QUALITY MANUAL
Objectives of this manual:

- Describing Parkeon, its organization and its Quality policy
- Describing the management system that has been set up to manage the Quality policy

Field of application

This manual applies to all activities in the Besançon facility and to those in France, Germany, UK (without Bus activity) and Italy.

The manual is intended for Parkeon employees and to customers.

It is updated with each change in the Quality policy, organization or management system or at least once in every three years.

The manual is distributed by the Quality department; its current version is accessible on the Intranet website from the various Parkeon facilities, thereby addressing the need for accessibility and confidentiality.

Copies in circulation are not updated unless requested in writing.
Quality Policy

To our Customers,

Your needs drive our strategic vision. We design and deliver on time products, systems and services, matching your expectations. This strategy is based on our expertise in Parking and Transport Systems.

In the same way, our employee’s motivation and their dedication to you are our main assets to innovate and network our talents everywhere in the world.

All our actions are done with integrity in law, confidentiality, respect of other professional ethics and protection of property and resources.

We are committed to integrate health, safety and environment requirements into our management systems to add value to our products, systems and services, and to protect communities where we work and live.

Our quality system will meet or exceed international standard requirements, through the creation and development of processes continuously improved by performance monitoring and procedure evolution.

Together with our management and their staff, we fully support the implementation of this quality policy within Parkeon to ensure your satisfaction.

Bertrand Barthélemy
President

Thierry Gonnet
Chef Financial Officer

Jean-Pierre Todechin
Human Resources Director

Stéphane Roques
Parking Director

Owen Griffith
Transport Director
Our mission and customers

Our mission

- Parkeon advises, supports and provides customers with services to facilitate the optimisation of urban mobility flows.
- These services range from design to installation of solutions for urban mobility. They cover the creation and development of software, applications and equipment, systems integration and maintenance, and include the management of payments, particularly electronic payments, in the areas of parking and urban transport.

The Quality policy of Parkeon covers the following areas:
- Addressing customer’s needs,
- Performance improvement,
- Value creation,
- Skills development,
- Responsiveness to customers,
- Employee responsibility and involvement.

Our customers

Our main customers are:
- City and local government authorities,
- Parking operators,
- Mass-Transit operators:
  - Rail / Light Rail,
  - Bus,
- Underground systems...
Our commitments in quality term:

- For more than 40 years Parkeon gets involved advise and develops new solutions by maintaining the highest standard excellent.

- Parkeon leans on expert collaborators, more than ever at the heart of the performance and of the client satisfaction:
  - Engineers and technicians in R&D,
  - experts in production, human resources, administration of sales,
  - professionals of sales, marketing, purchases, logistics, finances,
  - experts for the management to the everyday life of the accommodated services (services of payment and supervision) sites installed all over the world,
  - technicians of closeness for the after-sales service.
Organization

Bertrand Barthélemy
President

Jean-Pierre Todeschini
Humain Ressources Director

Owen Griffith
Transport Director

Stéphane Roques
Parking Director

Thierry Gonnet
Chef Financial Officer
Location

By focusing on different markets, the objective of each region is to anticipate future needs and offer solutions that are suited to the current needs of their markets.

All industrial activities are carried out in Besançon, France (Pay & Display machines and ticket vending machines) or Poole, UK (bus fare collection units).

Parkeon is also present in Germany, Australia, Belgium, Spain, USA, Italy, the United Kingdom, so each region can react very quickly to the market and the customers’ needs.
Quality management system

Principle

The Parkeon Quality management system covers the activities required to meet the requirements of various partners:

- identification of the needs and expectations of customers, shareholders, staff and the community,
- definition of the company’s policy and objectives,
- implementation of the processes, organization and resources required to achieve the objectives,
- implementation of systems to prevent nonconformity and eliminate the causes of nonconformity,
- definition of the general procedures that are required to take account of the particularities of each contract,
- deployment of a continuous improvement approach in all activities and entities of Parkeon,
- definition of indicators and systems to monitor and analyse the effectiveness of the system.

Process approach

In order to enhance competitiveness and keep close control over all its businesses, Parkeon has elected to organise its Quality system using a process-based approach in accordance with the requirements of standard ISO 9001.

- The use of such an approach makes it possible to keep the focus on the customer across the organisation.
- The activities of Parkeon are divided into ten processes.
- A process leader is responsible for transmitting the strategy of the Management and for the improvement dynamic and bears overall responsibility for process efficiency.
- The leader is also responsible for organizing and formalizing the activities relating to the process, ensuring effective deployment, measuring effectiveness and making improvements.
- Quality correspondents are responsible for supporting and transmitting the actions of the process leader.
- An addition to this manual has been specially written for the Transport B.U, called “Transport Quality Referential”.

MANAGEMENT PROCESS

Business Strategy
This process is aimed at establishing the basis and the orientation of the Quality management system, by addressing customer needs, the definition of the Parkeon objectives and the creation of special channels that are favourable to the internal circulation of information. It is supported by the Quality Management review and acts as the driving force for the effectiveness and improvement of the Quality management system.

REALISATION PROCESSES

Customer acquisition
This process is aimed at ensuring the efficient preparation of offers and greater efficiency in order to meet customers’ requirements and produce financial results, for each business unit.

Value creation
This process is aimed at ensuring the running and continuous improvement of Parkeon activities development and industrialisation, main sources of added value, followed by project managers and by Product/Project Quality Assurance, for each business unit.
Parkeon processes

REALISATION PROCESSES (Contd.)

Order Fulfillment
This process covers activities relating to the performance of contracts. Here, the different parties involved work with each other and with the customer in some cases, closely monitoring the fulfilment process so as to guarantee the completion of the activities required to satisfy the customer.

Supply Chain Management
This process aims at ensuring the availability of raw materials at the right time and the right cost, in accordance with the technical definition for product realization.

Realize
This process aims at ensuring that the product is assembled in accordance with the order, at the time defined during the order validation sub-process.

Service Delivery
This process is aimed at providing maintenance for the products sold by Parkeon, for an optimum cost.

SUPPORT PROCESSES

Resources Management
This process is aimed at ensuring that human and other resources are appropriate for the needs and activities of Parkeon. The management of human resources covers recruiting and staff skills management and also staff training to enhance competitiveness. This process guarantees the internal circulation of information. The other part of the process applies to physical resources, and the suitability of the plant for the overall needs of Parkeon (offices and others). It also involves maintaining an environment that meets safety and health standards.

Implementation/Monitoring Continuous Improvement
This process is aimed at controlling Quality management in order to monitor it and achieve continual improvement. The processes are described in the process sheets.

Finance
This process covers financial management by Parkeon.
Quality management system

The Quality management system includes an organization, processes and procedures implemented on the basis of the following cycle: plan, do, check, act.

**Quality Planning**

In order to apply the Quality policy and achieve the objectives in accordance with the identified processes, the following processes are used for planning:

- Parkeon Strategy: strategic planning
- Development: planning of new products/projects
- Customer Management: sales development planning
- Measurement: planning of audits and corrective action
- Resources Management: planning of resources and equipment
- Material Acquisition Plan

The QMS baseline is aimed at describing and making explicit the Quality Policy and the principles and practices to be applied in order to achieve the objectives defined by the Management.
Quality management system

Manage Quality
Whilst quality baseline components and contract particularities focus on the conformity aspect, the resources implemented by the process leaders are aimed at ensuring not just the conformity but also the effectiveness of the various activities.

Hierarchical/Functional responsibility
In addition to the commitment of the Management and the specific responsibility of the department managers, the ultimate objective is to ensure that the functional responsibilities allow a better management of the Parkeon processes.

Quality records management
All the quality records are retained in order to provide the data required as evidence of the conformity of the products manufactured. The records are identified, collected, indexed, filed, stored, retained and disposed of in accordance with the instruction titled “Quality Records”.

Quality improvement
Quality assurance means two things: ensuring that the requirements of the customer are met and that the actions taken are effective. As a result, it involves the following:

- Inspection activities aimed at verifying conformity and detecting non-conformity,
- Improvement activities to achieve effectiveness.

The resources used are:
- Internal audits,
- Control of non-conforming products,
- Corrective and preventive actions.

Monitoring, measurement, analysis
Monitoring, measurement and analysis activities are provided for within the Quality management system. They are tracked and analysed in terms of processes and quality and during management reviews.
Quality management system

Process reviews
The reviews are initiated by the process leaders and are aimed at:
- Reviewing a process at a given time,
- Assessing achievements against initial objectives
- Analysing malfunctioning and suggesting corrective action,
- Setting new improvement objectives and defining the required resources.

The process leader is responsible for determining the review frequency (at least two times a year).

Management review
The senior management of Parkeon meet at a management review that is held at least two times a year.

The reviews are aimed at verifying the status and adequacy of the Quality system for the Quality policy and objectives: effective and efficient application of the Quality system, occurrence of drift etc.

The reviews are coordinated by the President of Parkeon or their substitute. General corrective measures, the resources required to achieve them and any reorientation of the Quality policy that may be required are decided at the reviews.

Quality Assurance measures
The Quality Assurance measures implemented to meet the requirements are supported by:
- Independent resources and organization,
- A well-defined, known and enforced Quality Assurance process.