

Neponset Field Devices Quality Policy

Quality Policy - At Schneider Electric, customer satisfaction is everyone's number one priority.

We are committed to bringing a differentiated and superior experience to our customers

- Providing outstanding solutions, products and services.
- Addressing customer issues professionally.
- Ensuring a consistent experience worldwide.
- Complying with the requirements.

We develop an exemplary customer-centric culture

- Giving precedence to customer satisfaction over any other priority.
- Listening attentively and acting on our customers' feedback.
- Delivering on our commitments.
- Communicating proactively and transparently.

We empower and train our people to make no compromise on quality

- Our managers lead by example.
- Our people enjoy autonomy and develop accountability.
- We plan, control and relentlessly improve our QMS as well as our business processes, tools and methodologies.
- We recognize and share best practices and attitudes.

The ultimate measure of quality is customer satisfaction