



APEM SAS QHSE SYSTEM DESCRIPTION

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1. General information

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Website	https://www.apem.com/idec-apem/fr
Legal form	APEM SAS
Registration number/registry court	RCS MONTAUBAN B 342 898 384
Head office	APEM, 55 Ave Edouard Herriot BP 1 - 82303 CAUSSADE FRANCE
Year founded / established	1952
Management/chief executives	Marc ENJALBERT (CEO)
Partners	IDEC Corporation (Osaka)
Industry/branch of industry	Agricultural machineries, material handling, military and aero, vehicles, industrial automation, security, automotive, communication, medical, instrumentation consumer appliance.
Area of Operations	Develops, manufactures, and distributes interfaces between humans and machines.
Business Segments	Panel switches, PCB switches, Joysticks, Switch panels, LED Indicators...

1.1. Company figures

Employees worldwide	1400 + (2023)
Sales	142 million € (2023 business year)

1.2. Production sites

Europe	America	Asia	Africa
Long Crendon (England)	Vista (USA)	Suzhou (China)	Tunis (Tunisia)
Winchester (England)			Zaghouan (Tunisia)
Caussade (France)			
Montpezat-de-Quercy (France)			
Ballerup (Danmark)			

➤ Further information about our global sites and offices at: <https://www.apem.com/int/>

2. Contacts

Function	Contact	Email address
Deputy General Manager	Simon Pecastaing	simon.pecastaing@apem.com
Industrial operations Director	Philippe Lacombe	philippe.lacombe@apem.com
Group Engineering Director	Emmanuel Maubert	emmanuel.maubert@apem.com
QHSE Manager	Cyril Demoulin	cyril.demoulin@apem.com
Sales manager	Alexandre Bony	alexandre.bony@apem.com
Group Marketing Director	Thomas Henin	thomas.henin@apem.com
Logistic Manager	Arnaud Mauvais	arnaud.mauvais@apem.com

3. Certificates and commitments

3.1. Quality management

Certificate	Validity Period
ISO 9001	Yes, since 1992 Updated certificate online: https://www.apem.com/idec-apem/fr/content/solutions/quality
IATF 16949	Yes, since 2016 (ISO / TS 16949 since 2014) Updated certificate online: https://www.apem.com/idec-apem/fr/content/solutions/quality

3.2. Environmental management

Certificate	Validity Period
ISO 14001	Yes, since 2013 Updated certificate online: https://www.apem.com/idec-apem/fr/content/solutions/quality

4. Our commitment: FAQ

4.1. Quality management

Questions	Answers
Do you have a comprehensive quality management system?	Yes, it is implemented and maintained in accordance with the guidelines of ISO 9001 and IATF 16949 for automotive activities.
Independent QM department with one person responsible for the quality system?	Cyril Demoulin (APEM SAS France)
Quality assurance policy?	QHSE company policy. QHSE-policy-APEM-2024-FR.pdf
Documents as an aid for implementing the QM system?	All relevant documents related to QM systems (records, specifications, etc.) are accessible on the intranet and are regularly updated.
Organizational structure with relevant responsibilities?	Yes, we have a board organigram.
Do you have a process flow diagram or similar representation?	Yes, for every series of products
How is personnel qualification assured?	Regular staff appraisals, training calendar with internal and external training (everything is recorded).
How is the quality of the finished products assured prior to delivery?	Incoming goods testing, testing of the finished product in our own laboratories. The keypad products are 100% checked on the visual, the electrical as well as in some cases the insulation. For switching products, the final check is made on the visual, electrical, and mechanical and is made on several products sampled which varies according to a specific code.
What is tested?	Intermediate products (assembly check), finished products (electric, mechanical, resistance control, visual control, or a check of the force of action)
How are the test results recorded?	Production network
Inspection documents?	Yes, available at the control workstation with documents available on the network
Are certificates of conformity (CoC) available for every batch? Do these state which tests were carried out and what the results were?	Yes, CoC are available for every batch. Yes, the kind of test and the results are recorded.
Are safety data sheets available for all raw materials, intermediates, and finished products?	Yes
Are technical specifications available for all raw materials, intermediates, and finished products?	Yes

Questions	Answers
Are the products RoHS/REACH/POP/US EPA TSCA/Prop 65	All products are compliant REACH. For more detail see: Qualité (apem.com) or similar web page which your language.
Selection of raw material and spare parts suppliers?	According to assessment, all our suppliers are approved. The suppliers are approved based on a defined procedure
Are the suppliers systematically evaluated and assessed?	Yes, in some cases also through audits
How is the quality of the supplied goods assured?	Incoming goods quality is assured through Supplier Quality Agreements and incoming controls depending on the quality risks identified. All quality controls have been validated with the suppliers and are recorded.
Are materials blocked for use until they are released?	Yes, physically on a shelf provided for this purpose and in the ERP system.
Are all raw materials and spare parts purchases documented based on specifications?	Yes
Do you hold a back-up production plan?	Yes. Updated as soon as necessary. Audited every year. The plan is structured as follow: <ul style="list-style-type: none"> 1 Prevention 2 Incident handling 3 Bottleneck management 4 Additional production capacity
Do you have methods in place to ensure that the nature of the products being offered meet customer requirements?	Yes, Marketing and Engineering procedures are used to ensure that the products meet customer requirements. For some projects APQP development procedure is used.
Is there a documented system for troubleshooting, analysis, and rectification to avoid production errors?	Yes, several tools implemented
How do you ensure the traceability of your products?	Quality network and ERP for each batch of finish product.
What level of traceability do you have for your products?	Traceability of each batch is available regarding quality controls, spare parts, and raw materials when it is applicable.
How do you proceed in the case of nonconforming products?	Procedures are implemented for identifying, separating and disposing of nonconforming products. Procedures are implemented to define and follow the corrective actions.

Questions	Answers
How are customer complaints processed?	A return material agreement (RMA) procedure is defined for the customers complaints. Claims are followed and recorded in a database and processed by the departments involved.
How are products and batches identified?	P/N and batch number are printed on every conditioning units.
Do you have a monitoring system for customer? If yes, since when (year, period)?	Yes, we have since 2016.
How many of your external customers are monitored?	All our external customers are monitored.
Do you have routines for risk management for production, fire, power supply, key equipment, software, tooling etc	Yes. APEM has implemented a contingency and emergency plan.
Do you perform a capacity review for a short, medium, and long term?	Yes
What are the bottlenecks in your production process? How do you track their efficiency? What kind of actions do you have to improve your bottlenecks?	We have bottlenecks identified. Capacity indicators and daily production meeting/improvement actions plan are implemented to follow their performances.
What is the standard of your machines, production equipment, facilities, and buildings?	Lean
Are you working with lean manufacturing?	Yes
Are rules such as First In First Out (FIFO) and First Expired First Out (FEFO) -for chemical products- applied in warehouses?	Yes
How do you control Work in Progress (WIP) levels between stations?	Visual
Are you working with 5S or similar?	Yes
Do you use POKA-YOKES If yes, please describe number of processes & number of POKA-YOKES in the plant?	Yes, > 200
Do you have a computer based Total Preventive Maintenance (TPM) system or any other maintenance plan for your machines, facilities, and buildings?	Yes
Is your stock holding of spare parts linked to risk analysis and availability?	Yes
Do you have any formalized process of continual improvement with targets?	Yes

4.2. Environmental management

Questions	Answers
Maximum life of the products?	All the details regarding the life of the products are detailed in the datasheet of the products available on demand or on APEM website: https://www.apem.com/int/
Do you have a comprehensive, documented EM system?	Yes, in accordance with ISO 14001
Key environmental aspects?	Recyclability ratio of the new products, CO2 emission for final products transports, factories energy consumption.
Environmental guidelines and objectives?	Yes, on QHSE company policy, company progress plan and management processes targets
Does the EM system include a continuous improvement approach?	Yes
Examples of resolving environmental problems?	Staff training for sorting waste, setting up sorting of different plastics, setting up soil improvement (asphalt) to limit the absorption of plastic and any other waste by the soil.
Emissions in the atmosphere?	Yes, recorded in a monthly emissions report
Do you have a waste management system with defined processes?	Yes, the processes are recorded in our management system. An annual waste balance sheet is also created.
Do you have a waste minimization procedure?	Yes
Is waste immediately put in a separate container when produced?	Yes
Are environmentally relevant laws, regulations and requirements regularly reviewed for compliance?	Yes
Is APEM using hazardous material in its products?	APEM isn't using hazardous materials in its products except SVHC substances declared in APEM REACH declaration: https://www.apem.com/idec-apem/fr/content/solutions/quality and lead in the spare parts using cutting brass in accordance with RoHS exemption 6 c)

4.3. Occupational health and safety

Questions	Answers
Do you have a health and safety committee?	Yes
Are occupational accidents recorded?	Yes
Is protective equipment used when working in the production areas and in the laboratory areas?	Yes, examples are safety glasses, safety shoes, earplugs, gloves, lab coats.
How are you prepared for an unforeseen fire?	Automated fire detection systems, Armed fire valve, fire extinguisher, regular trainings of the staff members for first intervention on fire.
Are materials and products stored under conditions that ensure occupational safety?	Yes
Do you have heating and ventilation control systems in the production areas and warehouses?	Yes
Do you have regular training on hazardous goods?	Yes

4.4. Social and legal aspects

Questions	Answers
Code of conduct	Code of conduct (apem.com)
Specific measures for compliance with laws and regulations?	Laws and regulations monitoring are implemented with regular assessments which include the top management of the company.
Identification/mission statement?	APEM is part of IDEC group. The mission is to create the optimum environment for humans and machines
Does APEM's corporate policy oppose child labor and forced labor?	Yes, this is ensured by the APEM code of conduct.