

Quality policy

At Schneider Electric,

customer satisfaction

is everyone's number one priority

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

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

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

> We develop an exemplary customer-centric culture

- Our managers lead by example
- Our people enjoy autonomy and develop accountability
- We plan, control and relentlessly improve with our business process excellence tools and methodologies
- We recognize and share best practices and attitudes

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

The ultimate measure of quality is customer satisfaction



Jean-Pascal Tricoire
President & CEO
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