

Our Quality commitment

We want that:

- the beneficiaries of the projects we implement see their situation improved in a tangible way, to their complete satisfaction.
- our coordination teams support projects externally with their competence and experience by ensuring long-term follow-up.
- our team in Switzerland coordinates activities in accordance with our charter.
- our donors can see the seriousness of the projects and their positive impacts as well as our professionalism and that they are satisfied with them.
- participants in our solidarity camps keep an imperishable memory of their experience. We also hope that they have been able to create bonds of solidarity and become aware of the reality of the living conditions of our beneficiaries and the North-South interdependencies.
- our volunteers can support our actions with fulfilling activities both for us and them

The implementation of our Quality Management System according to the ISO 9001 standard is a way of asserting our reputation for seriousness and control of our services. To this end, we are committed to:

- measure and analyze the satisfaction of the beneficiaries and participants in our actions and to take their remarks into account in our continuous improvement process and to define annual improvement objectives.
- honor our commitments.
- communicate proactively and transparently.
- set an example.
- limit our administrative costs.

Laure Revertera
President



Philippe Randin
Director



Lausanne, 28 August 2018