

Introduction

This document represents the Quality Statement of Nikon Metrology EU Commerce and describes the following topics:

- EU Commerce Quality Policy
- Explanation of the set-up of the Quality Management System
- Subject and scope of the Quality Management System
- Compliance and involvement of management

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.

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.

Continual improvement is a permanent objective of EU Commerce, and improvement activities are encouraged throughout the business at all levels.

Our Quality Policy reflects the quality objectives that our organization has established at all relevant functions, levels and processes needed to ensure an effective operation and control of the quality management system. These are:

A long-run healthy financial performance as part of the Nikon Corp/HQ. 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.

Cherish and promote high performing, happy employees in a solid organization. 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.

Cherish and promote society's ethical & social norms and regulations.

Realize a high degree of customer satisfaction.

The associated measures for these strategic objectives are (re)defined every fiscal year. As a derivative of these, each department defines its yearly operational quality objectives. 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 has been communicated to all employees within the organization. When required, it will also be made available to interested parties.

Set up of the Quality Management System

ISO 9001 prescribes that the organization establishes, documents, implements and maintains a quality management system and continually 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 constantly 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 continual improvement.

Scope of the Quality Management System

The installation, after-sales service, and support of X-ray CT systems, microscopy products, video measuring systems, laser radar systems, and laser scanners (all for industrial metrology applications), and inspection services using X-ray CT systems.

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 9001:2015 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 continual basis.

Compliance and involvement of management

In TIBCO Nimbus 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.

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 continual improvement of the quality management system. Critical processes need to be monitored. Appropriate measures should be taken to achieve planned results and continual improvement. The Management Team is involved in different areas such as internal audits, managing 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 that 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.



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02 February 2022