



marcal quality program

PDCA plan do check act « la roue de deming » as part of our way of managing production and innovation.

Methods of inspection are designed, tested and patented by **marcal** based on the its 31 years of experience in their activity. **Marcal** knows perfectly each step of the process: internal and external. By mastering the process, we are fully aware of what is expected in terms of quality, leadtime and costs.

Long-lasting relation with suppliers is a strategy for good consistence in quality.

Daily inspection based on daily reports allows for a fast respond in corrective actions if any distortion from process is observed. **Marcal** uses methods and tools (KPIs, dayly reports, indicators, lean management, LIKE 5S , 6 SIGMA , HOSHIN WORKSHOPS , TPM) coming from largest production industries (focus on the flow, cancelation of variability, day to day management system, standardization)

« several types of actions at all the stages of the process »

Set detailed specifications so you don't get unexpected results:

- The manufacturing documentation explains every detail of the products.
- Each manufacturing stage is specified in the production process.

The quality reports at each stage allow to confirm the correct monitoring of the process. Samples of « good quality » help setting standards and exist for each reference in order to make control on a 1/1 scale piece.

édition de supports
et de mobiliers
signalétiques

marcal

www.marcal.fr

Inspections are made at each stage of the process, internal and external.

Each material received from a supplier is controlled in a dedicated area before moving to the next step in the process.

Each item sent to clients is controlled before leaving the factory.

Each order is prepared by a service team and controlled before packaging by another team (quality, references, quantities, weight control, scanning process, pictures...)

Final packaging is controlled and shipment is managed until orders reach their final destinations to customers.

Each feedback (inquiry satisfaction, returns, complains, suggestions) is reviewed and analysed by the quality department.

This daily vigilance about quality has placed **marcal** as a worldwide reference for quality standard in signage activities. As a result, we are proud to be specified by architects looking for high levels of expectations.

F-17180 **la rochelle**
21 rue blaise pascal
t. +33 (0)5 46 42 50 07
info@marcal.fr