



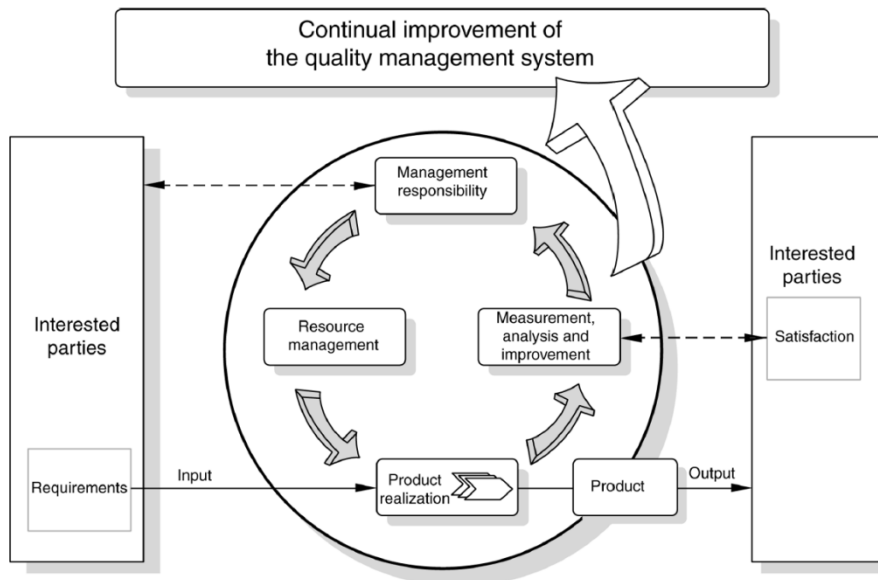
Sicap Quality Management

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To ensure customer satisfaction with expected quality of deliveries Sicap has developed and maintain a Quality Management System from its very beginning. In year 2010 Sicap has been certified worldwide for **ISO 9001:2008** norms: Sicap AG (Switzerland), Sicap SAS (France) and all Sicap subsidiaries.



Quality Manual is the **top tier** of Sicap's documentation system. It gives an overview of our Quality System. It is supported by corporate and division process guidelines and roles description, which are the **second tier** of our Quality System documents and are listed in this Quality Manual as links. The **third tier** of the documentation system consists of development/testing documents, forms and specifications developed by each operating unit or customer project teams.

Sicap has dedicated Quality Management, which is a part of independent department in Technical Shared Service called Process Quality team. QM is not affiliated as a part of any production unit in Sicap, like Support, Regions or Line of Business and its activity is sponsored and regularly reviewed by Executive Team. Quality Management strategy is also approved by Executive Team and Director of Technical Shared Services to meet latest recommendations from ISO norms and external audits (certification) prescriptions.

Periodic audits assure adherence to our quality systems. Internal Quality System audits are performed by the Quality Management staff and by other trained personnel under the guidance of Quality Management. Results of audits are reported to the Director of Technical Shared Services, Head of Process and Quality Team, Executive Team, participants of audits and CEO. It is the responsibility of those units to develop corrective actions in coordination with Quality Management, to correct deficiencies and to present evidence of correction. Vendor audits are performed by purchasing department with Quality Management staff on an as needed basis.