

**INDEX**

CONSUMER ELECTRONICS  
GLOBAL BUYING & SALES SERVICES  
QUALITY CERTIFICATION



Hello,

NSE Services continues its development and this third edition of our e-letter allows us to have an update at the beginning of this new year.

For all of you, Customers or Suppliers, and for your nearest and dearest too, the NSE management staff and the whole employees express the wish that 2004 would be a year of prosperity and serenity.

Thank you for your loyalty.

We are all stepping stones leading to progress.

**François LACOSTE**  
President  
[www.nse-groupe.com](http://www.nse-groupe.com)

PLEDGE OF QUALITY

NSE Services sites are certified to ISO 9001 standards :

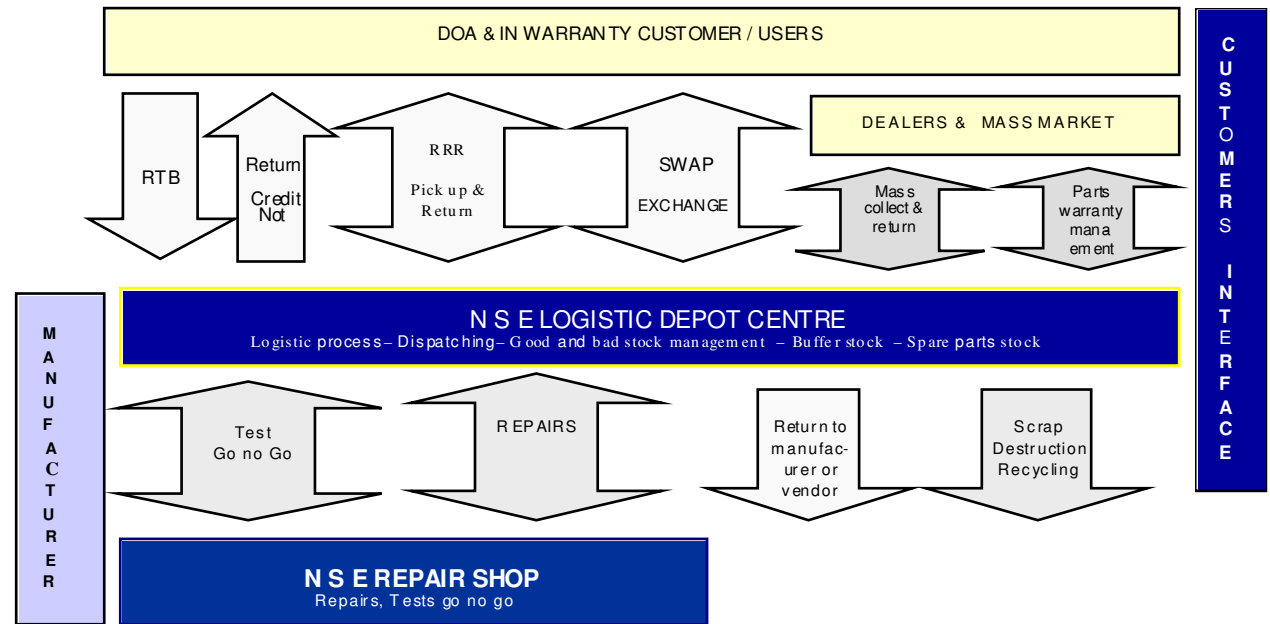
- ▶ NSE Services Vichy and Evry by IFAAQ under reference **QUAL/2003/19690** for the repair and the services activities
- ▶ G2S Grenoble by LRQA under the reference **9912354**

NSE Services extended its offer to Consumer Electronics more than one year ago.

More than 6 manufacturers and a major sign chose NSE Services to manage the warranty of their products in France and Europe.

What products ? Mainly about the emergency of home cinema with videoprojector, plasma and now LCD TV, without forgetting new generations of DVD.

What services ? on a hand, with technical stations, with distributors or signs, but on the other hand, more and more directly with final consumers, NSE adapts its offer according to strategic choices of everyone.



## What are the plus of NSE Services ?

- Its global offer Customer interface : the call treatment (including for some products the technical qualification), the customer services and the repair give a true advantage according to the concentration and simplification of processes, and a true competitiveness, as well for the quality of the provided service as for the control of costs.
- Its European cover : Strengthened by its logistic platforms of Vichy, Francfort and Budapest, NSE set up a networking which enables it to look after a closeness service in direct relationship with distributors, signs and final customers in South Europe, and in the same time, to accompany its extension with the arrival of the new members of European Community.



Its ability to repair up to the panel : NSE developed more than two years ago a tool which enables it to offer a great technical autonomy with :

- Electronic cards repair with parts (PLCC, BGA...)
- But mainly the replacement of polarizer film for the LCD and of the drivers or the flex for the PDP and LCD TV.

Thanks to its global offer, NSE hopes to accompany the constructors for the setting up of innovative products and services facing a booming market.

To be even more informed about the service which corresponds best to your products, please contact us :

**[cdurand@nse-groupe.com](mailto:cdurand@nse-groupe.com), [Cblondel@nse-groupe.com](mailto:Cblondel@nse-groupe.com)**

Christian Blondel  
Business development Manager



## ▶ The Global Buyer

At the root of the supplier/customer relationship, for parts and products defined, the Global Buyer has as its main aim the buying plan and the operational follow up for one (or several) customer(s) application of one (or several) supplier(s) (portefolio OEM / SBC).

This department is composed of well trained people, who are particularly in charge of suppliers portefolio, logistic and financial processes and customer relations (bilingual service)



## ▶ Roles & responsibilities

**Buying management : « good part, good time and good place »**

Following customer instructions, to fulfill a need, the Global Buyer has to :

- **Place the order to the supplier (repaired or new parts)**
- Follow up the **correct treatment of the order**,
- Obtain an **exact delivery date**
- Ensure the order is safely shipped and received.
- Control and take actions regarding **financial problems**

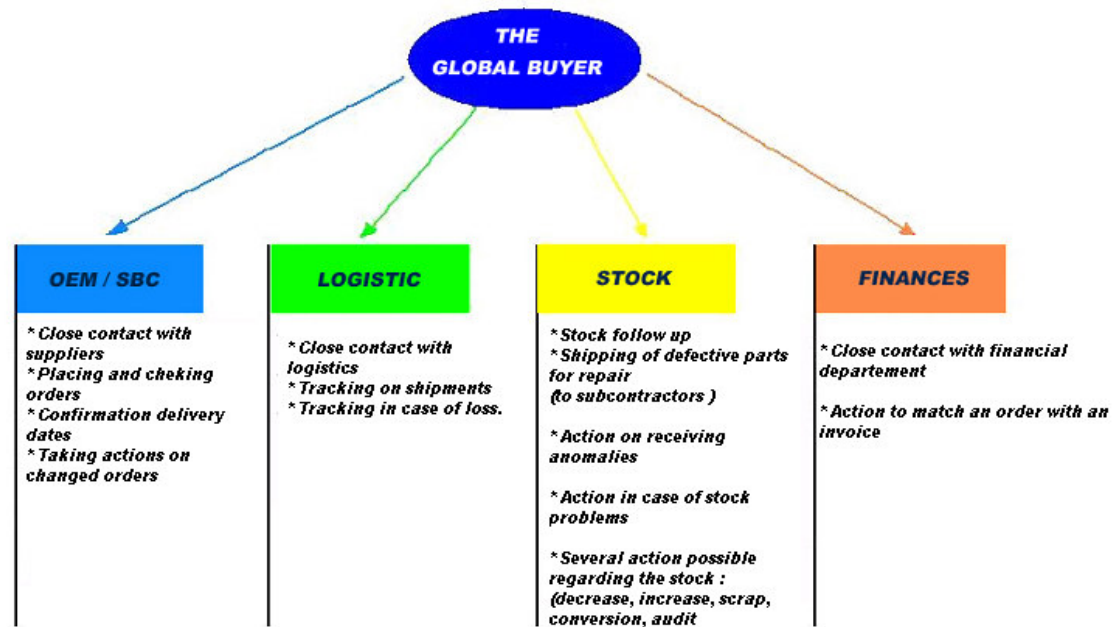
**The Global Buyer is your only contact to take actions on the order**

## Receiving management

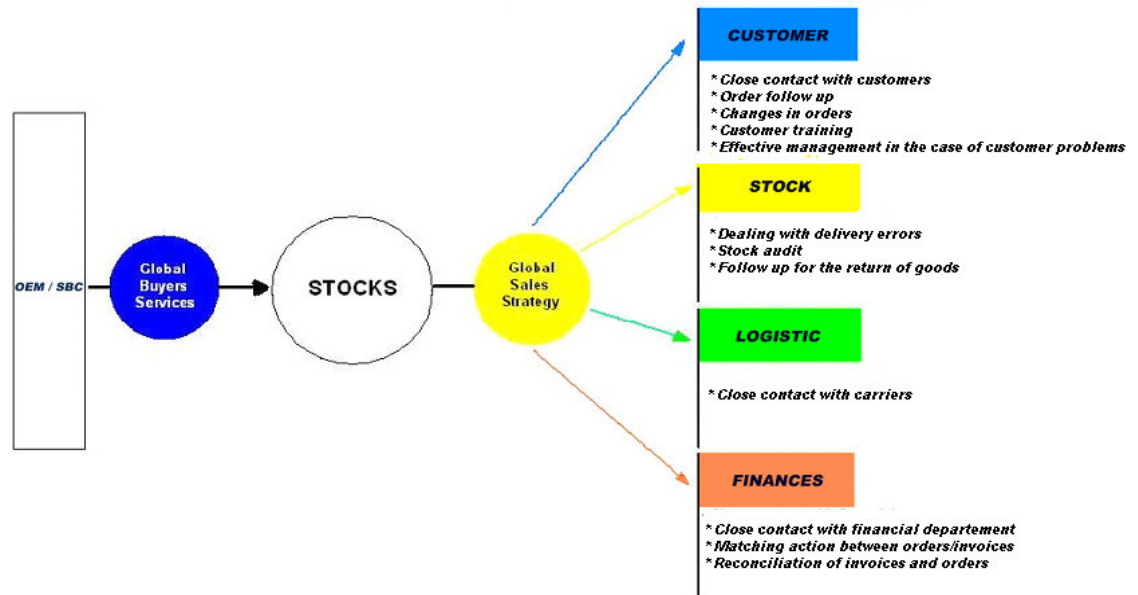
- Control of putting in stock, ün case of exchange orders, **shipping of defective boards**
- Take action on **receiving anomalies**
- Take action on **priority receiving in case of stock problems**
- **Several actions possible regarding stock** (decrease, increase, scrap, conversion, audit...)

The Global Buyer is your only contact to take actions on stock

▶ A complete service (from the purchase to the invoicing)



## Dispatch via Global Sales Strategy



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## QUALITY CERTIFICATION

NSE Services and G2S passed successfully their follow-up audit of certification in December. The quality system is in conformity with ISO9001:2000 standard.

These certificates cover the global service offered by the services pole of NSE. These results encourage us to continue in this way :

- to improve the processes performance,
- to answer our customers requirements.

The year 2004 will allow to the development and implementation of the quality management system on the services pole :

- to communicate the quality policy of the pole,
- to ensure same quality level for all sites and activities,
- to certify the pole services under a single certificate.

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