

Quality Policy

Think Customer, Act Customer, Be Customer

Delight Customers with a tailored and outstanding end-to-end experience is our #1 priority.

The fact

Customer Experience is already as important as products & prices and will become soon the first driver.

Most of buying decisions will be made through digital before talking to any sales representative.

Our goal

Everywhere in Schneider Electric, we put the Customer at the center of our decisions. We deliver tailored Customer Experiences, fast and consistent in all touch points, to get satisfied Customers like this one:

"I want to thank you for creating a culture where at every step, someone took ownership of my needs and did what was right to serve me. I don't often experience such amazing customer service.

These people are super stars!"

Testimonial sent to our Chairman & CEO

Our guiding principles:

- 1. Customer Centricity:** Customer Experience culture is in all employees' DNA. We deploy Customers personas everywhere, we master Customers journeys, we follow Customer centric rituals, we decide and prioritize always from Customer viewpoint.
- 2. Offer Quality:** we innovate and provide a non-negotiable premium quality along the life cycle through offer creation, manufacturing, delivery, operations and services, we focus on a digital, tailored and predictive end-to-end experience, to fulfill Customers needs.
- 3. Intelligence:** we run strong analytics to convert our Customer Experience data into actionable information, to anticipate Customer failures, prevent Customer complaints and improve on all touch points, we propagate this Customer intelligence in all teams.
- 4. People:** we empower our teams to manage their priorities and decisions to maximize the business value for our Customers, we look for superior Customer driven skills when recruiting new Talents, we work as one team to always serve our Customers first.
- 5. Satisfaction to Order:** we deeply analyze Customer Experience on all touch points and leverage it to prioritize our investments and tailor our sales tactics accordingly. Customer Experience is recognized in our company as a strong competitive advantage.

This policy is supported by a robust Quality Management System we improve in a continuous and rigorous manner through efficient processes & tools, in compliance with ISO9001 standard. We deploy this policy everywhere in Schneider Electric and translate these guiding principles into operational objectives for execution in all organizations.