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EDITORIAL BY FRANÇOIS LACOSTE
INTERVIEW WITH THIERRY MILLET,
GENERAL MANAGER
OF OPTOMA EUROPE SOUTH
CERTIFICATE ISO 9001 AND ISO 14001



Hello,

First of all, let me extend (renew) my best wishes for New Year 2007:

- ▶ I wish our **customers** to expand the sale of their products within the appropriate margins
- ▶ I wish all our **employees** to continue doing their best within the NSE team and to contribute to the development of our enterprise
- ▶ I wish **NSE** and its **suppliers** to pursue their development in respect of providing a global offer of support services to end users all over Europe, thus meeting the needs and the expectations of our markets.

NSE has clearly set up four goals in its policy for year 2007

- ▶ To satisfy our employees regarding the working environment
- ▶ To improve our results
- ▶ To satisfy the end users of our customers
- ▶ To take concrete actions in preserving our environment.

These simple goals include the whole range of issues regarding quality, security and the environment in order to satisfy our customers, our employees and our shareholders.
Be sure that the general management of NSE is determined to continue the development of our enterprise.

We will also continue to expand our strategy of integrating services across Europe with our partners, which would allow us to implement the “one roof concept”, making it more and more attractive and complete for our customers and always with 11 languages available!

In 2007 we offer you total commitment from all NSE teams.

Yours Sincerely, Bien à vous,

François Lacoste
President
www.nse-groupe.com



Thierry Millet, general manager
OPTOMA Europe south

*Christian Blondel, NSE Services Development Manager : **Who is OPTOMA?***

Thierry Millet: OPTOMA is one of the first innovators and manufacturers of video projectors for professional use or for Home Cinema on the world scale.

The whole range of video projectors, created on the basis of Texas Instruments DLPÒ technology, project pictures of exceptional quality, meeting the most sophisticated demands.

OPTOMA's products and services are available from a network of authorized partners all over the world.

OPTOMA subsidiaries across the world belong to the group Taiwanese CORETRONIC, a powerful company of more than 17 000 employees, \$ 3 billions of turnover and quoted on the Exchange.

OPTOMA France sprang up around 5 years ago and is developing its activity steadily and at high speed. Unknown just 5 years ago, OPTOMA France is now one of the leaders of video projection in the world, actually occupying the second position in the world market.

*Christian Blondel: **What are your prospects, regarding France in particular?***

Thierry Millet: For Year 2007 the goal of OPTOMA France is to continue strengthening its sectors of the market with a clear purpose of becoming the leader of the market of video projection, including both the market of Home Cinema and the professional market, within a short period of time.

The quality of OPTOMA products, the efficiency of the team performance and a perfect balance between the Quality and the Price are the basic points of its strategy.

*Christian Blondel: **What do you expect from your service PARTNER?***

Thierry Millet: It is pretty obvious that, like for all multiple electronic devices for professional or for private use, the quality of service provided by NSE in respect of OPTOMA video projectors is essential for completing with efficiency the strategy of excellence pursued by OPTOMA.

*Christian Blondel: **What are your reasons to have chosen NSE SERVICES?***

Thierry Millet: OPTOMA's professional and strengthened team associated with the quality performance of NSE will help us to win in 2007. We are counting on NSE in this respect.

Christian BLONDEL

Business Development Director

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PLEDGE OF QUALITY

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You have a right of access, of modification, correction and suppression of the data which concern you (Article 34 - Law "Informatique Et Libertes" January 6, 1978).

We are happy to inform you that our enterprise has qualified for QE Certificate (Quality/Environment) according to the international standards ISO 9001: 2000 and ISO 14001: 2004, following the audit monitoring 1. The result has been positive: the audit hasn't revealed anything out of conformity and there were no negative remarks made.



This certificate refers to and covers our activities in sales, concept development and the process of providing services, including Customer Interface, Logistics and Repair, which are vital for warranty treatment of computers, electronic devices and automatic equipment.

The audit took place on 12 – 14 December 2006 at our sites in Vichy and in Paris-Evry. The main purpose was to check if our system of management was always efficient and within conformity standards.

The auditor has remarked on the strong orientation of our company towards the Customer.

The internal training and the flexibility of the personnel of the enterprise have also been appreciated, as well as the constructive cooperation with our partners which is part of our “services integrator” approach.

This original procedure allows to combine the two quality systems and the environment within the same dynamic process. NSE Services has opted for a double QE certificate in order to respond to the expectations of its partners and to prove by action its willingness to be a “citizen enterprise” and its sense of responsibility. It helped to adopt good environmental practices, such as sorting and re-using waste, waste reduction and to improve the organization of the enterprise in order to put the goal of satisfying customers at the centre of its strategy.

The result is that of all the employees of NSE Services.

We will of course continue to fulfil all our engagements in the course of Year 2007 to consistently improve the efficiency of our organization.

Laurent FAVIER
Quality Manager
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