

TITLE	
QUALITY POLICY & MANAGEMENT COMMITMENT	
REF	VERSION
POL-001	1.0

PopsiCube Group Quality Policy & Management Commitment

RECORD OF MODIFICATIONS

Version	Issue date	Comments
1.0	12-March-2018	Approved version

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POPSICUBE Group quality policy & management commitment

In the current context of globalization and concentration it is essential to ensure the delivery of services with a high quality added value allowed through the implementation of an efficient QMS answering to customers' expectations, meeting the ISO standards, legal and regulatory requirements.

Since its creation in July 2004, PopsiCube demonstrated the integration of this vision to its strategy by its ability to take into account its customers' expectations and to satisfy them in terms of innovation, technicality, quality, price and deadlines. Indeed, PopsiCube is now recognized as a unique dual expert operated on a global scale, providing full CRO services and e-tools designed for the health industry.

In its various activities, the PopsiCube Group developed a set of methods and an internal organization allowing to provide an optimum level of quality to its customers according to its means whether human, financial or material.

In 2017, in order to support its geographical and business development, the PopsiCube Group decided to launch a new Global QMS based on process-oriented and risk-based approaches integrated into the various fields of activity. The implementation of this quality system is based on a willingness of continuous improvement, a strong involvement of the staff, in order to satisfy its customers at the lowest cost while optimizing its means and its competences.

This approach should lead the PopsiCube Group towards the following objectives:

- ISO 9001:2015 Certifications covering all the PopsiCube Group activities;
- increase the company performance;
- increase the customers' satisfaction;
- allow the employees involvement.

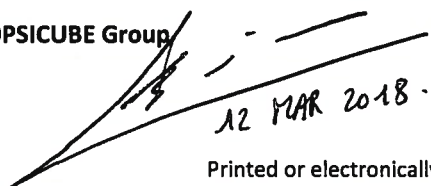
I am committed in implementing our quality policy by making necessary resources and means available and through my personal involvement in monitoring its results and any changes in its focus. I have delegated the operational implementation of our quality policy to our Quality Assurance Manager but I remain the guarantor of its efficiency and consistency with our objectives, our strategy and with the company context.

I will ensure that the continuous improvement objective and the different requirements defined through the QMS are integrated into our business processes and at every level of the organisation. This is why I will manage the QMS performance and the achievement of our objectives through the implementation of relevant and pragmatic indicators and through the rigorous follow up of corrective and preventive actions.

My global objective is, with the full involvement of all employees, to raise our QMS and so our Group towards excellence. I will conclude this declaration with my vision of quality by quoting William A. Foster *"Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives."*

Fabrice BEAUCHÊNE

CEO POPSICUBE Group



12 MAR 2018

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