Introduction

This document consists of the following topics:
- General description of Nikon Metrology EU Commerce (in relation to quality)
- Explanation of the design of the EU Commerce Quality Management System
- The subject and scope of the Quality Management System

EU Commerce Quality Policy

Nikon Metrology EU Commerce (EU Commerce) comprises three commercial business units within Europe. EU Commerce shares the Nikon Corporate philosophy of trustworthiness and creativity and is committed to selling, distributing and supporting the high quality Industrial Metrology Business Unit's Solutions that are automated, connected, and digitalized with a main focus on automotive and electronics industries' manufacturing sites. We strive to enhance the brand value with both the high-quality products we supply and by providing equally high-quality customer service.

EU Commerce is committed to meeting the expectations of our customers whilst meeting the statutory, regulatory and any other requirements of the countries which they operate in and by complying with ISO 9001:2015.

Besides achieving a long-term healthy financial performance, EU Commerce recognizes that risks and opportunities relevant to the purpose and context of the business must be addressed to prevent undesirable effects and to capitalize on new opportunities when they arise. To this end we will identify internal and external issues as well as interested parties that have a potential effect on the quality of our services and ensure that any risks to quality are mitigated.

Further to this we strive to create an organizational culture consistent with high performing and motivated employees equipped with all the necessary resources and empowered to contribute to the effectiveness of the quality management system.

This quality policy will be available and maintained within TIBCO Nimbus (web-based software in use within EU Commerce to support the Quality Management System (QMS)) and communicated to all employees within the organization. When required, it will also be made available to interested parties.

As a derivative of the quality policy, each department defines its yearly quality goals.
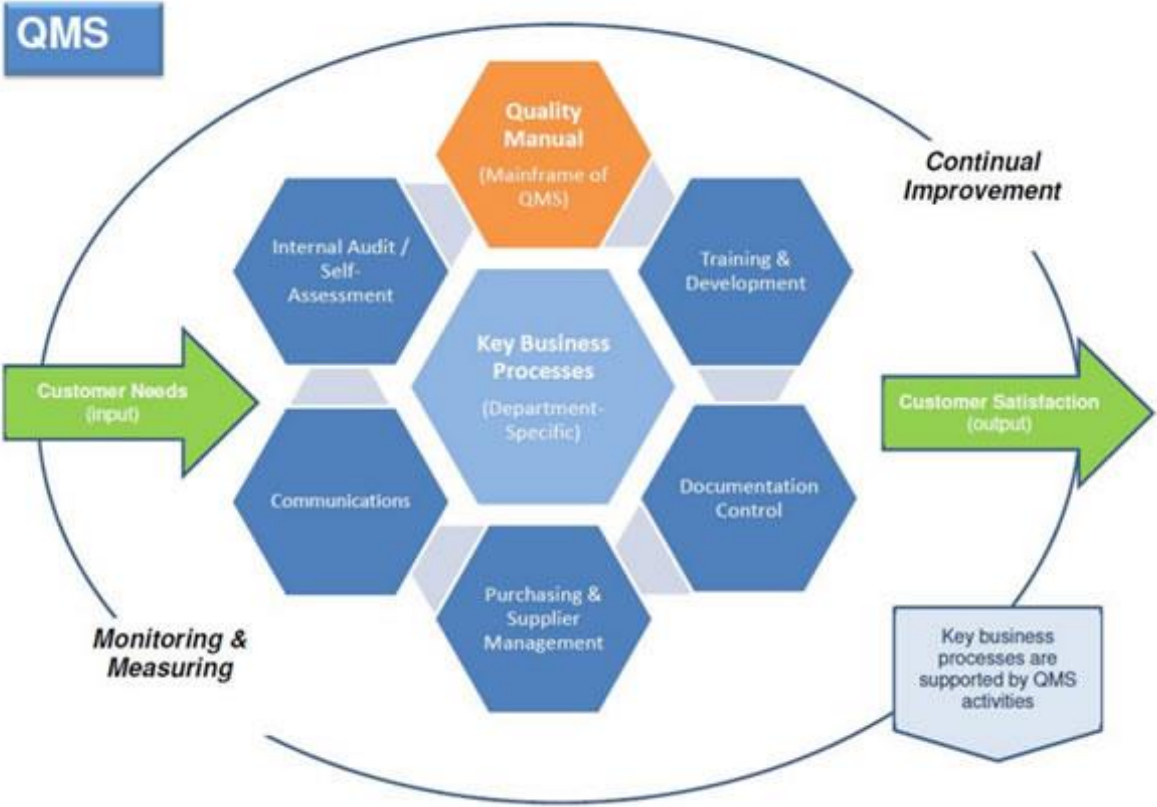
Set up of the Quality Management System

ISO 9001 prescribes that the organization establishes, documents, implements and maintains a quality management system and continuously improves its effectiveness.

EU Commerce's QMS has been largely set up in the process management tool TIBCO Nimbus and is largely managed from this application. EU Commerce has recorded all its processes (including the mutual relationships) and documents (including work instructions, templates, and policies) in TIBCO Nimbus. The information in TIBCO Nimbus provides insight into who does what, when, why and how. Via a web-based environment, all employees have access to the processes and documents relevant to them to be able to find all information needed to carry out their work.

If a process or document changes, all employees who need to be aware of that change are notified via the application to confirm that they have read and understood the change. If confirmation is not received, the employee will be addressed. In this way, everyone is continuously aware of the most current information (the "single source of truth") and conformity in the operation or execution is guaranteed.

An owner has been determined for every process and every document, so that not only the way of working, but also the responsibilities within the organization are clearly assigned.

TIBCO Nimbus contains a lot of information to be able to monitor the effectiveness of processes and identify potential opportunities for improvement. In addition, the interactive nature of the application encourages an active role for every employee in continuous improvement. Continuous improvement of the QMS is a permanent objective to ensure that we maintain a high level of customer satisfaction.

Scope of the Quality Management System

The QMS covers the sales, distribution, installation, and after-sales support of metrology equipment for industrial applications. The product range that these services cover, but not limited to, are:

- X-RAY/MCT systems
- Video measuring systems
- Laser radar systems
- Microscopy instruments
- Laser scanners

Exclusions

We procure products from other companies within the Nikon Group's Industrial Metrology Business Unit, that carry out research and development. EU Commerce markets these products and standardized services which don't require design and development from the side of EU Commerce anymore. Therefore, the component from the ISO-standard…. '8.3 Design and development of products and services' has been excluded. To ensure customer satisfaction also regarding product-quality, we evaluate the quality of our suppliers and their products (incl. the internally supplying sister-companies) on a continuous basis.

Compliance

In TIBCO Nimbus (which serves as the backbone of the QMS), compliance is implemented in the processes by means of so-called statement sets. Statement sets have been made for the ISO 9001 quality standard, so that the individual standard requirements are linked to activities in the processes.

Usage reports can be created to get an overview of where and how the various ISO requirements are met within EU Commerce.
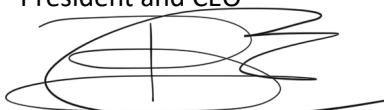
Involvement of management

The EU Commerce Management Team is responsible for compliance, suitability and application of the quality management system, the quality policy, and the quality objectives. In doing so, it strives for effectiveness and continuous improvement of the quality management system.
Critical processes need to be monitored. Appropriate measures should be taken to achieve planned results and continuous improvement. The Management Team is involved in different areas such as internal audits, change requests, management meetings, complaints handling and management reviews.

For general support in the area of quality assurance, the Management Team appointed a Quality Manager. This ensures that the quality management system is kept "up to date" and the compliance with the quality management system is checked. The Management Team ensures, through the Quality Manager, that the functioning and coherence of the QMS is maintained when changes to the QMS are planned and implemented. Changes in the QMS, quality policy and quality objectives are communicated via TIBCO Nimbus.

Berend van Iterson
President and CEO   8th October 2021