

# Schneider Electric Quality Policy

Customer satisfaction is everyone's No. 1 priority

- Providing outstanding solutions, products and services.
  - Addressing customer issues professionally.
  - Ensuring a consistent experience worldwide.
  - Complying with the requirements.
- Giving precedence to customer satisfaction over any other priority.
  - Listening with humbleness and acting on our customers' feedback.
  - Delivering on our commitments.
  - Communicating proactively and transparently.
- Our managers lead by example.
  - Our people enjoy autonomy and develop accountability.
  - We plan, control and relentlessly improve with our business process excellence tools and methodologies.
  - We recognize and share best practices and attitudes.
- > We are committed to bringing a differentiated and superior experience to our customers
  - > We develop an exemplary customer-centric culture
  - > We empower and train our people to make no compromise on quality

## The ultimate measure of quality is customer satisfaction



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