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## **Steria, first IT services company to receive ISO 9001: 2000 certification in France.**

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Steria has received ISO 9001 V 2000 quality standard certification from the French Quality Assurance Association (AFAQ) for all of its IT services global operator activities in France: business consulting, systems integration, managed services and third-party maintenance.

The 2000 version of ISO 9001 expands the 94 standard by including the auditing of functional processes (General Management, Purchasing, Operations, Human Resources, Communications, etc.) in addition to operational processes (consultancy follow-up, proposal finalisation, project launching, risk management, etc.). It extends process verification by measuring and improving efficiency in order to enhance company performance and by focusing on customer satisfaction at all levels of the organisation.

This new certification rewards Steria's extensive experience in managing large IT projects. Efforts have particularly focused on better risk management and quality, deadline and price commitments.

"Steria is once again proving its ability to manage contracts with a commitment to results for its European customers. In order to do that, an identical certification project has been launched in all of Steria's European subsidiaries, which will be completed by the end of 2003 at the latest. Norway, Sweden, Spain and now France have received new certification," said Patrice Delaroue, Quality and Operations Director for the Steria group.

A high-definition photo of Patrice Delaroue can be downloaded from [www.steria.com](http://www.steria.com) (pressroom / /keypeople section).



**About Steria ([www.steria.com](http://www.steria.com))**

**Steria** is one of the top ten IT services companies in Europe, following the acquisition of the majority of Bull's European services business. Steria boasts 9000 employees and forecasts 2002 revenues of over €1bn, 60% of which will come from outside France due to its presence in 12 countries worldwide. The Group has also confirmed the sound nature of its strategic positioning as an IT services global operator in three core businesses: consulting, systems integration and managed services. Backed by 33 years of experience in the banking and insurance, utilities, public service and telecommunications sectors, Steria is a pool of business, process and technological skills enabling it to partner its customers throughout their successes and their development.

Steria is a pioneer in employee shareholding, with 34% of its capital being held by employees.

Steria is listed on the Premier Marché of the Paris Stock Exchange and in the SBF 120 index.

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