

# QUALITY AND SERVICE AMBITION

## CUSTOMER FIRST

PAM has a strong culture that delivers an excellent customer experience.



We ensure we are relevant to our customers and end users by understanding and responding to their needs.



Our customers are loyal and regard us as a trusted partner because we are their most value creating supplier.



We openly and actively collaborate with our customers to develop industry leading products, service solutions and tools.

## OUR GOALS

**> 95 %**

e-CSI service rate

Initiate **NPS measurements** for the projects

**-10 %** on average until 2030  
**(PPM)**

Reduction of non-compliant products

Focus on improving the **appearance** of our products

## STRIVING FOR OPERATIONAL EXCELLENCE

**Consolidate** the Saint-Gobain «Product Compliance» program **to strengthen the robustness of our promises to customers.**

**Develop skills and expertise** by ensuring the transfer of know-how.

**Strengthen** the Process culture by continuing ongoing actions and improving control in our manufacturing operations:

- ✓ Promote automatic controls
- ✓ Broaden the deployment of process control plans and control charts for critical parameters
- ✓ Glean knowledge from data

**Achieve** excellence in Purchasing and Supply chain:

- ✓ Select, monitor and assess suppliers
- ✓ Strengthen the control of inputs
- ✓ Develop responsible purchasing

**Ensure** the integrity of products delivered to our customers:

- ✓ Improve the quality of repairs
- ✓ Treat our products with care in the storage areas and during transport
- ✓ Improve our quality actions to meet our customers expectations before shipment

**Improve our effectiveness** in complaint management.

**Bring e-CSI closer** to the customer perception: e-CSI delivered and NPS improvement projects.

« I am counting on your commitment and active contribution to delivering on our customer promise. »

Jérôme LIONET  
CEO



Because **water**  
is precious