



LEM Group Quality Policy

LEM aims at consolidating its leading position as market leader by continuously improving its product performances and customer service level as well as by encouraging innovation and access to new technologies.

In order to sustain this position in the long term, particular focus is dedicated to risk management, human resources and financial strength.

To reach these objectives, LEM teams and partners commit to:

- Satisfy requirements agreed with the customers and aim at exceeding them
- Implement a robust Quality Management System
- Ensure conformity with applicable standards and regulations
- Continuously improve performance of all processes.

To achieve these commitments, LEM:

- Establishes & monitors a Group Strategy considering opportunities and risks
- Translates the five year Group Strategy in an ambitious Annual Budget with clear Action Plans and Performance Indicators
- Organizes regular performance reviews in all key areas and implements corrective measures where needed
- Drives continuous improvement of its processes through the Operational Excellence leadership.

LEM's success relies on the commitment of all LEM employees who are encouraged to develop their competences, to be innovative, and to involve themselves in continuous improvement.

Geneva, April 1st 2018


Frank REHFELD

Chief Executive Officer (CEO)