



**RÉPUBLIQUE
FRANÇAISE**

*Liberté
Égalité
Fraternité*



Ifremer

QUALITY SYSTEM



INTRODUCTION TO IFREMER

Ifremer enjoys worldwide recognition as a leading institute for marine sciences and technologies that prioritizes sustainable development and open science. The Institute researches, innovates and communicates its expertise to protect and restore the ocean, use its resources responsibly, and share marine knowledge and data with the goal of creating new opportunities for ocean-friendly economic growth.

Located on all of mainland and overseas France's seafronts, Ifremer's laboratories can be found at around twenty sites in the three major oceans: the Atlantic, the Pacific, and the Indian Ocean.

It operates the French Oceanographic Fleet on behalf of the French government and in service of the national scientific community. It designs its own cutting-edge vehicles and equipment to explore and observe the ocean, from the coast to the high seas and from the abysses to the atmospheric interface.

Its researchers, engineers and technicians network with the international scientific community and advance our knowledge about one of the last great unexplored frontiers of our planet. They help guide public policy and contribute to innovation for a sustainable blue economy. Another aspect of their work is to raise awareness among the greater public of issues related to the marine world.

The Institute's organizational manual is available on the Planète Ifremer intranet here:

<https://w3z.ifremer.fr/qualite/>

Ifremer, which was founded in 1984, is a public industrial and commercial establishment whose budget sits around 240 million euros. Its work is supervised by the Ministries of Higher Education, Research and Innovation (MESRI); of the Ecological and Solidarity Transition (MTES); and of Agriculture and Food (MAA).

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HEADQUARTERS

in Plouzané (29) since 2019

18

COASTAL
LABORATORIES

affiliated with centers

1516

EMPLOYEES
INCLUDING

5

CENTERS

Atlantic (Nantes), Brittany (Plouzané),
Channel-North Sea (Boulogne-sur-Mer),
Mediterranean (La Seyne-sur-Mer)
and Pacific (Tahiti)

684

RESEARCHERS
AND
ENGINEERS

THE QUALITY SYSTEM AT IFREMER

EACH EMPLOYEE HAS A **ROLE** IN THE **QUALITY SYSTEM**

Each employee will recognize their activity in one or several processes. Employees are responsible for their role in this system and are informed about it as soon as they arrive at Ifremer. They are kept abreast of changes via the Planète Ifremer homepage and other channels such as the internal newsletter. Employees can flag issues and improve internal functioning with the GAIA tool: <https://w3.ifremer.fr/gaia>

14 **QUALITY PROCESSES**

In order to encompass all of Ifremer's activities and meet the ISO 9001:2015 standard, the quality system is based on 14 processes. One of these is a steering process for implementing the Institute's strategy, eight are profession-related processes and five are for support roles.

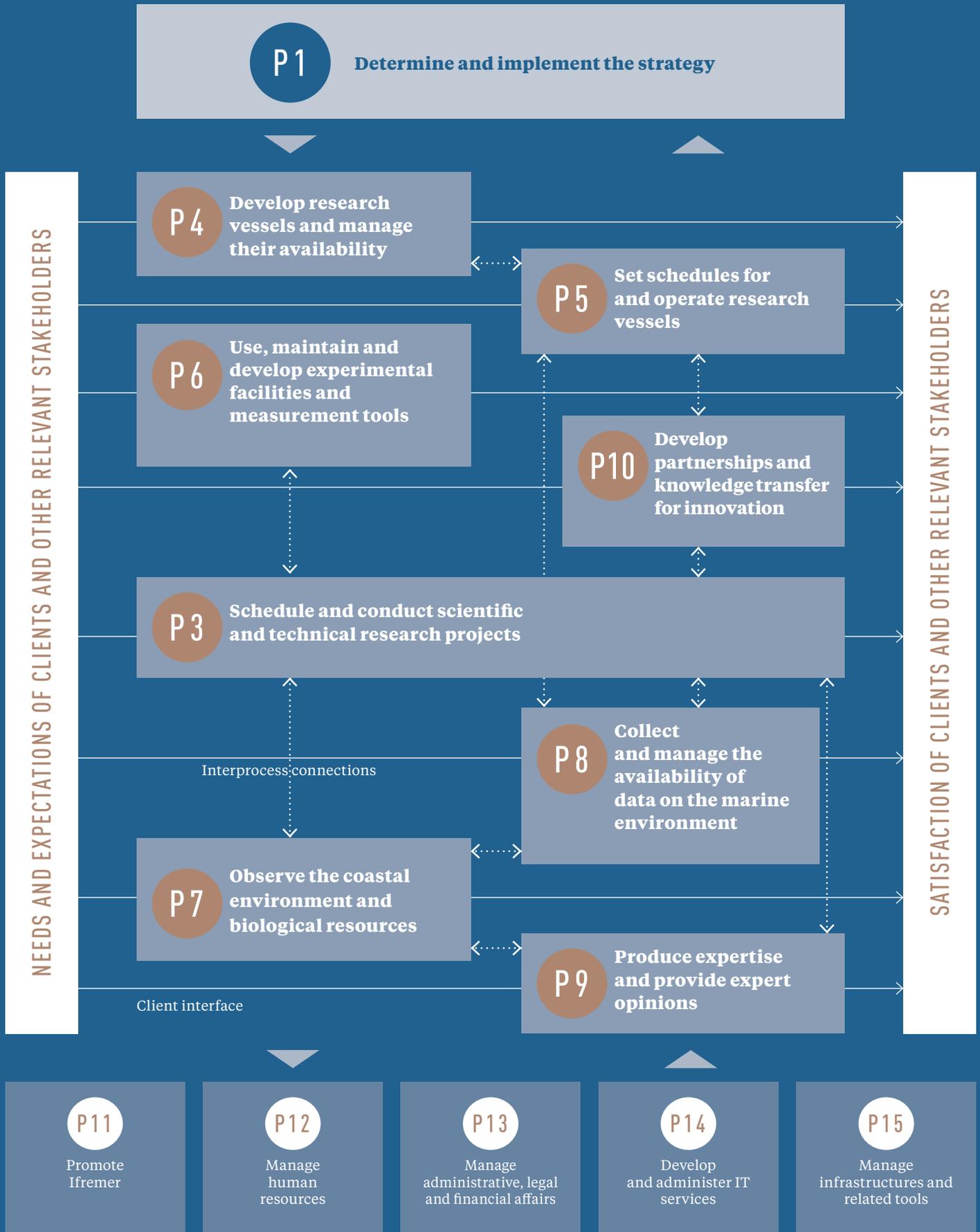
WHAT IS A **PROCESS** ?

A process is a step-by-step description, recorded in a process sheet, of a series of activities that end in the creation of a product or provision of a service, with references to the relevant documentation.

Each process is overseen by a member of the Steering Committee who is assisted by a Process Lead and a Quality Adviser. Each process identifies the risks associated with its activity and the ways to reduce them. Process effectiveness can be tracked with performance indicators.

At annual process review meetings, all data relevant to process supervision and undertakings (client feedback, results from indicators and audits, etc.) is analyzed.

PROCESS MAP



FOR A COMMON APPROACH TO IMPROVEMENT

Ifremer has consistently demonstrated its commitment to quality over the past twenty years. The proof is in the certifications (ISO 9001, 17025 and 17043) held by our laboratories, research units and other structures. In 2012, an Institute-wide approach was established, making it possible to obtain ISO 9001 certification. Since then, the certification has been renewed regularly thanks to all employees' involvement.

To comply with regulations, a laboratory accreditation policy was created on the basis of a dedicated set of guidelines. All of our quality mechanisms have been designed to improve the satisfaction of our clients as recipients of our work. Another objective is to reduce risks related to our activities, handle employees' requests and work together to resolve any issues within the context of continuous improvement.

THE INSTITUTE ABIDES BY A 2019-2023 STATEMENT OF OBJECTIVES THAT FOCUSES ON SIX AMBITIONS:

- | | | | | | |
|----------|--|----------|--|----------|---|
| 1 | Understanding and predicting ocean evolution through 2100 | 3 | An innovative organization driving the development of the maritime economy | 5 | A high-profile Institute recognized across Europe and around the world |
| 2 | Consolidating scientific knowledge and developing expertise to inform public policy | 4 | Getting the most out of a unified fleet that serves all users and launching a multi-year plan to upgrade vessels and vehicles | 6 | Improving the Institute's guidance and its use of resources |

Ifremer uses a continuous improvement mechanism centered on four main commitments:

- 1 Taking clients' requests into account and ensuring their satisfaction**
- 2 Respecting our commitments to clients**
- 3 Optimizing the use of our experimental facilities and research vessels**
- 4 Improving the scientific, technological and functional quality of our results**

Ifremer's executive management uses tracking tools and evaluates the Institute's results to ensure adherence to these commitments. It aims to promote the quality system as a common denominator in all of the Institute's actions by remaining involved in its implementation.

The success of our quality system lies with all of us each day, within the Institute's various professions and components, on the basis of our shared objectives, methods, touchpoints and references.

François Houllier,
Chairman and Chief Executive Officer

CONTACT

<https://wwz.ifremer.fr/sendform/contact>



LEARN MORE ABOUT OUR QUALITY SYSTEM

intranet: **w3z.ifremer.fr/qualite/**
internet: **wwz.ifremer.fr**

ISO 9001 Quality Certification:
19 sites including Ifremer's 5 centers
Full list available at
[https://wwz.ifremer.fr/
L-institut/Management-de-la-Qualite](https://wwz.ifremer.fr/L-institut/Management-de-la-Qualite)

