



Quality, Safety, Environment, and Risk Management



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ACCORDANCE PRESENTATION

ACCORDANCE Consulting is a multidisciplinary agency created in Lyon, in 2000

Our consulting expertise is based on our top management experience in strategy, finance, quality, marketing and sales, operations, project management and Human Resources management.

Wealth of careers paths, diversity of skills and profiles complementarity ensure the added value of our company.

INTERVENTION PRINCIPLES

Our actions focus on:

- A collaborative work between departments
- An internal mobilization and managers' commitment
- Giving to the personnel the sense of responsibility
- The transfer of our methodology and skills, and staff training
- The implementation of the approach into operational teams

ACTIVITY SCOPE

We act at a top management level in various sectors:

- Company strategy and policy implementation
- Management
- Organization
- Quality, Health & Safety, Environment, information safety and Risk Management Systems set up and certification



OUR VALUES

quality charter

ACCORDANCE projects comply with a Quality Charter that ensures and monitors their effectiveness and customers' satisfaction

- The accurate analysis of the customer requirements;
- The precision of our mutual commitments and their achievement
- The effective project management by the consultant
- The relevance of our advice throughout the customer relationship
- The implementation of efficient and appropriate tools
- An experienced methodology continuously improved and adapted to each customer's expectations
- The quality of delivered information and documents
- The compliance with our ethics
- The conviviality

We set up a quality plan at the beginning of each project in order to ensure its success.



OUR VALUES

Ethics

ACCORDANCE consultants comply with ethics and principles suitable for effective projects

- The proactive customer focus
- The respect of the customer, his products, practices and ethics
- The compliance with experienced and documented work methods
- The expertise, the professionalism and the will to progress through personal researches
- The capitalization and the crossing of experiences aimed at the improvement of knowledge, methods and their well-implementation
- The team spirit and the concern of a common interest
- A continual challenging
- A perfect appearance and civility

Each employee of the company signs a personal commitment to comply with confidentiality and requirements for data and information security.



OUR MISSIONS

Strategy

You want to clarify and implement your strategy in accordance with the context of the company, risks and opportunities

ACCORDANCE provides consultancy services in management. We make diagnostics and studies in the following fields:

- General strategy
- Quality, Safety and Environmental policy
- Risk management
- Financial Analysis, Business plan, Business model
- Marketing, quantitative and qualitative studies, satisfaction analysis and customer surveys
- Human Resources Management...

We contribute to set up sectoral policies aligned with the general strategy and to define quantified objectives.

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- Strategy
 - Management
 - Organization
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 - Risk management
 - Training

OUR MISSIONS

Management

You want to align individual behavior with the strategy of the company

Accordance provides consultancy services in Management:

- Establishing coherency and alignment between management practices and company strategy
- Operational management
- Dashboards and balanced scorecards design
- Risk mapping and management, activities continuity plans
- Project management
- Implementation of knowledge management system
- Coaching, management assessment, team building
- Human Resources management and wage system
- Training design and courses, etc.

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OUR MISSIONS

Organization

You want to optimize your organization, to monitor and improve the efficiency of the company

ACCORDANCE performs consultancy in various organizational projects:

- Organizational structure analysis
- Tasks and process analysis
- Definition of performance and productivity standards
- Performance benchmark surveys
- Optimization advices
- Organization modelling
- Evolution scenarios approach
- Change management

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OUR MISSIONS

Quality, Safety, Environment,...

You want to set up a management system and its certification

ACCORDANCE contributes to set up and certify management systems in various standards:

- Conformity diagnostic to targeted standards
- Performance management systems implementation and optimization
 - QSE (ISO9001, ISO14001, OHSAS18001, ISO45001, EN9100, ISO/TS16949, ISO13485, ISO55001, etc.)
 - IT (ITILV3, ISO15504, ISO27001, etc.)
 - Sustainable Development (SD21000, ISO26000, SA8000, etc.)
- Training
- Setting up of performance management tools

- Strategy
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OUR MISSIONS

Risk management

You want to map, assess and improve the risks of the company

Our Risk management consultancy:

- Design of risk matrix
- Risk mapping, market, solvency, security, continuity ...
- Analysis of issues related to current and future risk and opportunities
- Definition of criticality criteria
- Analysis of hazard causes
- Determination of preventive and protective barriers
- Bow-Tie and barriers efficiency assessment
- Activity continuity plan documentation
- Risk follow-up and directory update

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OUR MISSIONS

Training

You want to improve employees sensitization and skills about Management System, Quality, Safety, Environment and Risk management

ACCORDANCE Consulting is an authorized and certified training company (Service quality - Qualicert) specialized in management systems and performance. We design and perform trainings concerning:

- Standards (ISO9001, ISO14001, OHSAS18001, ISO/TS16949, ISO13485, ISO27001, ISO55001)
- Internal Audit
- Problems causes analysis and resolution, AMDEC
- Strategic and operational management
- Risk management

Training contents and practical cases studies are adapted to the customer activity.

We develop **e-learning** modules for our entire catalog of trainings

- Strategy
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OUR ADDED VALUE

- A tried and tested methodology, basis of the quality of our interventions, oriented to accurate projects monitoring, customers focus and skills transfer
- A quality management system focused on customer satisfaction
- A general solution including counselling, training and software solution
- The support of our planning tool used for each action related to the project, with tasks reminders
- The existence of our Internet website dedicated to the customer, enabling the delivery of documents with the flow
- The consultant experience as executive manager in various fields
- Our project team organization, providing a technical support and a permanent back-office



100 %
SUCCESS rate in
our certification
projects

ACCORDANCE SOLUTIONS

ACCORDANCE developed a complete offer of quality and performance management solutions under the name **Performance Online**.

This Extranet or Intranet software is complete and completely customizable. It includes 7 modules:

- **Quality Management** to manage all the essential functions of quality, as well as Health & Safety and Environment, and perform data analysis in order to prepare Management Reviews
- **Surveys** to collect information from internal or external customers and to analyze perceived quality upon customers
- **Scorecards** to manage and edit data
- **Datasheet** to plan and follow-up internal activities (project management, business management, maintenance, hotline...)
- **Risk Management** to manage general and specific risks of the company (risk assessment report; prudential control, risk management plan, business continuity plan...)
- **Purchasing** to manage suppliers, their notation, the orders follow-up and their conformity
- **Invoicing** to manage client's administrative and accounting needs



OUR REFERENCES

“ ACCORDANCE Consulting,
it's more than 500 projects
with clients from various
sectors of activity ”



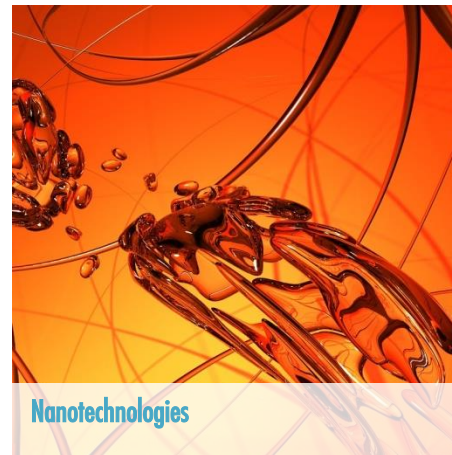
Administration

Mairie de Saint-Chamond



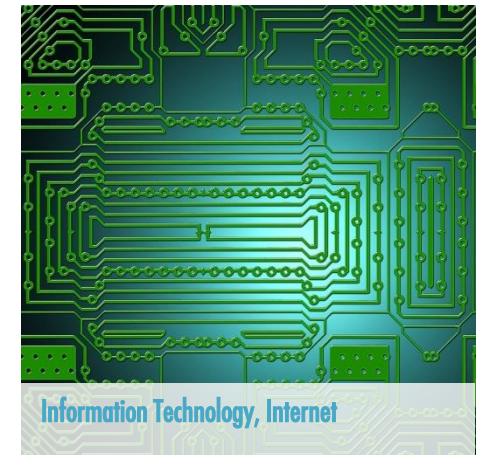
Bank, Insurance, Asset Management

April, Alptis, ADP Group, Cabinet Branchet, CAPRA Assurances, Crédit Agricole, Axeria, Mutuelle Nationale des Hospitaliers, c-monassurance, EOVI-MCD, Véolia-Eolfi Asset Management, Petercam, Groupe Verspieren



Nanotechnologies

Nanoplas, Alchimer, Aveni



Information Technology, Internet

HP France, HP Centre de Compétences France, HP AL, Steria, ESI Group, Atos Origin, Dipole, DSI Europe Airpost, Orsid, Ibee, Prestinfo,

OUR REFERENCES



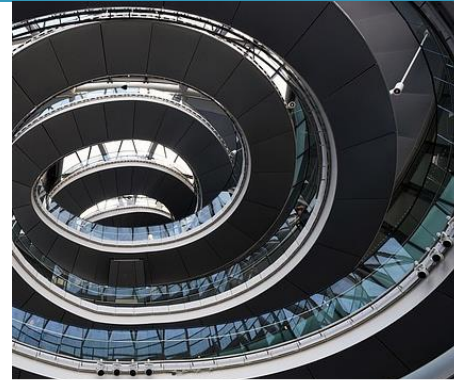
Engineering - Marketing

ARC, Acta Assistance, Acies Consulting Group, Novamen, Doméo, Arka-colomb, ISC Promo Etudes Your..., Quest, REAG Ecomag, Tradest, Wiersin, Projectum, Compagnie d'Ingénierie et d'Expertises



Energy - Environment

Uniross, Tenesol, Veolia-Eolfi, Greensolver, ISS Environnement (PAPREC), Akuo Energy, KBE Energy, O'Sitoit, Eco-Emballages, SIDEM, Linde



Real estate — Building contractors- Property Management

AREA-APRR, Atis Real Auguste Thouard - Cogetom ATBG, Altran-Orthodrome, Openly Périphérique Nord de Lyon, Ateac, CAFCO, Vinci Construction SRC, Dufay-Mandre, Movilis, Aménagement 77



Medical sector

Noraker, Hospices Civils de Lyon, Alchimedics, Nestis, Depuy



Logistics - Transportation - Archiving

Ciblex, Groupe Everal, Jet Services, JAS France, Proxidis-express



Aeronautics

ASL Airlines France, ASL Airlines Belgium, Air Corsica, Corsair, Air Jet, Europe Airpost, Cohor (Coordination aérienne nationale)



Human Resources - Training - Recruitment

Adecco, Novitec, Alexandre Tic, CNAM IDF, UMIH Formation, Associat° Progrès du Management, Alain Gavand Consultants, Oberthur Consultants, Innoé



Industry - Automobile - Plasturgy

Chauvin Arnoux Metrix, Ugivis, NCV Industries, Porcher Industries, Dorel, REEL, TB Plast, Plast moul, Planet Fun, Rubafilm, Cercleurop

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