



Customers

- Our customer is our business.
- Long-term customers are more important than short-term results.
- We seek to consistently demonstrate a sense of warmth, humor and mutual respect in our relationships with our customers, to be the company with which they most enjoy working.

Our Guiding Principles

People

- Our people are the company.
- We cultivate a leadership style.
- We shall foster an organizational structure.
- We want employees to share in their company's success.
- The most unfair system of all is one that blindly treats all situations the same.
- Offering ideas for improvements and new products is an opportunity we all share, a responsibility we must all accept.
- We seek to promote and reinforce an entrepreneurial spirit.
- Suppliers are our partners.

Citizenship

- The environment is our home.
- Recognizing that an attitude of pride in the company and the community are intertwined.
- We believe the greatest contribution we can make to the prosperity and quality of life of the communities in which we operate lies in being a dynamic, growing company.

Profits

- Profits are the ultimate measure of how efficiently and effectively we serve our customers and are the only true source of long-term job security.
- Profitability and financial resources give us the freedom to shape our future and achieve our vision.

<https://www.kimballelectronics.com/guiding-principles>



Kimball® Electronics Quality Policy

Our first priority is customer satisfaction; obtained through superior quality, customer service and continual improvement.

Our Quality Management System will define the requirements for meeting our business needs, complying with regulatory requirements and the tools to be used for establishing, reviewing and measuring our quality objectives.

We are all personally responsible for commitment and compliance to our Quality Management System, for ensuring its suitability, and continually improving its effectiveness in order to enhance our customers' satisfaction/

Our Quality Objectives are to focus on our customers' expectations and satisfaction by measuring and improving:

- *Customer Quality*
- *On Time Delivery*
- *Operational Performance*
- *Compliance to our Quality Management System*

Revision: M • Revision Date: 12/04/2019 • DC: 337228 • SAP QSD 10000020094 Page 1 of 24
Document Owner: Global Quality Council

Table of Contents

- 1.0 Purpose and Function of This Manual: Vision, Purpose and Scope
- 2.0 Foundation of Core Requirements
- 3.0 Supplier Manufacturing Change Request (SMCR)
- 4.0 Corrective Action (CA) & Failure Analysis (FA) Requirements
- 5.0 Handling of Non-Conforming Material
- 6.0 Notification of Possible Quality Spills
- 7.0 Certificate Requirements and Traceability
- 8.0 Management of KE Tooling
- 9.0 Reliability
- 10.0 Supplier Rating/Supplier Score Card
- 11.0 Second Party Audits
- 12.0 Social Responsibility, Workplace Cleanliness and Safety
- 13.0 Packaging, Labeling and Handling
- 14.0 Component Approval Process
- 15.0 Designation and Control of Special Characteristics
- 16.0 Capacity Verification
- 17.0 Manufacturing Feasibility Statement
- 18.0 Supplier Deviation Request (SDR)
- 19.0 Environmental and Product Safety
- 20.0 Material Age
- 21.0 Safe Launch Requirements
- 22.0 Controlled Shipment Requirements
- 23.0 Franchised Distributors
- 24.0 Independent Distributors/Brokers Requirements
- 25.0 Counterfeit Part Mitigation

https://www.kimballelectronics.com/docs/default-source/gsqm/keg_global_supplier_quality_manual.pdf?sfvrsn=fc87d015_4