

In Focus: Thales Quality Management System

Thales' Quality Management System (QMS) named "Chorus" is a structured system designed to ensure the quality and reliability of the products, services, and projects developed by the company. It is based on rigorous processes of planning, control, assurance, and continuous improvement to meet customer voice and requirements, as well as normative and regulatory requirements, particularly in sensitive sectors such as aerospace, defense, space, and security.

Internal audit process

This process consists in conducting regular assessments of projects and organizations to drive performance improvement across all disciplines and business areas. These assessments cover one or several of the following dimensions: performance, maturity and compliance.

Two types of audits are deployed within Thales: Thales Integrated Maturity System (TIMS) Assessments, which mainly measure maturity, and Quality internal audits, which mainly verify compliance with standards, contracts, and processes.

Certification

Obtaining and maintaining certifications means demonstrating the Group's ability to manage its processes and to meet customers & standards requirements. Several standards and regulations contribute to Thales' strength and competitiveness: ISO 9001, EN 9100, AQAP 2110, ISO 14001/ ISO 45001, ISO 37001, engineering standards, and aerospace regulations.

Quality Management process

The Group's management system ensures that processes remain aligned with standards. The Quality Management System (QMS) gathers 18 processes and 9 documented activities, overseen by process owners and activity experts both at Group and entity levels. They monitor their process performance and ensure the relevance of management reviews.

Various collaborative forums with stakeholders facilitate the continuous improvement of the Quality Management System throughout the entire product and project lifecycle and in connection with operational performance.

Alerts & Vetoes

Thanks to a dedicated process, quality alerts can be issued by any employee when a risk with potentially high impact is identified. The Quality function has the authority to raise alerts and exercise its right of veto.

The veto process allows the Quality teams to halt any activity that is not conducted in accordance with the procedure and that could expose the company to unacceptable risks (non-compliance with regulations, governance rules, or contractual commitments).

Product Safety

To comply with national and international regulations, and with a commitment to continuously improving the safety culture, a safety management system has been implemented within the Group. Thales is responsible for the design, production and maintenance of safety systems, and ensures that product safety is a top priority for all Thales employees, contractors, suppliers, and partners.

Design, development, manufacturing and services processes are deployed to ensure the safety commitments at every stage.

To manage safety-related impacts on its products, Thales has implemented a dedicated process to report events for customers and end-users. Despite the "right first time" culture practiced within Thales, this process effectively monitors potential product recalls.



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The QMS enables Thales to ensure a high level of quality performance, reliability, and safety, while meeting the complex requirements of its strategic markets.

Quality awareness and training

Quality training

In order to increase the Group's maturity, several Quality training programs are deployed to all employees using different training materials (such as guides, videos). Various topics are covered, such as processes, suppliers, performance, aeronautical regulatory requirements, the voice of the customer... In addition, specific training is provided to newcomers to facilitate their onboarding.

Quality processes explained via ChoruStream

Simple and engaging videos are available. They serve to:

- Provide newcomers with a clear and accessible overview of the Group's key processes
- Enhance understanding and adoption of these processes across all teams.

A dozen episodes are currently available. Each episode details the key elements of each process, through storytelling (Why does the process exist? How does it work? And how does it connect with activities, roles, and teams?)

New Chorus portal

All-In one platform

The new platform simplifies process management for its key users (such as process owners) with enhanced flexibility and autonomy. It enables the creation, modeling, and publication of Chorus documents.

Cleaning campaigns

These campaigns, involving all key Chorus users, are regularly carried out to reduce the document corpus and the risk of obsolescence.

AI-Powered Chatbot : A Game-Changer for End-Users

A Chatbot is internally powered to help end-users quickly find information and understand processes. This assistant provides answers sourced exclusively from the management system. A training on how to prompt and use this Chatbot is available on the Chorus Portal for all employees.

Tool's communication and training

Every month a summary of all the Group updates is published in the Chorus news monthly report, giving an overview of all documents and process updates. Additionally, modified documents are marked in the tool with their update date.

