

RIF's Quality Policy

RICOH INDUSTRIE FRANCE S.A.S. is an innovative and successful company directly located in the heart of the market and customer-centric focused.

In order to ensure our sustainability while supporting our strategic orientation, we, RICOH INDUSTRIE FRANCE S.A.S. need to continually strengthen:

- **the continuous 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 line management, 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.
- **the emphasis of innovation and digitalization in our production processes.**

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

- the mobilisation and the perfect coordination of all our employees, so that we are responsive and efficient,
- a critical eye to anticipate any problems and to continuously check that solutions are adequate (equipment, processes, procedures, ...),
- the knowledge and skill development 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.

Wettolsheim, the 30th September 2019

Tsutomu KOYANAGI
President



RICOH INDUSTRIE FRANCE SAS

144 route de Rouffach
68920 WETTOLSHEIM