

QUALITY MANAGEMENT

PHILOSOPHY OF TOTAL QUALITY AND DUTY OF ADVISE

The philosophy of 'total quality' is to provide the means to have the best possible match between the service expected by Pfizer, the one provided by FM Services and what is perceived by users of the site.

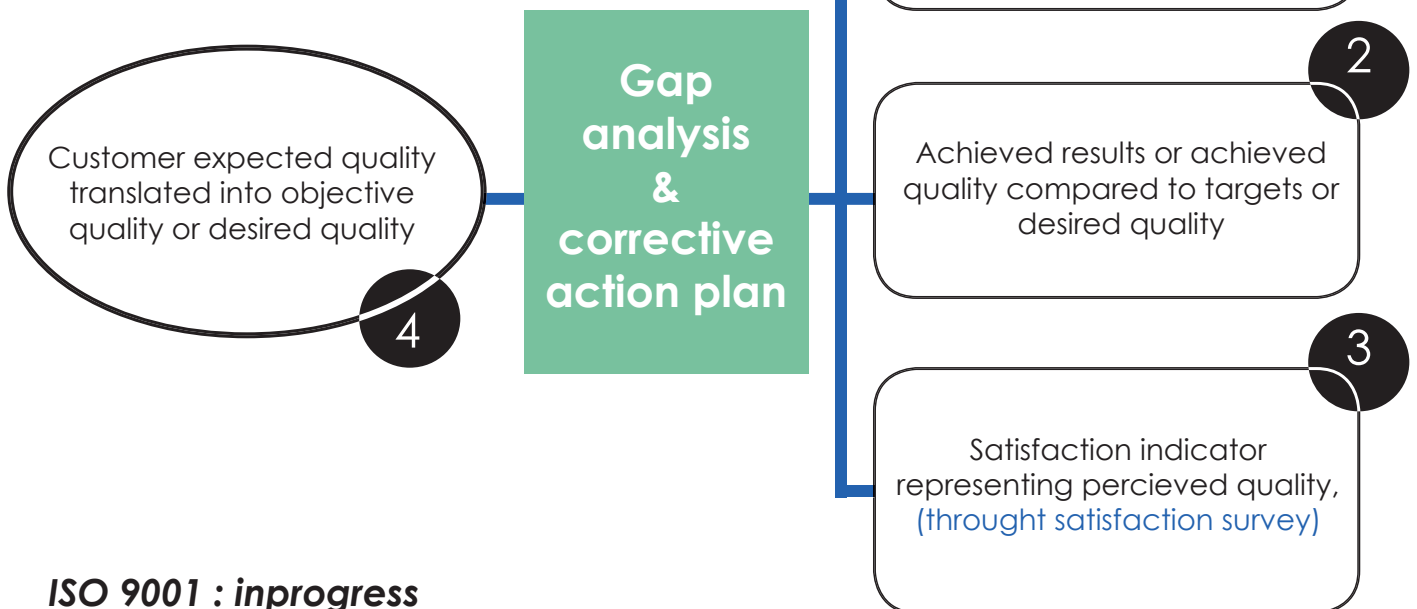
FM Services will implement the following measures:

Ongoing training provided by the facility manager and by external trainers.

- Briefing and debriefing sessions with the team before and after the services.
- "Quality Circles" regularly bringing together the teams, led by the facility manager, involving staff in the search for progress.
- Treasury procedures on the same basis as the control procedures.

QUALITY INDICATORS

TARGETED SITUATION



ISO 9001 : inprogress