

The *in vitro* diagnostic industry is an essential link in the public health chain which helps to improve the patient's care whilst participating in the management of health costs.

It is in this context that H2B must constantly develop, produce and market in an extremely reliable manner products and services which meet with this market's requirements.

H2B, which specialises in animal and human blood fractionation, offers ingredients dedicated to the *in vitro* diagnostic industry.

The company's main goal is to provide full customer satisfaction.

H2B cultivates a strong and universal quality identity, which is central to the company's vision and operating processes. The quality management system makes it possible to manage and respect the company's obligations through the risk approach and prioritisation of the activities of its processes in accordance with the requirements of the ISO 9001 and 14001 standards, in their 2015 version.

In 2017, in order to fulfil this commitment H2B's goal is to:

- **Optimise** the QSE management system in order to improve performance and efficiency through the risk and opportunities approach and analysis. Ensure the constant improvement in internal and external communications with our interested parties.
- **Improve** the knowledge of our markets, and analyse our customers' requirements so as to guarantee their satisfaction and develop our activity.
- **Perfect** the technical mastery of our manufacturing processes and increase the skills level in order to guarantee regulatory compliant and higher performing products.
- **Identify** and reduce the environmental footprint of our products and processes whilst preserving natural resources in order to guarantee environmental protection.
- **Increase** the sharing of company values in order to maintain team cohesion and a quality culture which is continuously more responsive and efficient.

I therefore personally undertake to do my utmost to facilitate the reaching of our goals and to guarantee our customers' satisfaction. This approach is that of the entire company and is based on the creativity and commitment of each individual to make our system develop in order to be always more pertinent and efficient for sustainable collaboration.

Sébastien GUILLOUT  
Managing Director

