

Quality Policy

SM Contact provides splice crimping, pin electrical connection expertise and its integration to the technological projects of customers worldwide.

SM Contact has always been committed to the maintenance and improvement of the quality standards of its products and services, and to satisfying its own customers by:

- Focusing on the importance of Customers.
- Identifying and complying with the applicable legal requirements and the contractual agreements.
- Pursuit continuous improvement of its products, services, and internal processes. Continuous research of new technologies, in maintenance and upgrading of its staff's skills.
- Conducting precise check on the finished products, in order to ensure the absence of defects and the compliance with the requirements agreed with the customer.
- Providing timely deliveries and after-sale customer assistance, in order to react quickly to the quality related requests and to the performances of the products supplied.

The ultimate measure of success is Customer Satisfaction.

SM Contact is also committed to minimizing any type of pollution resulting from business operations, as well as complying with environmental legislation.

This statement has been adopted and approved by SM Contact, including all our subsidiaries, on 14/08/2024.

A handwritten signature in blue ink, appearing to read 'Christophe Roshardt', is positioned above a horizontal line.

Christophe Roshardt
CEO of SM Contact