

Quality Policy

The management of IS2M, aware of the scientific, economic and societal challenges involved, declares its commitment to maintaining a Quality Management Approach based on the ISO 9001:2015 standard for the activities of the Institute's platforms. This applies to service activities and the performance of work in the field of materials characterization.

This approach is an integral part of the Institute's strategic project, which includes its scientific project, shared human values and continuing professional development plan.

In this context, IS2M is committed to the continuous improvement of its organization, structured around three strategic priorities:

- Enhance the value of the work carried out on the platforms
 - by monitoring scientific and partnership-related outputs
 - by improving recognition of the work carried out by platform staff
- Ensure the highest level of technical expertise across the platforms
 - by providing appropriate equipment and working conditions
 - by training our staff to strengthen know-how and skills
- Increase the visibility of the platforms
 - by implementing appropriate communication tools
 - through targeted presentation and communication initiatives

A continuous improvement approach to our operating methods, combined with compliance with all applicable regulatory and legal requirements of the Standard, ensures the sustainability of the Quality Management System (QMS).

We affirm our support for all parties involved, both in terms of resources and people, in order to manage and further develop the implemented QMS.

To ensure the satisfaction of our partners, we are committed to:

- maintaining an appropriate organization, including a Quality Manager entrusted with the authority to manage and coordinate the QMS;
- ensuring that staff are informed, involved and actively participate;
- defining consistent and appropriate objectives and priorities;
- regularly planning management reviews and audits to verify the achievement of objectives and improve the effectiveness of the QMS.

Convinced that Quality can only be embedded within a comprehensive and collective process, we affirm that all members of staff are concerned and that we provide our full support for this approach.

Vincent ROUCOULES
Director of IS2M