

Quality Policy

We firmly believe in acting responsibly towards our customers, our employees, and society at large. We consider quality as a core value in providing safe, effective, and innovative products. Our quality culture drives continuous improvement and supports innovation yielding us competitive advantage. This Quality Policy applies to all products, quality systems, and product quality and compliance related business processes of the Fluid Systems sector of activity of Saint-Gobain Performance Plastics (FLS).

Compliance and Quality Standards

FLS complies with local regulatory requirements applicable to the marketing region of its products. To support the growth of our business in a globalized world, we are committed to follow the guiding principles for quality developed by ISO. ISO standards are recognized as an efficient and consistent way to ensure product quality and efficacy. The ISO standards are harmonized globally and they support innovation and continuous improvement.

FLS corporate policies and procedures are developed on the basis of regulation and ISO principles, employing a risk and science based approach. A Quality Management System (QMS) is in place to support quality related activities and enable the implementation of our business strategy. Quality Risk Management and Knowledge Management are employed as enablers to our QMS. Our QMS also addresses supply chain integrity and product life cycle management. They are described in well-defined cross-functional business processes.

Awareness and Legal Responsibility

All FLS employees must understand and follow corporate policies and procedures in order to ensure product quality and to meet the quality expectations of our customers. All employees are responsible for quality through their day to day activities.

Management is responsible to support employees in living our quality culture and compliance by providing appropriate training, resources, business processes, and systems. Management is accountable for adherence to corporate and local policies and procedures. In addition, the management of any legal entity is legally accountable to ensure compliance with local regulations.



Steve Maddox, GM Life Sciences



Laurent Cohen-Scali, GM Process Systems



Marco Corrales, VP Fluid Systems



Polly Hanff, Global Regulatory Affairs & Quality Director