



**Emerson Process Management - Power & Water Solutions**  
***Quality and Environmental Policy Statement***

Emerson - Power & Water Solutions' main objective is to be in the undisputed Top 3 leaders within the power automation industry in Europe.

Based on our worldwide technology portfolio including DCS, Simulation and Optimization suite, we are providing the full service set for project execution, services and expertise.

The main service components of our solutions are:

- Project management
- Engineering design (including DCS, I&C, electrical, civil work)
- Turbines expertise
- Procurement
- Installation
- Startup, commissioning and optimization
- Training
- Service support (help desk 24/7, maintenance contract, consulting,..)

We designed a Pan-European engineering and services organization to serve our customers across Europe, in order to be local in different countries/languages and to capitalize on our power expertise globally. Our ISO 9001 Quality Assurance System is built to support this Pan-European organization. We are committed to providing a high level of service quality and to put in place the necessary processes to monitor and improve our customer's satisfaction.

The main indicators we monitor are:

- Unit trips (embedded within our monthly Key Performance Indicators)
- Annual Customers Survey feedback
- Annual Users Group feedback
- Customer loyalty score
- Market share


Our main operation domains of actions are to:

- Set-up and drive the application standardization
- Evaluate continuously and improve our engineering skills
- Train and certify our employees
- Improve continuously our processes
- Recruit high level engineering competences
- Continual improvement and prevention of pollution
- Comply with applicable legal requirements and with other requirements to which the organization subscribes related to its environmental aspects

Our Quality Assurance system is based on technology, organization, skill and Process.

Emerson - Power & Water Solutions management's team is totally involved in this continuous Process improvement. The global quality we deliver is a key differentiator in our business strategy.

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Pascal Galant  
Power & Water Solutions  
Vice-president Europe