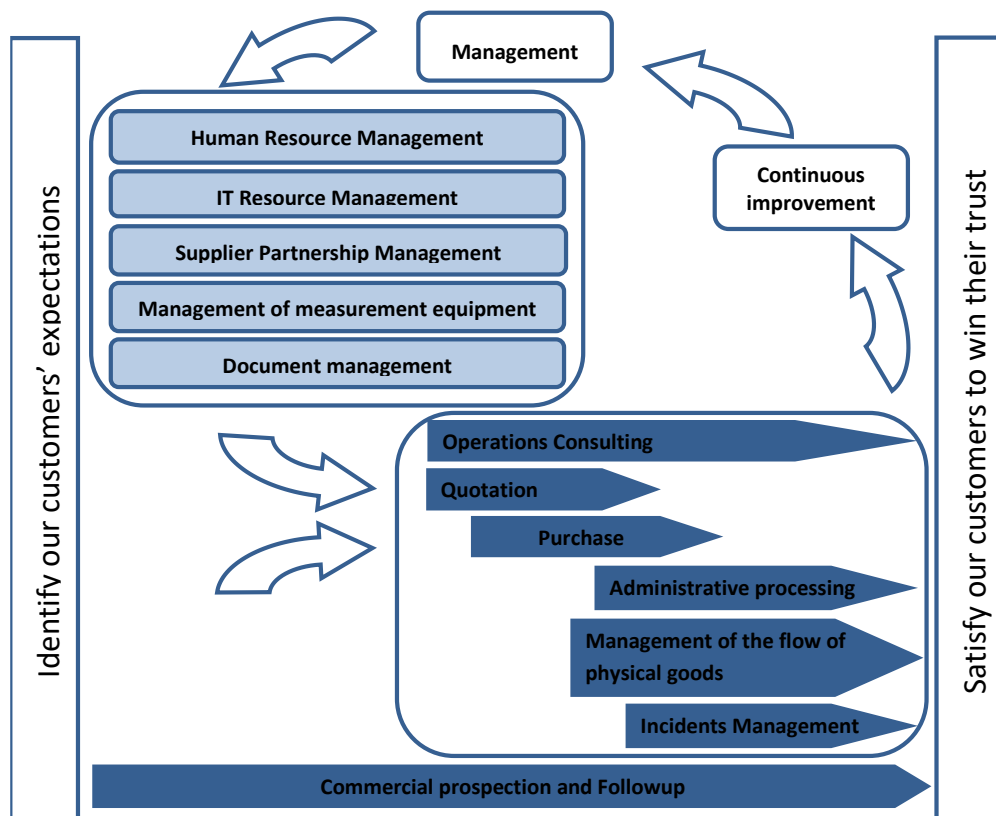
- Company management
- Continuous improvement

⇒ **Support processes:**

- Human resource management
- IT resource management
- Management of measurement equipment (procedure)
- Document management (procedure)
- Supplier Partnership Management

⇒ **Operating processes:**

- Customer prospecting
- Operations Consulting
- Quotation
- Purchase requisition
- Administrative processing
- Management of the flow of physical goods
- Incident Management



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The documentation of our quality management system is based on:

⇒ **Processes:**

Each process synthesised via a description sheet underwent a risk analysis performed by a work group representing all of the employees involved, allowing the control elements to be identified: measurements, inspections and improvement, corrective and preventive actions.

Each process lists:

- *Expectations*: expectations of both the customer and internal departments;
- *Process means*: human means, key knowledge, material means, inspection, method, input and output data, planning;
- *Process results*: purpose, indicators.

⇒ **Procedures:**

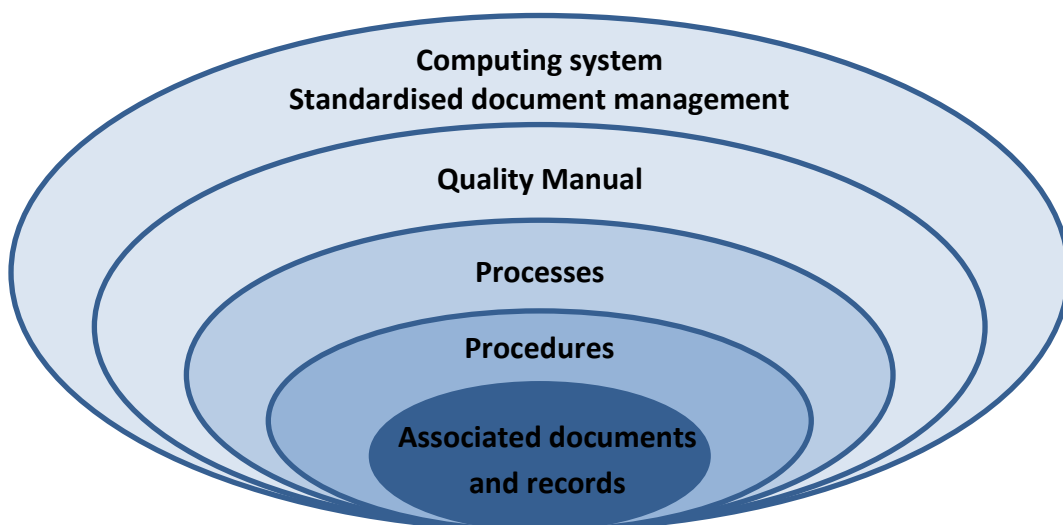
The organisation and operating models defined within the scope of each process are described in the form of "procedures".

⇒ **Methods and writing:**

Our methods are defined and consolidated via documents and records.

⇒ **Standardised document management:**

The quality documentation is integrated into the company's standardised document organisation, based in particular on a classification plan shared by all employees and activities.



Our quality dynamics

⇒ Directing and implementing the means:

Our company's quality policy is periodically revised with regard to the development of customer needs; it is carried out via an action plan and the definition of the means required for its implementation.

⇒ Measuring and monitoring for improvement:

Our management approach is based on an assessment mechanism (customer interviews, internal audits, etc.) and a set of indicators evaluating the efficiency of our approach and our actions over time. These indicators are reviewed on a monthly basis via operational performance reports. The annual Management Review enables an overall assessment of the quality policy to be produced, its coherency to be checked with regard to the development of customers' expectations, opportunities for improvement to be listed and our objectives to be reassessed.

