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SERVICES POLE QUALITY SYSTEM
PROJECT MANAGEMENT
DIRECT SALES WITH NSE SERVICES
SMT AERA



Hello,

For NSE 2005 will be the year for geographically extending over the whole of Europe with our sites in:

- ▶ Vichy, Paris / Evry and Grenoble for Southern Europe,
- ▶ Karlstein / Frankfurt in partnership with the company COMBASE for Germany and Northern Europe,
- ▶ And Budapest in Hungary for Central European countries.

We can add to this European coverage, especially in our logistic flows, a complete coverage in languages: French, Spanish, Portuguese, Italian, Dutch, English, German, Polish, Slovenian, Czech, Hungarian, Swedish and soon other the Nordic languages Danish, Finnish and Norwegian in a front and back end model.

We are going to widen our call centre/customer interface functions and offer our customers the possibility of sales and taking orders by phone and Internet, in order to complete our offer.

Concerning products we deal with :

- ▶ The product itself (PC, desktop and laptop, printers, LCD monitors, CRT and LCD Plasma televisions),
- ▶ The repair of subsets (repair of cards or exchange of BGA, micro processors) allowing an important economy on the cost of components.

We are working on international partnerships to propose to our customers the most interestingly priced offer for the widest possible geographical coverage.

The best guarantee for development is mutual satisfaction and shared interest.

A Happy New Year 2005 to everyone



PLEDGE OF QUALITY

NSE Services sites are certified by
l'**AFAQ** under reference
QUAL/2003/19690.

In order to optimise its processes, the Services pole of NSE group has decided to formalize a single Management System for Quality for all of its companies.

The aim of this step is to ensure a coherent approach to the quality policy in order to orientate all the sites in the same direction : continued improvement and lasting satisfaction for their customers.

The management of the Services pole has defined 3 principal improvements :

- ▶ Continue diversification of customers and services,
- ▶ Master contractual risks related to clients,
- ▶ Increase competitiveness.

In order to clarify this undertaking with its customers and partners, NSE has decided to evaluate its quality management system on its 3 French sites during the AFAQ follow up audit in February 2005 in order to obtain one single certificate in this area.

This development is coherent with the group's global service policy and will allow it to maintain the same quality of service whatever the geographic area.

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In order to be able to market new products in a short time, the service guarantee must be adapted to these requests, along with competitiveness and quality.

For this NSE has set up a procedure which allows projects to be set up and pushed forwards in the best conditions.

Indeed almost one hundred questions are asked for each customer, in order to research the best conditions and service guarantee.

NSE proposes 3 steps in order to do this :

Collection of information during which the commercial manager will validate with his customer information on :

- ▶ The identification of the people who will be involved in the partnership on all levels : technical, operational, supplies and contracts,
- ▶ The detailed description of the service in terms of the agreement.

Then the management of the project itself. The head of the project, using the data collected and working meetings, will :

- ▶ Identify needs (human and material),
- ▶ Create procedures related to the project,
- ▶ Train and inform,
- ▶ Plan the setting up of the project.

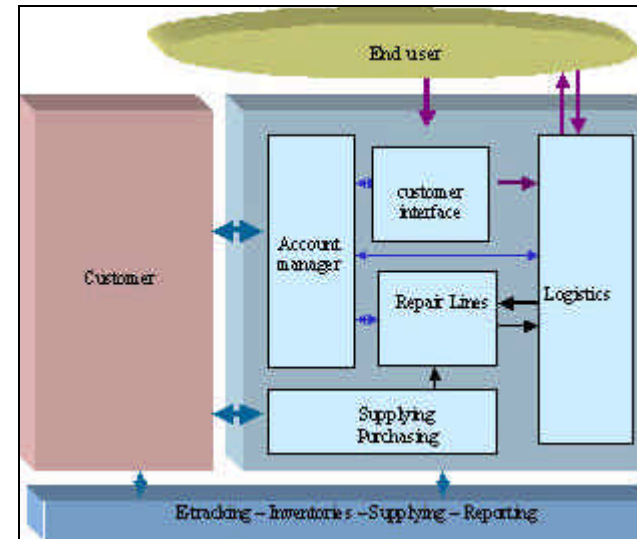
He will become the unique representative of all the departments of NSE concerned with the project (customer interface, internal logistics, participants, information systems, quality, administration) with the support of the commercial service for everything concerning the contractual relationship.

Finally, as soon as the project is up and running, the follow up will be done by the Account Manager who will become the contact for :

- ▶ The agreement being correctly carried out,
- ▶ The return of information,
- ▶ Management of particular cases,

He is in charge of both the customers and NSEs interests for the carrying out of the service all the while keeping up

his customer's image and brand name. He makes proposals in order to continually improve procedures. He runs meetings and follows up on prospects



With this procedure, project management offers security and efficiency as well a high level of quality and punctuality as is requested by each customer. It also allows for a control of both means and costs.

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For 10 years NSE Services has been developing a call centre activity, covering everything from contact with the end user to indirect treatment of files (back office), technical qualification, taking of orders for large scale distributors, stock management and purchase of components on line.

NSE wants to widen its activities in order to propose a complete global offer

In order for customers wishing to sell their products by phone or on the web to reach their targets, we offer to let them use NSE Services functions.

Marketing :

We use a listing of the marketing target provided by the customer or by brokers. These lists include names and phone numbers of people within the target. The lists can also include the e-mail addresses of these people in order to make a commercial approach via the Web. We can make contact with our customers' clients in order to offer their promotions.

Customer saving :

We contact our customers' clients before their products become obsolete and we offer them the latest things on the market. Certain customers can offer to take back the material from the client. This can also be generalized to Out of Warranty support services.

Support :

The follow up of these transactions and services for the clients of our customers is carried out either in the customers systems or in our own systems for which we are considering improving the links between our CRM and our telephone system (ACD).

Human Ressources :

The profile of our agents carrying out these tasks is very commercial and they have had telemarketing training, and training in keeping customers. The knowledge of and training in the products being sold is very important. The customer usually takes care of the training.

Global service :

The ideal solution is to integrate all the marketing of the products into our system. This allows us to have all the customer references and to check the guarantee correctly. Then we check the client's address, phone, email and SMS, which we use to keep him up to date with the after sales service of his product. Afterwards we use this data for customer saving

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The SMT area of G2S in Seyssinet has been specialized for many years in replacement of components . Since the beginning of this activity, the objective was to set up an internal solution for our own needs regarding boards repair, in particular for components BGA and μ BGA. Very quickly, this activity was turned to external customers looking for strong value added services with short deadlines. Indeed, 80% of the services are performed in the same day.

Our privileged customers are the engineering and design departments, research centres, production or engineering departments... of local or international companies or European research centres. We develop this specific activity in a spirit of partnership, technological survey and share of technology with our customers. For example we are a member of the Pole of competence in assembly and non destructive analysis (PC2A). The main objective of this association is to develop mutual abilities of its members, and to share them with others, in particular with 'PME/PMI'. One of the current topics we are working on is the installation of a lead free program in electronics. PC2A <http://www.sansplomb.org>

▶ **Electronic board design**

Starting from a functional need, we are able to research, design and construct your electronic boards or modules.

▶ **Electronic board assembly**

We are able to assemble your prototypes and your small series with the installation of sensitive components like connectors SAMTEC HF, the μ BGA, BGA, QFN...

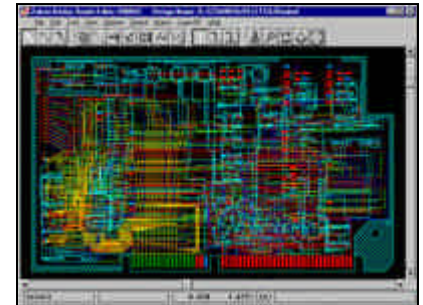
▶ **Component re-packaging**

Your BGA was assembled in the wrong direction, you wish to recover a BGA on an electronic board, the purchase lead time is too long, reballing is the solution.

We reball all types of BGA, whatever the size (of 1 mm to 45 mm on side), the diameter of balls (from 300 to 762 μ m), the alloy used (lead or lead free). Our device is a Tin-Up reballing equipment and a large diversity of tools

▶ **Component rework**

The electronic components are evolving quite quickly, by their size or their number of connections. With our LASER technology equipment, we can replace any component with a rate of success of 100% and that without specific tools. That enables us to be reactive and powerful.



cao



rebillage

▶ **Actual board repair or modification**

A mistake of routing, a modification under development, a removed pad, a cut track... we are able to repair or modify your electronics boards.

▶ **Assembly or Repair Process Development**

Our engineering can help you to set up your assembly or repair process on any technology (hot air, infra red, LASER...)

▶ **Control and Analysis devices**

We propose a complete range of methods of analysis and control of the delivered services, in particular x-ray..



laser

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