

RIF's Quality Policy

RICOH Industrie France SAS is an innovative and successful company directly located in the heart of the market, customer-centric and which well developed its Operational Excellence. To contribute to the « Transformation 2.0 » and in order to ensure its continuity within RICOH Family Group, confronted with the globalization of exchanges and to underpin our strategic orientation, we, RICOH INDUSTRIE FRANCE SAS, intend to strengthen our contribution towards the European market through:

- **the continual satisfaction of our customers and relevant stakeholders** through the quality and reliability of our products and services, thereby winning their loyalty,
- **the safety and concern for the environment** during the manufacturing process as well as in the use of our products, thereby cultivating an attractive brand image,
- **the excellence of our manufacturing & support processes** through the strict application of the "RICOH Way" method,
- **a global consensus and team motivation** through the commitment of all our management team, this being the only way to ensure the success of our policy,
- **the performance**, in order to ensure the financial good health of the company thereby maintaining our shareholders' confidence.

As President of RICOH INDUSTRIE FRANCE SAS, I invite and encourage each one of us to constantly challenge towards this ambitious program by ensuring:

- the mobilisation and perfect coordination of all our employees, so that we are responsive and efficient,
- a critical eye in order to anticipate any problems and so as to continuously check that solutions are adequate (equipment, processes, procedures, ...),
- the growth and adequacy of knowledge through communication, information and continuous education of all our employees,
- the implementation of improvements supported by «The RICOH Way Production System ».

In order to ensure the continuous improvement of our Quality Policy, we guarantee its understanding & development as well as its application & development at all levels of our organization, all employees are made aware of the Quality Policy.

To ensure the realization of the Quality Policy, the Senior Management:

- defines and communicates its rules and objectives,
- assesses requirements and allocates the appropriate resources accordingly,
- ensures that priorities and the related objectives are well understood and that they are achieved.

RICOH INDUSTRIE | FRANCE SAS

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Wettolsheim, the 1st July 2016

Thierry BEA
President

