

QUALITY POLICY 2019



Commercial:

- Focus on consumer, hair and dental products tests
- Implementation of procedures for the preparation, progress and follow-up of exhibitions
- More intensive commercial communication (social networks, exhibitions...)



Technical – IT – Research & Development:

- Continuation of the renewal of the computer park
- Strengthening the marketing watch to feed R&D



Human Resources:

- Implementation of ESC (Economic and Social Committee)
- Development of internal communication tools (upwards and downwards)
- Adaptation of skills management to the reform of vocational training



Volunteers:

Be more proactive in volunteers' finding with insufficiently represented profiles in our panel : elderly people, phototypes VI, dull complexions, atopic skins...



Quality:

Follow-up of obligations related to the GDPR (General Data Protection Regulation)



Spincontrol Group:

- Improve communication within the group
- Have a real commercial group policy
- Highlight the specific strengths of each subsidiary
- Propose at least one new technique or protocol per year to subsidiaries
- Continue the annual managers seminar in Bangkok in November

Patrick BEAU

Spincontrol Group Chairman
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