

A Technical Support standing by Customers

Quality and Speed of the technical support provided to customers are essential to gain market awareness, guarantee customers' loyalty and increase sales.

To this aim, the 'Technique Applications' Dpt (TA) and the Metallurgical Department (SM) are splitting their role as follows :

'Technique Applications' Dpt (TA):

- Advises the customers to optimize solutions (grades, heat and surface treatments),
- Provides customers with "after-sale" technical assistance,
- Supports the sales and marketing teams in the introduction of new grades, the development of new customers, and the study of new markets.

Metallurgical Department (SM):

- Develops, with the industrial partners, the process which provides the properties required by a specification,
- Ensures the metallurgical quality for all products, starting from the first article.

Given the specificity of product lines, in general, your main contact is :

- TA for long products.
- SM for forged parts

And this according to the following table (the underlined name is your main contact) :

MARKET	'TECHNIQUE APPLICATIONS' DPT	METALLURGICAL DEPARTMENT
TOOLSTEELS	<u>M. RUZAF</u> A	S. LEBEL A. ADDAD (firminy + Mandrels)
CORROSION (includes Medical, Watches, ...)	<u>G. GAY</u>	A.P MOIROUX + D. THIERREE
MECANICHS	<u>C. POLY</u>	A.P MOIROUX + D. THIERREE
NUCLEAR	G. GAY	<u>D. THIERREE + D.DEMAISON</u> <u>B.GAILLARD-ALLEMAND</u> (Firminy)



MARKET	'TECHNIQUE APPLICATIONS' DPT	METALLURGICAL DEPARTMENT
DEFENSE	D. THIERREE	<u>D. THIERREE (Small and Medium calibers)</u> <u>B.GAILLARD-ALLEMAND (Large calibers)</u>
TRANSPORTATION, AUTOMOTIVE	<u>A. GERMIDIS</u>	D. THIERREE, A.P MOIROUX
LONG PRODUCTS FOR AEROSPACE + CONVERTERS	<u>A. TRONCHE</u>	A.P MOIROUX + S. LABEL
TRANSMISSIONS	<u>C. CHOLLET, A. TRONCHE</u>	D. THIERREE
AERONAUTICAL STRUCTURES	A. TRONCHE	<u>PH. HERITIER</u> (all activities) S. LABEL + P. PETIT (steels) S.HOLLARD – DAFFOS (Ti Alloys) M. PIELLARD (Al Alloys)
DIE FORGED PRODUCTS 65KT	A. TRONCHE	<u>JM GRANGE</u>
ENERGY (OIL & GAS)	G. GAY	<u>B.GAILLARD-ALLEMAND</u>
ENERGY (TURBINES)	G. GAY	<u>PH. PETIT, S.HOLLARD, B.FLAGEOLET</u>
ALUMINIUM FORGINGS	A. TRONCHE	<u>M. PIELLARD</u>
TI FORGINGS	A. TRONCHE	<u>S. HOLLARD, DAFFOS</u>
AERO ENGINES	<u>PH. HERITIER</u> / A. TRONCHE	S. LABEL (steels)+ PH. PETIT S. HOLLARD, B.FLAGEOLET

It is also reminded that all quality issues¹ should be directed to the Quality Department who will proceed through the appropriate channel.

Arnaud Tronche

¹ This includes any request for the revision of certificates, such as the addition of specifications