

MANUAL

ETEL

- **Quality Management**
- **Occupational Health and Safety**
- **Environmental Protection**

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ABOUT ETEL

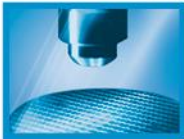
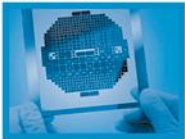

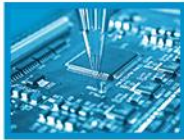


Since its founding in 1974, ETEL has grown steadily to become a leading supplier of high performance motion control components and complete motion platforms. ETEL is the preferred worldwide supplier that is 100 % dedicated to direct drive solutions. ETEL will maintain its leadership position by having:

- 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.

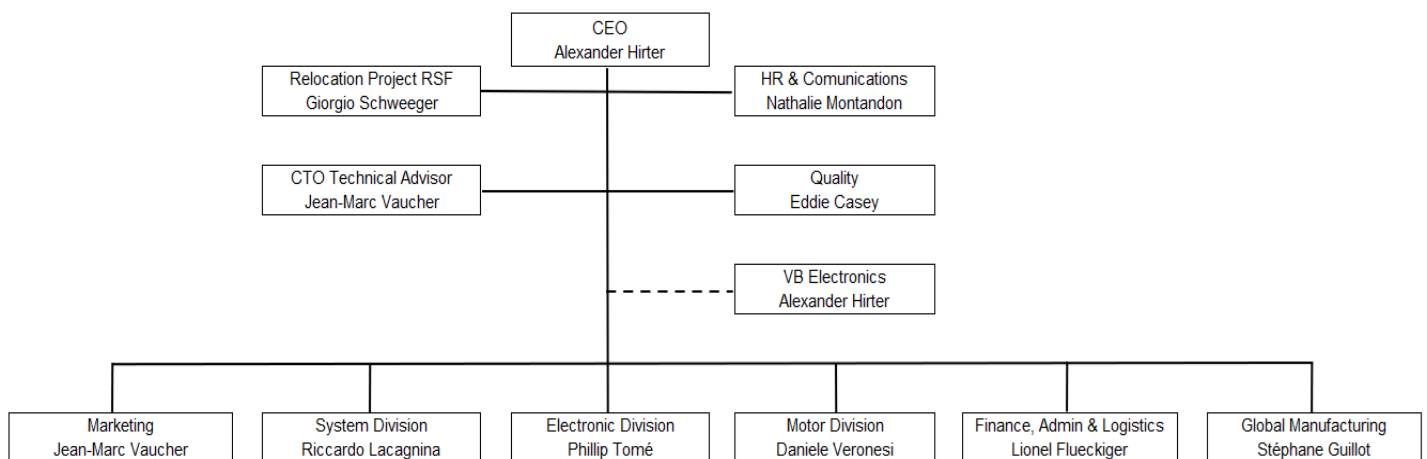
SEMICONDUCTORS		
		
MACHINE TOOLS		
		
ELECTRONICS		
OTHER SECTORS		
		
		
		

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



International Sales Organisation

DR. JOHANNES HEIDENHAIN GmbH
HEIDENHAIN (SCHWEIZ) AG
HEIDENHAIN ITALIANA S.r.l.
HEIDENHAIN FRANCE Sàrl
HEIDENHAIN NEDERLAND B.V.
HEIDENHAIN (GB) Ltd.
HEIDENHAIN s.r.o.
HEIDENHAIN nv/sa

HEIDENHAIN SCANDINAVIA AB
HEIDENHAIN CORPORATION
HEIDENHAIN PACIFIC PTE LTD
HEIDENHAIN CO.,
LTD HEIDENHAIN Korea Ltd.
HEIDENHAIN K.K.
HEIDENHAIN CHINA CO. LTD.

Distributors:

FARRESA Electronics SA, Spain
MEDITAL Comotec Ltd, Israël

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:

VISION	ETEL is the core brand for high precision and high dynamic motion technology in the HEIDENHAIN Group. As a competence center in Switzerland, we succeed in our current and future markets with competitive, innovative and high performing products and services.				
MISSION	CUSTOMERS	Together with the HEIDENHAIN Group, we strive to win and retain the respect and trust of our current and future customers.			
	PRODUCTS	Based on market needs, we develop high performance and competitive direct drive motors, motion controllers, motion systems and software solutions.			
	QUALITY	By producing with the help of the manufacturing network of HEIDENHAIN, we ensure the highest quality at the best cost for the entire value chain.			
	EMPLOYEES	With our highly qualified and skilled employees, we shape our future.			
	SUSTAINABILITY	We ensure our sustainability and our future by generating value, making smart decisions and acting with a long-term orientation.			
VALUES	RESPECT	TRUST	OWNERSHIP	EXCELLENCE	PASSION
					

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.

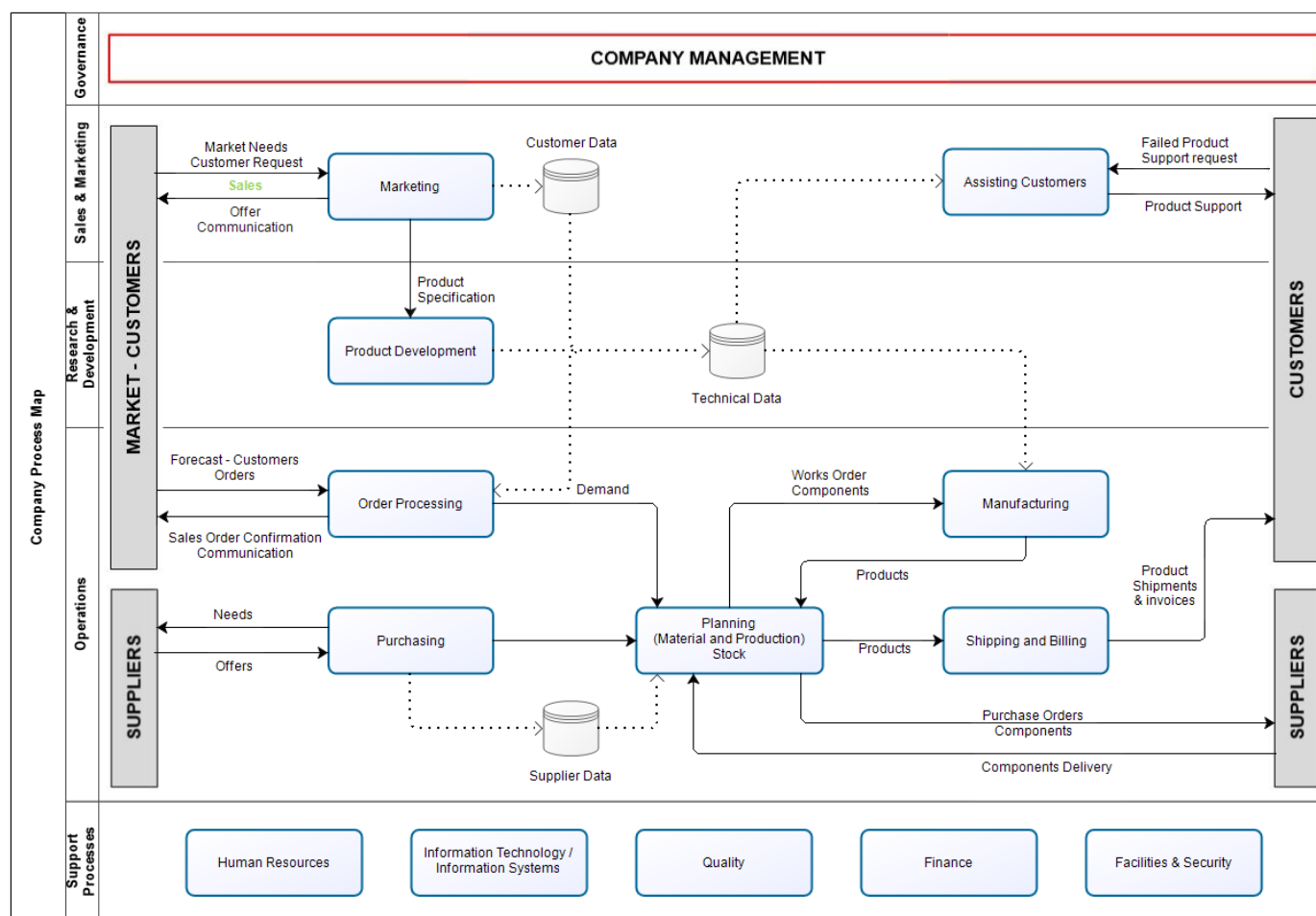
Every employee is expected to work and act on his own responsibility in compliance with the above.

Môtiers, Switzerland, December 2023


Alexander Hirter
 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:

- **Marketing:** the scope of this process is to answer customer requests, as reported by sales (V-B), 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 role of this process is to provide, secure and maintain the facilities needed for the proper functioning of the company. Furthermore, it guarantees the employees safety at work and takes all the measures needed to prevent professional accidents and illnesses.

CORRESPONDENCE BETWEEN ISO 9001 / ETEL DOCUMENTATION

Section of ISO 9001 2015 standard		Associated ETEL documentation / system
4 Context of the organization		
4.1	Understanding the organization and its context	<ul style="list-style-type: none"> Manual REG-01236 Data Protection
4.2	Understanding the needs and expectations of interested parties	<ul style="list-style-type: none"> Manual
4.3	Determining the scope of the quality management system	<ul style="list-style-type: none"> Manual
4.4	Quality management system and its processes	<ul style="list-style-type: none"> Manual DIR-00291 Quality Management System documentation
5 Leadership		
5.1	Leadership and commitment	<ul style="list-style-type: none"> Manual
5.2	Policy	<ul style="list-style-type: none"> Manual
5.3	Organizational roles, responsibilities and authorities	<ul style="list-style-type: none"> Manual DIR-00291 Quality Management System documentation
6 Planning		
6.1	Actions to address risks and opportunities	<ul style="list-style-type: none"> DIR-00300 Safety at work and infrastructures management DIR-00302 Fixed Assets Management DIR-00307 Marketing DIR-00312 Doubtful accounts management DIR-00538 Accounts Payable Management and Follow-up DIR-00584 Designing DIR-00616 Internal control system – risk analysis DIR-00827 Account Receivable management and follow-up DIR-00887 GL Management and Follow up DIR-00868 Reporting REG-00316 Signature rights REG-00966 ETEL S.A. Purchasing Terms and Conditions
6.2	Quality objectives and planning to achieve them	<ul style="list-style-type: none"> Manual DIR-00291 Quality Management System documentation DIR-00293 Manage measuring equipment and production means DIR-00855 Demand Management
6.3	Planning of changes	<ul style="list-style-type: none"> DIR-00291 Quality Management System documentation DIR-00293 Manage measuring equipment and production means
7 Support		
7.1	Resources	<ul style="list-style-type: none"> DIR-00293 Manage measuring equipment and production means DIR-00300 Safety at work and infrastructures management DIR-00301 Manage Human Resources DIR-01226 Manage remote access to work DIR-00303 IT/IS infrastructures management DIR-01054 Warehouse Management REG-00321 Company regulation TIS System
7.2	Competence	<ul style="list-style-type: none"> DIR-00301 Manage Human Resources
7.3	Awareness	<ul style="list-style-type: none"> Manual DIR-00291 Quality Management System documentation
7.4	Communication	<ul style="list-style-type: none"> Manual DIR-00831 Management of supplier defect notice DIR-00836 Management of requests for deviation to customer DIR-00837 Management of nonconforming products

7.5	Documented information	<ul style="list-style-type: none"> ETEL S.A.'s Documentation Management System
8	Operation	
8.1	Operational planning and control	<ul style="list-style-type: none"> DIR-00445 Planning
8.2	Requirements for products and services	<ul style="list-style-type: none"> DIR-00307 Marketing DIR-00671 Deal with customers' orders DIR-00314 Assisting customer DIR-01228 Corporate Group complaints management DIR-00670 Shipping and Billing DIR-00844 Management of corrective and preventive actions DIR-00969 Sales status vs Maturity level DIR-01173 Product Phase in DIR-00950 Product Phase Out
8.3	Design and development of products and services	<ul style="list-style-type: none"> DIR-00584 Designing DIR-00305 Continuous Improvement DIR-01118 Optimize Products and Production Processes DIR-01170 Functional Safety
8.4	Control of externally provided processes, products and services	<ul style="list-style-type: none"> DIR-00444 Purchasing DIR-00831 Management of supplier defect notice DIR-00852 Management of suppliers deviation requests
8.5	Production and service provision	<ul style="list-style-type: none"> DIR-00300 Safety at work and infrastructures management DIR-00304 Manufacture DIR-00952 Packaging process DIR-00314 Assisting customer DIR-01228 Corporate Group complaints management DIR-01173 Product Phase in DIR-00950 Product Phase Out REG-01236 Data Protection
8.6	Release of products and services	<ul style="list-style-type: none"> DIR-00307 Marketing DIR-00836 Management of requests for deviation to customer
8.7	Control of nonconforming outputs	<ul style="list-style-type: none"> DIR-00314 Assisting customer DIR-00836 Management of requests for deviation to customer DIR-00837 Management of nonconforming products DIR-01228 Corporate Group complaints management
9	Performance evaluation	
9.1	Monitoring, measurement, analysis and evaluation	<ul style="list-style-type: none"> DIR-00305 Continuous improvement DIR-00314 Assisting customer DIR-01228 Corporate Group complaints management
9.2	Internal audit	<ul style="list-style-type: none"> DIR-00830 Management of quality audits
9.3	Management review	<ul style="list-style-type: none"> DIR-01130 Top Management Review
10	Improvement	
10.1	General	<ul style="list-style-type: none"> DIR-00305 Continuous improvement DIR-00855 Demand Management
10.2	Nonconformity and corrective action	<ul style="list-style-type: none"> DIR-00844 Management of corrective and preventive actions DIR-00837 Management of nonconforming products DIR-00836 Management of requests for deviation to customer DIR-01228 Corporate Group complaints management
10.3	Continual improvement	<ul style="list-style-type: none"> DIR-00305 Continuous improvement

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

ISO 9001 CERTIFICATE

ZERTIFIKAT ◆ CERTIFICATE ◆ 認證證書 ◆ CERTIFICADO ◆ CERTIFICAT



Management Service

CERTIFICATE

Certificate Registration No.: 12 100 34991/15 TMS / Order No.: 70738609

The Certification Body
of TÜV SÜD Management Service GmbH
certifies that the organization

DR. JOHANNES HEIDENHAIN GmbH
Dr.-Johannes-Heidenhain-Str. 5, 83301 Traunreut
Germany

at the site

ETEL S.A.
Zone industrielle
2112 Môtiers
Switzerland

for the scope

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

has established and applies a Quality Management System.

An audit was performed and has furnished proof
that the requirements according to

DIN EN ISO 9001:2015

are fulfilled.

The certificate is valid in conjunction
with the main certificate from 2023-12-07 until 2026-12-06.



Fred Wenke
Head of Certification Body
Munich, 2023-11-28



TÜV SÜD Management Service GmbH • Zertifizierungsstelle • Ridlerstrasse 57 • 80339 München • Germany
www.tuvsud.com/de-certificate-validity-check

