



Commitment to quality

SOLEIL is the French national synchrotron facility, located on the Saclay Plateau near Paris. It is a multi-disciplinary instrument and research laboratory whose mission is to conduct research using synchrotron radiation, to develop cutting edge instrumentation on the beamlines, and to make these developments available to the scientific community. SOLEIL synchrotron, a unique tool for both academic research and industrial applications across a wide range of disciplines including physics, biology, chemistry etc., opened in 2008. It is used annually by thousands researchers from France and abroad. SOLEIL is based on a synchrotron source that is state-of-the-art both in terms of brilliance and stability. This large scale facility, a partner of the Université Paris Saclay, is a “publically owned” private company, founded by the CNRS and the CEA.

Eager to meet its users’ expectations, SOLEIL is committed to maintaining a high quality with the following goals:

- Fulfil users’ needs at all levels, from proposal submission to production of reliable and exploitable scientific data.
- Control all operational processes.
- Produce and ensure excellence in research.
- Establish partnerships and collaborations to promote innovative scientific and technical advances.
- Contribute to meet societal and environmental challenges.

We take a pragmatic approach to quality. The aim is to maintain the services offered at an optimal level, by improving expectations to achieve greater efficiency and performance. Within the internal rules defined by SOLEIL, this approach relies on the commitment of all staff to meet the following requirements:

- Welcome all users, either new or experienced, and offer them assistance tailored to their needs.
- Ensure that all scientific, technical and administrative services are available, and respond to user requests in a timely manner.
- Listen to user suggestions in order to maintain the services offered at an optimal level.
- Conduct in-house research at internationally recognized level.
- Provide coherent and user friendly resources and procedures.
- Guarantee the performance and reliability of the beam, infrastructure and equipment.
- Strengthen best working practices.
- Sustain and capitalise on skills and know-how.

This quality commitment of SOLEIL staff will be publicized to users, partners and trustees. In general, it will be published, with access open to all, on the SOLEIL website. The quality policy will be subject to periodic review in order to ensure its efficiency.

Jean Daillant
Director General

A handwritten signature in black ink, appearing to read 'J. Daillant', written in a cursive style.

Gif-sur-Yvette, June 2016