



QUALITY OBJECTIVES

To ensure alignment with the Gerosa Group's policy, Rieusset's specific quality objectives have been defined in close agreement with the Gerosa Group's global guidelines and commitments. Our approach seeks to reinforce the established standards by actively contributing to its global goals through concrete and measurable actions adapted to the context of Rieusset's organization.

To this end, the objectives that have been set are the following:

- Maintaining and constantly improving the **Quality Management System** based on the ISO 9001 Standard
- Advocating for **customer satisfaction**, and working on the analysis of causes and implementation of preventive and corrective measures to reduce the costs associated with non-conformities to values below 0.15% (cost of material rejected by returns (discounting what is recovered)).
- Guaranteeing that **identified non-conformities** are **resolved** within **30 days**, ensuring the follow-up and evaluation of corrective actions
- Communicating to customers the causes and corrective actions to be implemented for **non-conformities** within **15 days** of receipt
- Maintaining a **delivery and quantity compliance level** of **98% or higher**, optimizing logistical planning and coordination to minimize delays
- Performing **internal and external audits**, with the frequency established in the risk analysis, in order to verify the compliance and effectiveness of the procedures defined in Rieusset's Integrated Management System.
- Developing **continuous improvement** with **objectives** linked to **action plans** that will be reviewed quarterly and whose result will be reflected in the **Management Review**
- **Disseminating the specific objectives** of Rieusset's Integrated Management System to the entire organization as well as making it available to interested parties