

## Quality Statement

### Continuous Improvement Through R.E.S.P.E.C.T.<sup>®</sup>

#### From Design to Delivery: Quality That's Integrated

TEMIC strives to develop a working partnership with its customers. We are committed to meet our customers' delivery, quality and service requirements. This means the elimination of the need for customer incoming inspection.

Excellence is not achieved by chance nor through traditional inspection and screening methods; excellence is the logical result of building-up quality in all the steps of the product life, from design to delivery.

- From the early phases of conception, quality and reliability play an integral role in the design engineer's task. Design rules are constantly perfected to ensure the highest level of reliability. Techniques like FMEA and DOE are progressively introduced to enhance the level of excellence in design.
- Qualification measures the product's intrinsic reliability. Devices using a new process, design or package are submitted to an array of endurance, environmental and mechanical stresses. The same rigorous tests are applied to production processes helping to establish optimum reliability performance.
- SPC (Statistical Process Control) has become an essential tool for monitoring and improving semiconductor processes. At TEMIC, SPC methods have been thoroughly implemented for years, and the use of SPC techniques has resulted in continuous improvements in fabrication and manufacturing processes, including the reduction of variability and the optimization of centering with relation to the specification.

- Suppliers of key material or services are required to complete an exhaustive approval process: Supplier's approval is granted only after demonstration of its know-how verified by a TEMIC audit team, and after the technical performance of its incoming deliveries has been statistically demonstrated. Leadtimes, responsiveness, on-time delivery and flexibility are other key factors taken into account to select and cooperate effectively with the best partners available.
- The TEMIC quality system meets the requirements of all highly demanding markets. All TEMIC facilities are ISO 9000 certified. On specific segments, like military and aerospace, related TEMIC entities conform to recognized international standards including MIL-STD-883, MIL-PRF-38535 (Q.M.L.: Qualified Manufacturer Listing), SCC9000, AQAP1.

#### Total Quality Management: A Culture of Perfection

The necessary rigor of TEMIC Semiconductors' quality system does not exclude dynamism nor progress. For this reason TEMIC Semiconductors has made continuous improvement a corporate number one priority. This culture means engaging the combined participation of customers, employees and suppliers to meet world-class excellence standards.

In short, the continuous improvement process is TEMIC's basic operating philosophy: our corporate commitment is to exceed customer's expectations in the functional areas of technology,

manufacturing, design, human resources, marketing, sales, deliveries, finance and information systems.

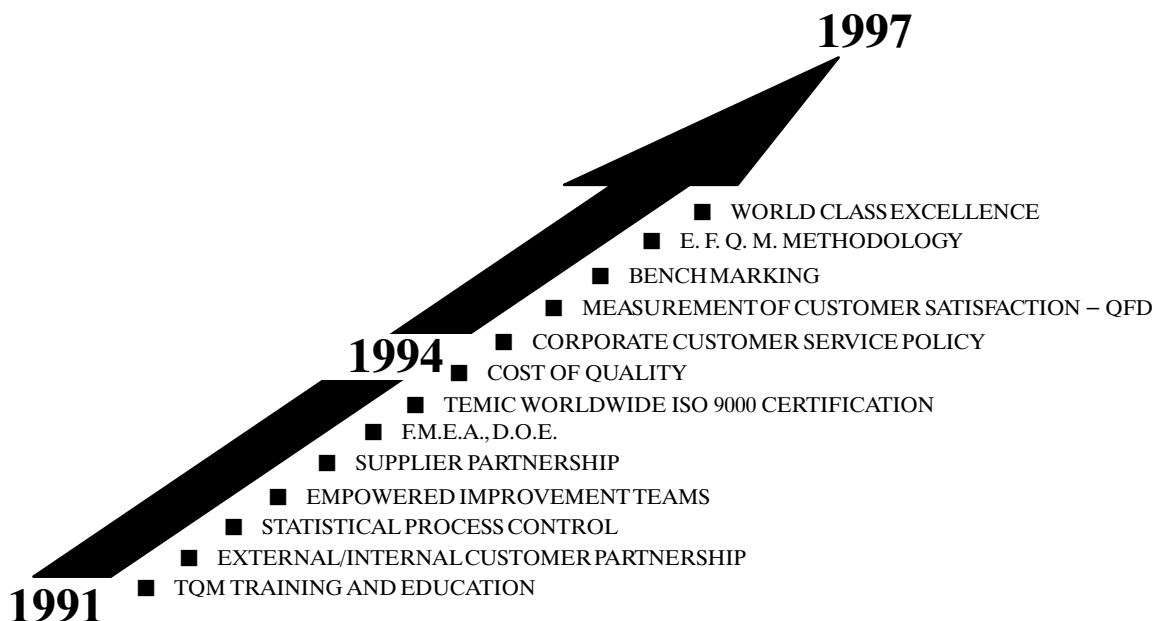
TEMIC Semiconductors' management teams believe in employee empowerment.

- The first step is the education and training of TEMIC personnel by creating an awareness of the need for quality, understanding the risks of non-conformance, establishing a common language so that everyone, from top managers to operators, will not only be familiar with the concepts and tools of quality, but will apply them on a daily basis.
- Clarifying roles and resolving problems of interfacing allow each department to better provide its internal customers with an ever-higher level of quality.

- Empowered improvement teams (E.I.T.'s) focus the talent, intelligence and enthusiasm of TEMIC professionals towards solving day-to-day operational problems.
- Tomorrow, the worldwide implementation of the T. Q. M. methodology as defined by international standards will allow TEMIC Semiconductors to achieve an ever increasing level of excellence and will continue to bring new world-class standards recognition.

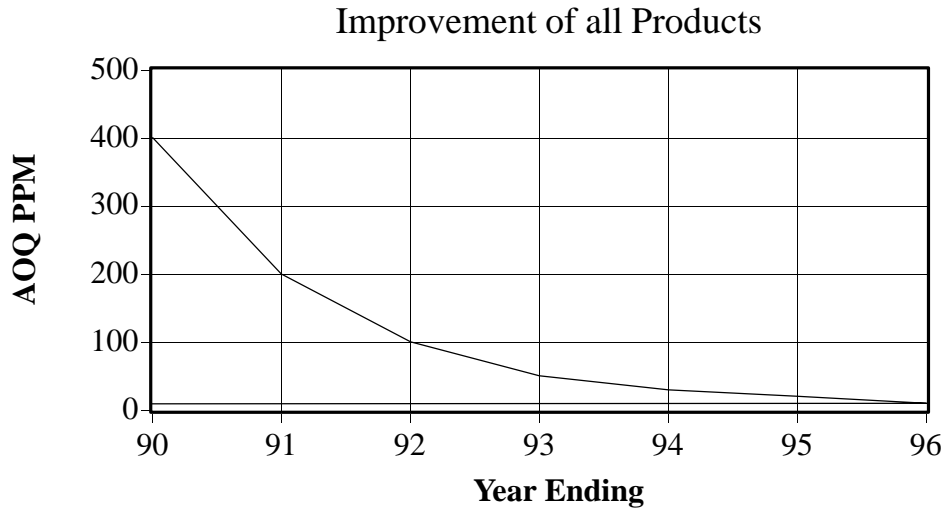
At TEMIC Semiconductors, Continuous Improvement through RESPECT<sup>®</sup>, is the very essence of the quality commitment – RESPECT<sup>®</sup> for customers, procedures, commitments, employees, and environment. These are values that make effective quality management a daily reality.

## Continuous Improvement Through RESPECT<sup>®</sup>



RESPONSIBILITY EXCELLENCE SERVICE PARTNERSHIP EXPERTISE CUSTOMER TECHNOLOGY

## Worldwide Electrical AOQ



## Quality Policy

Our goal is to achieve total customer satisfaction  
through everything we do.  
Therefore, the quality of our products and services  
is our number one priority.  
**Quality comes first!**  
All of us at TEMIC Semiconductors are part of  
the process of continuous improvement.

Board of Management, TEMIC Semiconductors :

|                          |                        |   |                            |                         |                         |
|--------------------------|------------------------|---|----------------------------|-------------------------|-------------------------|
| HP Eberhardt<br>Chairman | RJ Kulle<br>Operations | M. Desbard<br>Quality/Research<br>& Development | R. Pudelko<br>Design/Tools | G. Bolenz<br>Controller | P.W. Weber<br>Marketing |
|--------------------------|------------------------|---|----------------------------|-------------------------|-------------------------|

## Customer Approvals and Awards

The members of TEMIC Semiconductors are honored to have been the recipients of numerous awards from customers in the United States,

Europe, and Japan. A representative selection of these is given below.

|   |  |
|---|--|
| <i>Alcatel</i> , Certified Supplier   | <i>IBM</i> , Qualified Supplier  |
| <i>Alcatel Network System</i> , Excellent Quality of Products Supplied                                  | <i>Lucas Aerospace</i> , Preferred Supplier, Quality Award                     |
| <i>Bosch</i> , Certified Supplier   | <i>Matra Communication</i> , Qualified Supplier                                |
| <i>British Aerospace</i> , QCR 1 and QCR 2 Approval Cherry Semiconductor, Award for Quality Improvement | <i>Maxtor</i> , Award for Overall Support                                      |
| <i>Chrysler Motor Corporation</i> Certified Supplier  | <i>Maxtor (HK) Limited</i> , Overall Support for Quality, Delivery and Service |
| <i>DESC</i> , Qualification for JAN Military zero failure ratings                                       | <i>MMC Division</i> , Delivery Performance                                     |
| <i>Ericsson</i> , Preferred Supplier  | <i>Motorola Automotive</i> , Preferred Supplier                                |
| <i>FCC Barrier Products</i> , Chlorofluorocarbon Reduction  | <i>SEAGATE</i> , Supplier Certification  |
| <i>Ford Motor Corporation</i> , Q-101 Approval  | <i>Siemens</i> , Qualified Supplier  |
| <i>GEC Marconi</i> , Approved Supplier  | <i>Tadiran</i> , Preferred Vendor  |
| <i>Hella</i> , Preferred Supplier   | <i>Texas Instruments</i> , Quality Performance Award                           |
| <i>Hitachi Corporation</i> , Award of Excellence  | <i>TRI-M</i> , Technologies: Excellent Service                                 |
| <i>Hypertherm</i> , Quality Award   | <i>TRW</i> , Qualified Supplier  |
|   | <i>Unified Technologies</i> , Qualified Supplier                               |
|   | <i>Volkswagen A. G.</i> , Quality Award  |
|   | <i>Xerox</i> , Certified Supplier  |

## ISO 9000 Approval

All TEMIC Semiconductors facilities have been approved according to ISO 9001/9002, an international standard for modern quality management also known as EN 29000 (EEC), BS 5750 (United Kingdom), and Q-90 (International Standards Organization).

The ISO 9000 series of quality standards were developed to provide an international quality system that is recognized worldwide today.

ISO 9001 covers quality systems from the design/development of product through manufacturing and service. ISO 9002 is the same as 9001 with the exception of product design.

All TEMIC Semiconductor facilities have passed rigorous audits by accredited registrars. The list of the certificates is given below:

|                          |          |
|--------------------------|----------|
| Dialog, Nabern           | ISO 9001 |
| Dialog Swindon           | ISO 9001 |
| Matra MHS, Nantes        | ISO 9001 |
| Siliconix, Kaohsiung     | ISO 9002 |
| Siliconix, Manila        | ISO 9002 |
| Siliconix, Santa Clara   | ISO 9001 |
| Telefunken, Heilbronn    | ISO 9001 |
| Telefunken, Manila       | ISO 9002 |
| Telefunken, Voecklabruck | ISO 9001 |

There are very few international semiconductor companies in the world today that have all of their facilities ISO 9000 certified. Everyone at TEMIC is very proud of this achievement, as it is part of our “*Continuous Improvement Through RESPECT<sup>®</sup>*” process.

## TEMIC's Customer-Service-Program

### *You need any help? Just call us!*

TEMIC offers you an extensive support programme in order to establish a long-term partnership between you and us. If it is a matter of discrete parts, integrated circuits, or opto-electronic parts, just give us a call !!

Long ago before you buy our products, TEMIC did everything to guarantee a trouble-free use of our products. But our engagement in quality does not end after having sold our products. Should you need any support, just follow the directions described below, and you can be sure we will care for remedy.

### **Return of Goods**

The products you ordered were shipped too early? You did not receive the products you ordered? You got an overshipment? You want to return the delivered parts?

In that case please contact your local sales office or just call us (also out of our office hours) using the number below

|                 |                    |
|-----------------|--------------------|
| Germany         | 0130-845191        |
| Other Countries | +49-7131-993397/98 |

If it is a matter of integrated circuits, opto-electronic or discrete parts, please consult the 'TEMIC Semiconductor Short Form' before calling to find out the source. When calling you will get a speech leaded menu. Choose the appropriate item by dialing the according number. In the end type in your fax number and you will get the necessary forms for complaint handling including the address or fax number of your responsible contact. Please fill the forms where we need information from you. Your contact will then check your information and

if validating your complaint issue an RMA-number (**Return Material Authorization**) with address.

Please fix the RMA-number next to your address label on the package. Then simply ship the goods to be returned at our expense, and we will serve you correctly the next time.

If your claim is not validated you will immediately be notified.

### **Failure Analysis Request**

You were processing our products and they did not comply with your requirements?

Please contact your local sales office or just call the number named before. As discribed before you will then get complaints forms for filling. Please attach failed samples and then ship the the forms to the given address. You will then promptly receive an acknowledgement of receipt together with the results of a preliminary analysis.

In the final report – which will contain a complete 8D-report – we will let you know, if your complaint was accepted, and which corrective actions we will implement.

### **May We Finally Make Two Requests to You**

- Please send us only customer complaint forms, which have been filled in completely – missing details will make it more difficult for us to work on your problems and will cause longer waiting periods for you till your problem will be solved.
- Please do not return goods, for which you did not receive an RMA-number. We are afraid we will have to return goods to you at your expense, if the RMA-number is missing.