Quality Policy

Since 1990, IRIS Instruments has been recognized worldwide in its specific sector of activity for its know-how, the quality of its products, its reactivity, its commitment and its support with customers and interested parties.

Our strategy is quality oriented and aims to ensure the development and sustainability of the company.

Catherine Truffert, President of IRIS Instruments, declare that I am responsible for the efficiency of our Quality Management System and undertake to satisfy all the applicable requirements, to respect the needs and expectations of the various interested parties and requests the involvement of all in a process of continuous improvement of practices.

In line with this strategy, our main objectives are:

• Satisfy Customer requirements,
• Meet the applicable legal and regulatory requirements,
• Ensure compliance with agreed deadlines and the quality of products and services provided,
• Control the Quality and ensure the traceability of products and services,
• Be available and responsive to the needs and expectations of interested parties,
• Respect our commitments to customers to keep their trust and establish a true partnership relationship,
• Foster participatory initiatives and approaches for improvement.

Each of our processes through our Quality Management System contributes to the achievement of its objectives.

To make our system more effective and efficient, we have undertaken its redesign according to the ISO 9001 version 2015 standard.

These performance-based standards allow us to increase our ability to satisfy our customers and improve our organization through, among others:

• Taking into account the always complex and changing international context,
• The deployment of an approach based on the control of risks and opportunities in all sectors of the company to guarantee the achievement and continuous improvement of our results
• ...

Our QMS is subject to regular reviews and the Management Reviews and Management Committees allow us to decide on the effectiveness, the improvement needs, and the coherence of our strategic orientation towards the latter.

I give to the Quality Manager Stéphanie Moriset the responsibility and the authority to develop, implement, maintain, improve, verify and monitor the QMS processes, make staff aware of customer requirements, develop the quality spirit, animate the system quality of the company and report on its operation.

I undertake that this policy and the objectives to be achieved are known, shared and that the necessary means and resources are made available for its implementation by all employees.

I ask, guide and support process pilots and all employees in their involvement in our quality approach in order to ensure the success and improvement of the policy adopted.