MANUAL

ETEL

- Quality Management
- Occupational Health and Safety
- Environmental Protection

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ABOUT ETEL

Since its founding in 1974, ETEL has grown steadily to become a leading supplier of high performance motion control components and complete motion platforms. ETEL is the preferred worldwide supplier that is 100 % dedicated to direct drive solutions. ETEL will maintain its leadership position by having:

- Continuous technological innovation.
- Leading-edge products and services.
- Uncompromising quality standards.
- Synergies within the HEIDENHAIN group that is already proven to be a winning combination.
- A stable working environment where employees can develop their expertise and contribute to success.

Our presence in a broad range of industries and experience with many demanding OEM manufacturers make us the perfect partner for companies looking for high precision, repeatability and long-life quality solutions.

Industry sectors

ETEL is a leading supplier of components and motion systems to the following industries.
High level competences

In order to serve its customers, ETEL has developed a variety of competences allowing the delivery of appropriate capabilities to support the requirements of machine manufacturers.

• Hotline and technical support.
• Advanced trainings.
• Application oriented engineering.
• Mechatronic experts.

Our organization chart
QUALITY MANAGEMENT SYSTEM

ETEL has defined internal working rules in order to ensure compliance with international ISO 9001 standards (Quality requirements), and current safety and environmental regulations.

The Quality Management System ensures that the processes, responsibilities and roles are clearly defined. It also guarantees compliance with the relevant directives, rules, regulations and standards. This Quality Management System is the precondition for the realization of our objectives regarding quality as well as occupational health, safety and environment.

The Quality Management System documentation is composed of internal regulations, directives, instructions and forms, together with product and process specific instructions. The quality department provides and assures a terminology and a standardized form of representation.

All employees are autonomously responsible for compliance with the objectives of the Quality Management System and are supported by Quality Management. Direction and Quality Management regularly analyze and evaluate the quality status of products and processes through a monitoring system based on customer information, product and process indicators and internal audits.

The objective of occupational health and safety is to prevent accidents and avoid work related health risks for the welfare of our employees. With regard to working conditions, the legal requirements, directives and standards constitute the minimum criteria.

Moreover, ETEL ensures the compliance with the current environmental laws, ordinances and regulations in order to preserve the surrounding environment from pollution.
MANAGEMENT DECLARATION

ETEL technology (Motors, Electronic Control and Systems) and synergies with HEIDENHAIN technology (Measuring Systems, Electronic Control know-how and mechanical expertise) is contributing to the development of unique and leading Motion Positioning System products.

ETEL guarantees its success on the long term based on its Vision, Value and Mission (VVM) policy:

<table>
<thead>
<tr>
<th>VISION</th>
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</thead>
<tbody>
<tr>
<td>CUSTOMER</td>
<td>We strive to win and retain the respect and trust of our customers.</td>
</tr>
<tr>
<td>PRODUCT</td>
<td>We produce unique direct drive motors, motion controllers and motion systems by developing breakthrough technologies for highly dynamic and precision applications.</td>
</tr>
<tr>
<td>PROCESS</td>
<td>We design state-of-the-art processes and innovative equipment to guarantee timely delivery at the highest level of quality.</td>
</tr>
<tr>
<td>EMPLOYEE</td>
<td>We employ highly qualified people and ensure a safe and inspiring work environment.</td>
</tr>
<tr>
<td>SUSTAINABILITY</td>
<td>We ensure the sustainability of our activities by taking our decisions and acting with a long-term orientation.</td>
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<tr>
<th>VALUES</th>
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<tbody>
<tr>
<td>RESPECT</td>
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To clearly and effectively translate the above VVM policy into daily practice, the management has defined internal regulations and directives that are binding policies for all employees.

Every employee is expected to work and act on his own responsibility in compliance with the above.

Môtiers, Switzerland, September 2018

Denis Piaget
Chief Executive Officer
PROCESS MAPPING

ETEL’s major processes are defined as illustrated below. The aim of this approach is the efficient and effective management of the main value added streams of the company, in order to fulfill our customers’ needs and expectations. The sequence and interactions between processes are illustrated in the process map; management processes and support processes are related to all other processes.
PROCESS SCOPE

Management process:

- **Company Management**: the scope of this process is to ensure that ETEL's management system is relevant, appropriate and efficient through process and product performance reviews and continuous improvement.

Realization processes:

- **Sales**: the scope of this process is to answer customer requests by proposing the best possible offers (products, prices and conditions) in order to best satisfy both our customers and the company's objectives while following the company strategy.

- **Assisting Customers**: the scope of this process is to fulfill our customers’ requirements as far as technical and commercial support is concerned.

- **Product Development**: the scope of this process is to design and qualify new products, manufacturing methods and product documentation.

- **Manufacturing**: the scope of this process is to manufacture requested quantity, with required quality and within the time defined in the work order (assembling specifications, tests, inspection instructions and lead-time).

- **Order Processing**: the scope of this process is to deal with sales forecast, customer orders (order confirmation) and credit limits.

- **Planning**: the scope of this process is to optimize the production and provision of supplies in order to satisfy our customers’ requests in term of delivery deadlines. This process gives an overview of the future production workload (up to 18 months) and provides the purchasing department with the future needs of components to allow negotiations with suppliers. It is also responsible for the control and analysis of the components and finished products stock.

- **Shipping & Billing**: the scope of this process is to ensure that the shipping of our products fulfills our customers’ requirements and that we are conforming to the Swiss and International regulations in term of Exportation/Importation. It also includes billing activity.

- **Purchasing**: the scope of this process is to select, qualify and evaluate suppliers and subcontractors.

Support processes:

- **Human resources**: the scope of this process is to ensure that the company's workforce complies with its activities, as far as quantity (recruitment/lay-off) and personal or professional abilities (training) are concerned, for medium and long term, while implementing an initiative for employee development (evaluations). This process also checks the application of measures stipulated by the work Law (LTr).

- **Finances**: the scope of this process is to manage financial resources in order to ensure the sustainability of the company, that is to say, appropriate management of accounts, budgets granting by group, follow-up and management of investments, analysis of our products’ costs and limitation of doubtful accounts.

- **IT/IS**: the scope of this process is to provide and maintain the IT/IS infrastructure and software to support processes according to agreed business requirements and to ensure the security of centrally stored, company data.

- **Quality**: the scope of this process is to implement, monitor and maintain a quality management system fitting with company principles and compliant with the international ISO 9001 standards.

- **Facilities and Security**: the scope of this process is to provide, secure and maintain facilities (buildings, vehicles, test and manufacturing equipment) necessary for the functioning of all processes.
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|                   | • DIR-00836 Management of requests for deviation to customer  
|                   | • DIR-00837 Management of nonconforming products  
| 7.5 Documented information | • ETEL S.A.’s Documentation Management System  
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| 8.1 Operational planning and control | • DIR-00445 Planning  
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| | • DIR-00784 Customised product request  
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| | • DIR-00314 Customer assistance  
| | • DIR-00670 Shipping and Billing  
| | • DIR-00844 Management of corrective and preventive actions  
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| | • DIR-00950 Product Phase Out  
| 8.3 Design and development of products and services | • DIR-00584 Designing  
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| | • DIR-01118 Optimize Products and Production Processes  
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| | • DIR-00836 Management of requests for deviation to customer  
| 10.3 Continual improvement | • DIR-00305 Continuous improvement  

Please note that all the documents mentioned in this manual are for reference use only.
CERTIFICATE

The Certification Body of TÜV SÜD Management Service GmbH certifies that

ETEL S.A.
Zone industrielle
2112 Môtiers
Switzerland

has established and applies a Quality Management System for

Development, Production, Marketing and Service of Measurement, Drive and Control Components.

An audit was performed, Report No. 70738609. Proof has been furnished that the requirements according to

ISO 9001:2015

are fulfilled.

The certificate is valid in conjunction with the main-certificate from 2017-12-07 until 2020-12-06.
Certificate Registration No.: 12 100 34991/15 TMS.

M. Wagner
Product Compliance Management
Munich, 2017-11-27

TÜV SÜD Management Service GmbH • Zertifizierungsstelle • Ridlerstraße 65 • 80338 München • Germany