



r e t u r n o n i n n o v a t i o n

Press release

March 16, 2010

Onera, one of the first research organizations in France to be certified ISO 9001

On March 8, 2010, Onera received its ISO 9001 quality certificate from Bureau Veritas for “directing and conducting research in aerospace and defense”. Onera joins the very select club of public research organizations having earned ISO 9001 certification for all of its activities.

Onera, the French aerospace research center, was one of the pioneers in its sector in setting up a formal quality initiative, resulting in the 1997 certification of its Computing, Engineering and Testing facilities division, which manages its large fleet of wind tunnels. At that time, the idea of a quality initiative was still nascent in the world of research. But since Onera was more deeply involved in joint research programs than most of its counterparts, it anticipated evolving requirements and began to set up an organization to ensure efficient management of all projects.

All departments embraced the underlying principles of a Quality initiative, leading to certification of all activities at Onera on March 8, 2010.

The collective effort made by everybody at Onera to design, distribute and deploy a quality management system had a tangible effect on day to day operation, including clarifying relations in the workplace and with customers, for project and contract management, as well as many other aspects.

According to Franck Quénard, Vice President for Quality and Organisation at Onera: *“Until just recently, quality initiatives were uniquely a matter for industry, but in the last few years research organizations have embraced this concept as well. At Onera, we carry out both basic and applied research, and therefore operate in project mode for our customers. For them, this certification provides formal recognition of our quality approach and thus enhances our transparency.”*

“This certification is an undeniable advantage for our customers and partners,” adds Michel Humbert, head of business development and commercialization at Onera. *“We boost their trust by ensuring them of the traceability of all our work, and our commitment to continuous improvement.”*

“The certificate is not a goal in and of itself,” notes Xavier Bouis, General Technical Director, “but only the first step in a continuous improvement approach that has already made a significant contribution to Onera and will continue to do so.”



March 8, 2010: Xavier Bouis (left), General Technical Director of Onera, receives the ISO 9001 certificate from Gilles Mazé, representing accreditation body Bureau Veritas. On the right is Franck Quénard, Vice President, Quality and Organization.

Onera

Onera is the leading aerospace and defense research organization in France. A public establishment created in 1946, it reports to the French Ministry of Defense. Onera has over 2,000 employees at eight major facilities, including 1,500 scientists, engineers and technicians. Building on its multidisciplinary expertise and a world-class fleet of test facilities, Onera works for both government and industry, spanning major corporations and small businesses. Onera deploys an innovative partnership-based approach to research, with five times more contract business per researcher than the average in France. In 2008, Onera had revenues of 202 million euros. Onera is a recognized source of innovative solutions, technical expertise and long-term design vision, paving the way for tomorrow's programs. Onera has contributed to some of today's most successful aerospace and defense programs, including the Ariane 5 launcher, Airbus jetliners, Eurocopter helicopters, the Rafale fighter and the Falcon 7X business jet.

Onera

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