



ifm electronic

ifm quality and environmental management *handout*

quality and environmental management

www.ifm-electronic.com



fluid sensors
and diagnostic
systems

position
sensors
and object
recognition

bus,
identification
and control systems

ifm electronic – close to you!



Quality management
of ifm electronic gmbh
ISO 9001
certified

Certified quality management



Marketing / Sales



certified since 1993



Parent plant in Tettngang



All ifm production sites are certified to ISO 9001





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ANNEX

Current certificate

Current process descriptions

Exclusions

checked / approved
01 March 2006

Michael Wohlgemut, QR Tett nang

Bernd Busch, QR Essen



Our company policy and its cornerstones

Quality

- Demanding and encouraging the qualification of employees and personal responsibility
- Awareness of the employee being supplier and customer in the processes
- Employees' ability to reliably implement quality-related and efficiency-related thinking
- Continuous high expenditure for research and development shall give us a technological advantage
- Team spirit within the team and between the teams
- High product quality and accurate technical data are unimpeachable values of ifm

Environment

- Promotion of decisions and conduct which are wise with respect to the environment and occupational safety
- Careful and economical handling of resources
- Long-lasting products
- Only use of manageable know-how to avoid environmental risks and health risks
- Adjustment of the technological development and production to the state of the art, environmental regulations and occupational safety regulations
- Active information policy towards customers, suppliers, authorities, the public

- Compliance with laws and regulations
- Continuous improvement

The Management

01 March 2006

Michael Marhofer

Bernd Buck

Martin Buck



ifm's goals

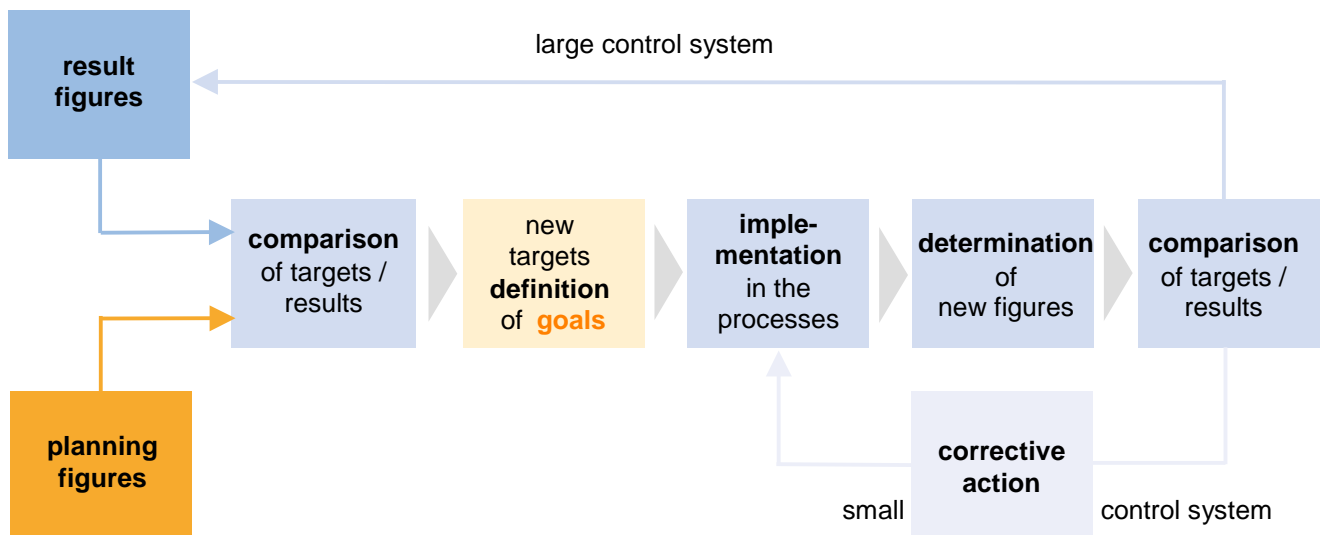
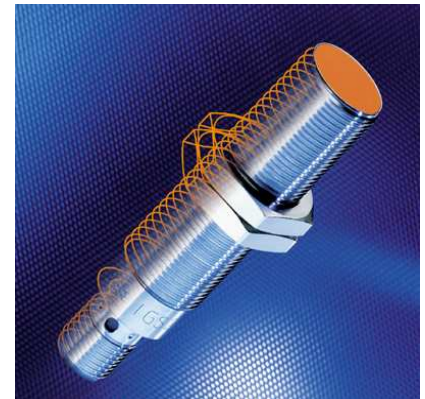
It is one of the goals of ifm to develop and offer products for applications which have large markets or lead to new markets worldwide. So we can develop processes which result in high-quality and long-lasting products – at competitive prices.

Customer requests become ifm's goals ifm's goals – goals of the employees

ifm is full of clever ideas which it likes to communicate with the customer and the market. Strategic goals arise which are developed and bindingly fixed by the Management together with the operating sector managers.

Project or sector managers deduce concrete tasks from these goals which are responsibly implemented by the respective employees and teams.

Recurrent processes also have goals. These are defined and measured in figures. If necessary, goals are again deduced from these figures with the purpose of continuous improvement.





Assessment of the goals

In addition to the monthly planning meetings of the executives a large review takes place once a year.

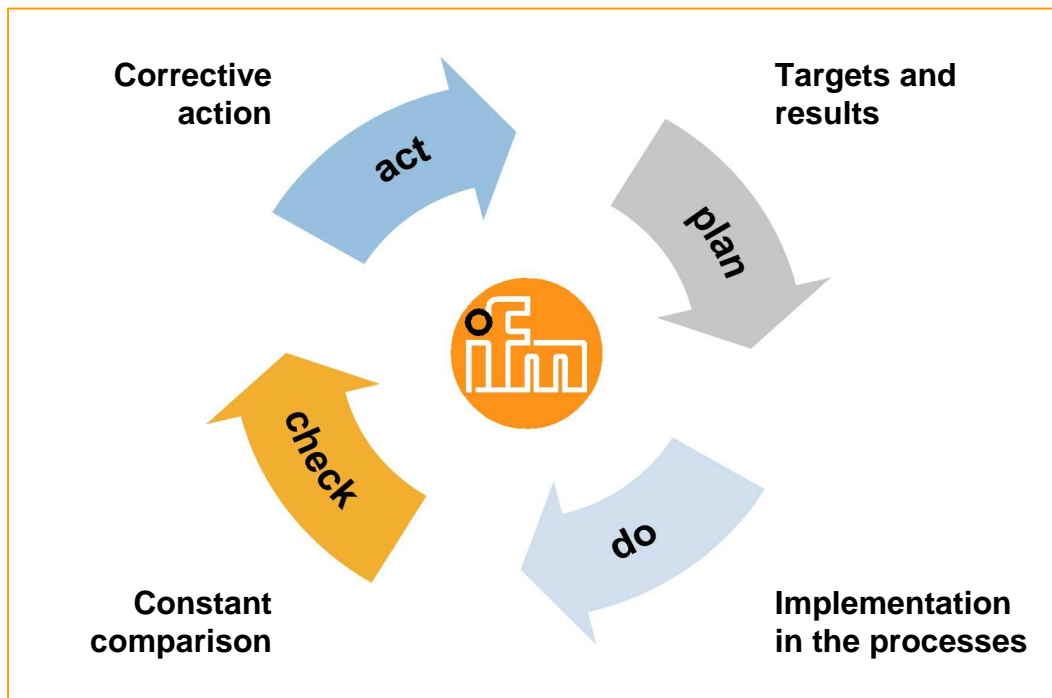
The assessment of the quality management is also carried out during this review by the management. The definitions of the goals are adjusted or complemented.

Assessed

- results and efficiency of the audits carried out
- results from customer surveys
- results from the complaints management
- figures on employee satisfaction
- figures from the processes
- measures taken after the last quality management assessment

Our tools

- Data Warehouse
- BaaN / SAP
- CAQ
- Customer Service
e.g. Lotus Notes
databases





Overview of our organisation

Central sectors	Company policy Financial policy	IT responsible for the definition of guidelines worldwide	Administration Store for finished products Order processing		
Customer-oriented sectors	Sales Germany		Export Sales		
Product-oriented sectors	Marketing	↔	Marketing	↔	Marketing
	Product policy	↔	Product policy	↔	Product policy
	Position sensors Development Production		Fluid sensors Development Production		Evaluation / Systems Development Production
	Component placement				
Service	Logistics (purchasing, production coordination, warehouse, environmental)				
	Human resources				
	Technology (quality mngmt., production equipment, documentation, standardisation, patents)				
	IT (support)				

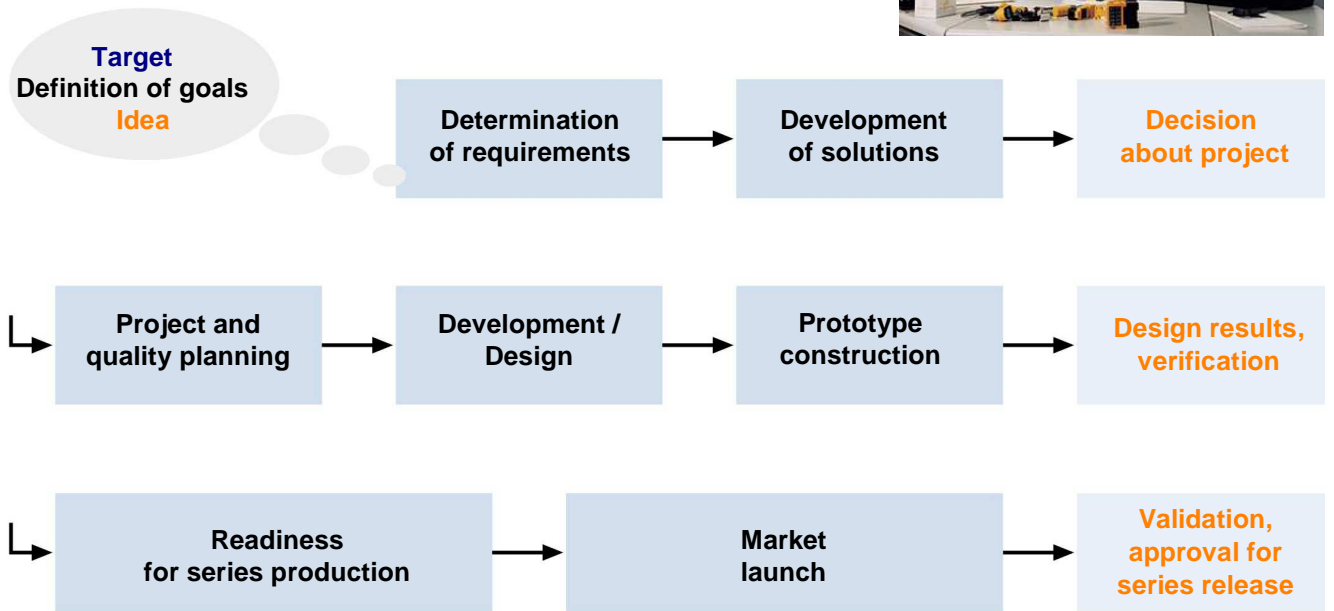
Our processes

Customer	Management process 1	Management responsibility	Customer
	Management process 2	Resource management	
	Business process 1	Product development position sensors	
	Business process 2	Order processing	
	Support processes		

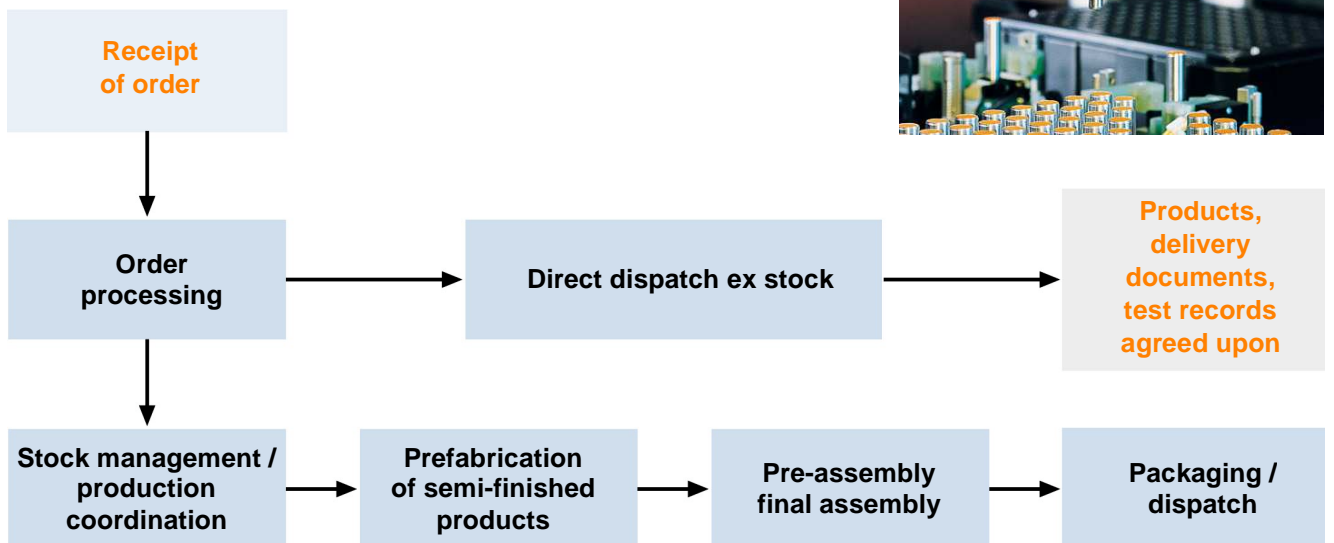


Insights into the implementation processes

Product development



Order processing





Insights into product development

Well considered start

We consider a II reasonable solution options before precisely planning a project. New technological approaches and processes must be technologically and ecologically manageable prior to implementation.



Planning and implementation

Quality planning includes the specific processes which are required to fulfil the customers' requirements and monitors them by means of defined quality gates.

In addition to state-of-the-art 3D CAD systems and rapid prototyping we are in close contact with our process-experienced partners in the fields of production equipment and production.

Databases allow access to the knowledge from the daily learning processes at any time, e.g. from corrective action, customer feedback or FMEA's.



Always up to date with the users

During the development of the product in defined stages we are in close contact with representative users who are willing to test new developments or product optimisations at their facilities – e.g. in the field of mechanical engineering, in the food industry or in the automotive industry.

These simultaneous validation measures help us develop high-quality and robust products with a customer-friendly 'time to market'.





Insights into order processing

Quick order online

Approx. 60 branch offices and trade partners worldwide (7 branch offices in Germany) ensure constant proximity to our customers, via the internet even around the clock.

Computer-aided planning allows us to deliver 96% of all incoming orders at the requested date. Each ordered product which is available ex stock leaves our central warehouse in Essen-Steele on the same day – given that the order is placed before 14:00 h



Reliable control of production processes

A continuously optimised mix of automation and manual mounting allows us to have a high production capacity while being flexible for small lots and customer specific variants.

The production documents ensure that the processes can be reproduced at any time. They can be accessed online and are always up to date.

Position monitoring during SMD placement based on trendsetting image processing technology replaces the complex control chart procedure.

State-of-the-art 'flying probe' in-process tests are part of a consistent test structure.



Quickly and safely to the customer

Our innovative central warehouse, equipped with our own sensors and system components, ensures that your order is promptly and suitably packed for product transport so that the product reaches you in the quality it had when it passed our final tests.

After all we want the customer to return to us and not the product.





Processes in the background ...

We call them **'support processes'** because they comprehensively support our **'value added chain'**:

Internal audits, control of data and documents, tests, approvals – all these support processes have been part of our quality management system right from the beginning. We regularly check that they are precisely linked with the value adding processes. Also, each process is linked with the corresponding documents in databases which can be accessed from every PC at any time.

Examples :

Procurement

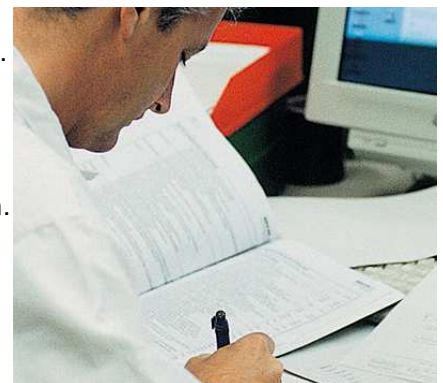
We maintain longstanding and reliable partnerships with the majority of our suppliers.

As a prerequisite for a first delivery every supplier needs to successfully pass the initial sample inspection. During this inspection the environmental sustainability of the used materials is also taken into account.

A permanently high product quality is decisive for a long-term cooperation. Other decision criteria are adherence to deadlines and quantity stipulations, flexibility and the ability to improve.

Depending on the target product and customer we have precise agreements with our suppliers as regards having a certain management system.

Almost all of our suppliers have introduced a quality management system which corresponds to the requirements.



Continuous improvement

The employee is the key to our continuous improvement activities. Process results as well as customer feedback are analysed every day and suitable optimisation measures are taken in small and large control systems. The team of our suggestion system is particularly pleased to honour value-adding ideas with a bonus.



Environmental work which pays off :

'Growing successfully in security' – this ifm principle has also been influenced by our attitude towards the environment. Successful growth is only possible in the long term if we assume responsibility for the consequences of our actions : Think globally – act locally !

For ifm an increase in productivity does not at the same time mean an increasing consumption of environmental resources. And the fact that we have good ideas pays off for ifm .

An example : Although we have constantly increased our production quantities over the past 10 years we have been able to reduce our amounts of water and waste water by 80% !

The chronology of our environmental activities stretches over two decades – we have acted on the basis of our attitude and did not only react when legal provisions did not let us have the choice anyway.

Here are some milestones in chronological order :

- As early as 1984 waste separation in industrial and special waste
- Changeover to cadmium-free plastics
- Use of cables and housing parts made without CFC and cables without brominated flameproofing agents
- Creation of the department 'Occupational safety and environmental protection'
- Replacement of cleaning agents containing CFC and CHC
- Creation of a hazardous materials store and disposal centre
- Creation of a building services control system to monitor and control the use of resources
- Installation of state-of-the-art circulation systems for cooling water
- Creation of our first ecological balance sheet for the location Tettwang (corresponds to the environmental test to DIN EN ISO 14001)
- Appointment of an authorised person for waste
- Appointment of an authorised person for hazardous materials
- Commissioning of a waste water treatment system
- Introduction of an ifm-internal environmental management system

We help to save the valuable resources of our planet in our production processes and with our products in their applications.





Water... we help to save it

Water extraction – water treatment – distribution – protection.

We are pleased to be able to offer you products which help to turn these sensible processes into safe processes.

You as the customer benefit from our more than 25 years of experience with the development and production of sensors, control systems and evaluation units – because applications in fluid media have special requirements towards tightness, mechanical stability, long-term stability and temperature fluctuations.

Due to the increasing demand for these products ifm has established the environmental technology department. There you will quickly find the answers to all your questions. Our acquired application know-how from many countries is available to you in this department.

For more detailed information please visit our environmental site on the internet

at http://www.ifm-electronic.com/ifmgb/news/news_4Y2BLX.htm

We will also be pleased to send you our environmental information for customers.





Quality management and environmental management

ifm electronic



Annex



C E R T I F I C A T E

DQS GmbH

Deutsche Gesellschaft zur Zertifizierung von Managementsystemen

hereby certifies that the company

ifm electronic gmbh

Teichstraße 4
D-45127 Essen

for the scope

Development, production and distribution of sensors,
communication systems and controllers

has implemented and maintains a

Quality Management System.

An audit, documented in a report, has verified that this
quality management system fulfills the requirements
of the following standard:

DIN EN ISO 9001 : 2000

December 2000 edition

This quality management system fulfills the requirements set out by the international and German Road Traffic Regulations

including the approval objects as listed in the appendix.

This certificate is valid until 2009-05-25

Certificate Registration No. 000697 QM ST

Frankfurt am Main 2006-05-26

Ass. iur. M. Drechsel

MANAGING DIRECTORS

Dipl.-Ing. S. Heinloth

D-60433 Frankfurt am Main, August-Schanz-Straße 21





Appendix to Certificate Registration No.: 000697 QM ST

ifm electronic gmbh

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The international and German Road Traffic Law
was audited regarding the following approval objects:

Number	Applied scope validity of initial visit
22	Electronic Sub Assemblies

This appendix (edition: 2006-05-26) is only valid in connection
with the above-mentioned certificate.



ifm - Quality management and environmental management



Exclusions

– none –



Quality lifts us above
the rest!

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