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**Global Quality Manual**

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## 1. Purpose and Scope

- 1.1. This is the NI Global Quality Manual. The Corporate Quality Team retains the authority to modify this document.
- 1.2. This manual does not include standard operating procedures, local procedures, and processes used to implement and manage the Quality Management System (QMS).

## 2. Quality Policy

- 2.1. At NI, we establish our quality objectives using our core strategic vision and commitment to innovation, continuous improvement, and customer satisfaction. We fulfill our customers' needs and meet all applicable requirements by providing high-quality products and services while continually improving the effectiveness of our quality management system.

## 3. Global Quality Mission and Vision

- 3.1. Our global quality mission is to drive Total Quality and Quality Mindset across all aspects of products, processes, and people to ensure the highest customer satisfaction, product quality, and reliability.
- 3.2. Our vision is to establish a Quality Culture across NI where EVERYONE has personal responsibility and ownership.

## 4. General Information


- 4.1. NI products intended for sale and use in worldwide markets comply with applicable international quality requirements, including, but not limited to, the International Organization for Standardization (ISO), and are in accordance with their certificates and technical documentation. As a commercial off-the-shelf supplier, NI does not conform to customer-specific quality requirements for our products.

Click [here](#) to access certifications and downloadable certificates.

Click [here](#) for supplier quality program information.

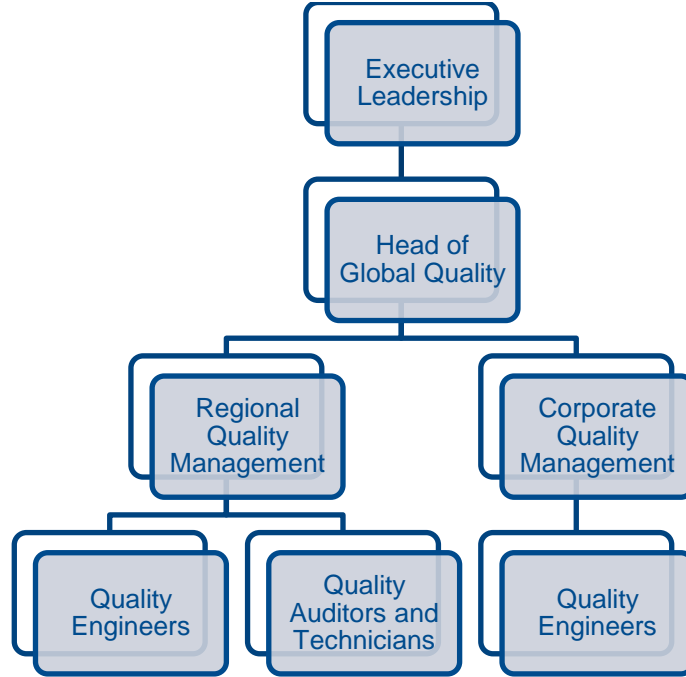
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## 5. Quality Organization Structure

- 5.1. The relationship between the Quality Group and the rest of NI is shown in Figure 1. Each NI site has managerial and technical personnel with authority and resources to implement, maintain, and continually improve the NI QMS.




**Figure 1. Quality Organizational Chart**

- 5.2. NI operates with a Global Management Team responsible for the organization's technical and quality areas. Each key site is supported by quality representatives responsible for coordinating all quality functions, including auditing, assessing vendors, recommending training, assessing QMS effectiveness, and assisting employees with the concepts and tools necessary for quality improvement projects and initiatives. All employees are responsible for and empowered to report nonconformances of products and services using the QMS and nonconformance processes.
- 5.3. The management and staff are committed to complying with applicable industry standards and regulatory requirements. The QMS covers activities performed at permanent facilities or customer sites, as NI does not provide services in temporary or mobile facilities. Furthermore, NI management and staff are committed to fulfilling customer needs.
- 5.4. The QMS combines policies, procedures, guidelines, manuals, locally defined documentation, and processes to ensure the quality of work. The quality system and its documentation are available to all employees. Appropriate training is provided to ensure personnel understand and implement the system effectively.
- 5.5. The quality manager's responsibilities include:
- Implement and maintain the QMS, including the continuous improvement process.
  - Identify and document any deviation from QMS procedures and ensure operations meet quality and business expectations.
  - Initiate actions to prevent or minimize such discrepancies.

## 5.6. NI quality management also:

- Fosters communication—via internal communication tools, email, site communication, site meetings, and other appropriate means—regarding QMS effectiveness and the importance of meeting customer requirements.
- Maintains QMS integrity through planning, approving, and implementing QMS changes.

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## 6. Management Systems Requirements

6.1. NI has a quality management system (QMS) and quality manual compliant with ISO 9001. This quality manual defines key QMS procedures and requirements.



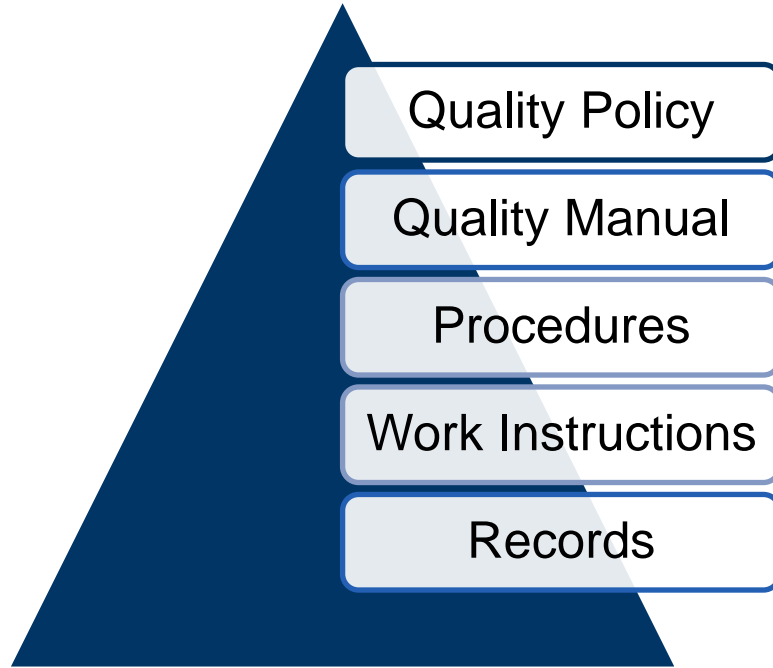
**Figure 2. QMS Structure**

### 6.2. Management System Documentation

6.2.1. NI instituted, implemented, documented, and maintained a management system adequate to its operations. The QMS documents the objective, policies, procedures, and processes NI uses to ensure the quality of performed activities. The overall objectives set out in the quality policy statement and QMS are reviewed during management reviews. Personnel are made aware of the relevance and importance of their activities using a system of cascading business priorities and objectives. These business priorities are communicated to personnel in various ways at management's discretion.

6.2.2. NI top management is committed to developing and implementing the QMS and to continuous improvement through management reviews and leadership meetings.

### 6.3. Quality Management System Document Control



**Figure 3. Quality Documentation Hierarchy**

6.3.1. NI utilizes a document control system to manage all documents used in the calibration laboratories. Internal and external QMS documentation is controlled, per the master list, in the designated corporate content management system.

6.3.2. Documents are approved by management prior to use at NI to ensure that:

- The relevant approves all changes and creation or deletion of QMS documents prior to implementation.
- A process exists to ensure all employees work under the appropriate documentation and that this documentation is periodically reviewed and revised as necessary.
- Documents are maintained and accessed for editing by checking them out and providing traceable document revision control.
- NI personnel can access the latest versions of the documentation; relevant versions of applicable documents are available at points of use and wherever necessary.
- The global quality officer issues QMS documents that are uniquely identified. Such identification shall include the date of issue and/or revision identification, page numbering, and total number of pages.
- Obsolete documents are archived once a newly revised document is approved through approval processes.


### 6.4. Records Control

6.4.1. All records are legible and stored using established processes that outline quality and technical record identification, collection, indexing, access, filing storage, maintenance, and disposal.

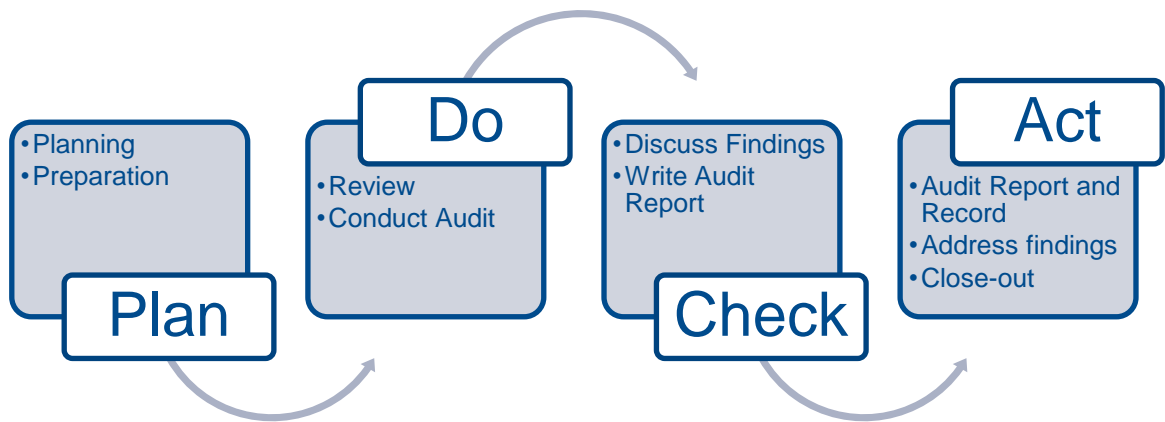
### 6.5. Actions to Address Risks and Opportunities

6.5.1. The QMS considers the risks and opportunities associated with the company activities to:

- Ensure the management system achieves its intended results.
- Enhance opportunities to achieve the purpose and objectives of each department.
- Prevent or reduce undesired impacts and potential failures in activities.
- Achieve improvement.

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- 6.5.2. NI shall have a risk and opportunity plan when a risk or opportunity has been identified. The plan shall include the actions needed to address these risks and opportunities, how to integrate and implement these actions into this management system and evaluate the effectiveness of these actions.
- 6.5.3. Actions taken to address risks and opportunities shall be proportional to the potential impact on the validity of NI results.
- 6.6. Continual Improvement
- 6.6.1. NI continually improves QMS effectiveness using the quality policy, quality objectives, audit findings, and corrective and/or preventive actions. Management review meetings also contribute to NI improvement.
- 6.6.2. NI uses established quality tools across the business. These tools include 8D, Fishbone Diagrams, Fault Tree Analysis, D/P-FMEA, DOE, Why-Why, 5W2H, Mistake Proofing, Lean, 5S, Gemba, and data collection and analysis, among others.
- 6.6.3. NI seeks positive and negative customer feedback through many channels and analyzes and uses this feedback to improve the QMS.
- 6.7. Corrective Actions and Nonconformities
- 6.7.1. NI implements corrective actions when nonconformities are identified in the NI process or product. The global quality officer or site quality manager approves the corrective action documented in the designated quality database.
- 6.7.2. All corrective actions are determined based on the level and effect of the nonconformity encountered.
- 6.7.3. NI retains records that evidence nonconformity nature, cause(s), subsequent action(s), and results of such action.
- 6.8. Internal Audits



**Figure 4. Internal Audit Process Flow**

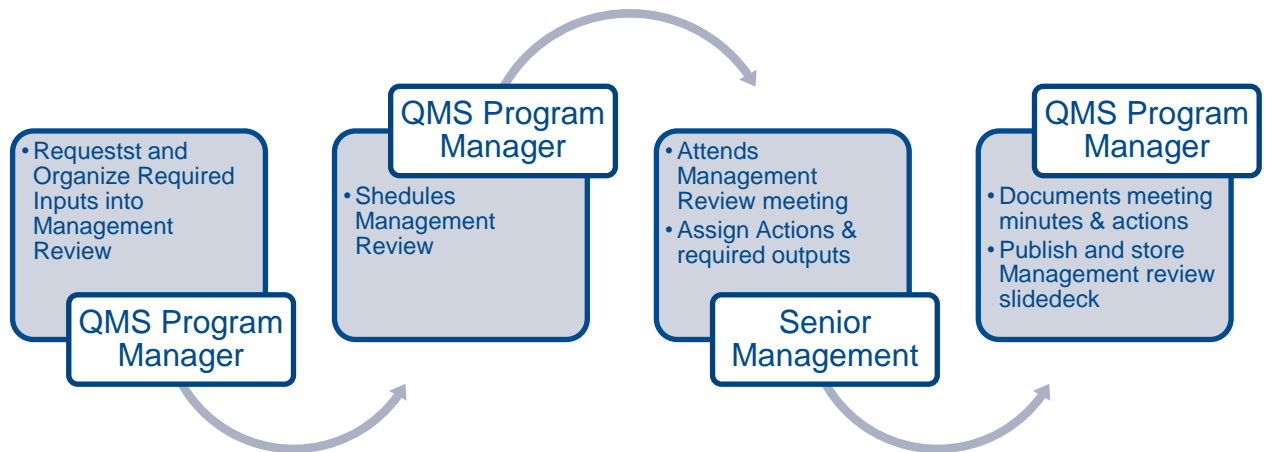
- 6.8.1. Internal audits, scheduled by the global and site quality managers or designee, are conducted at least once yearly. The site quality manager is responsible for planning and organizing audits as required by the schedule or requested by management.
- 6.8.2. The internal audit program meets the following requirements:
- The QMS program manager creates and maintains an audit plan. This plan establishes frequency, methods, responsibilities, planning requirements, and



reporting and is developed considering NI activities, changes, and the results of previous audits.

- The QMS program manager reports the audit results to relevant management.
- The internal auditor creates the audit findings report. The QMS program manager or designee compiles and finalizes the reports. Each finding is followed up until it is resolved.
- NI implements appropriate corrective actions without undue delay.
- Major and minor non-conformances require root cause analysis and corrective actions.
- All quality records are retained as evidence of the implementation of the internal audit program and the audit results.

#### 6.9 Management Review Process




**Figure 5. Management Review Process Flow**

6.9.1 The QMS program manager conducts annual reviews of QMS activities with each site and top management. The review ensures continuing QMS suitability and effectiveness and introduces necessary changes and improvements to processes or documents.

6.9.2 Management reviews include:

- the status of actions from previous management reviews.
- changes in external and internal issues relevant to the quality management system.
- information on the performance and effectiveness of the quality management system, including trends in:
  - customer satisfaction and feedback from relevant interested parties.
  - the extent to which quality objectives have been met.
  - process performance and conformity of products and services.
  - nonconformities and corrective actions.
  - monitoring and measurement results.
  - audit results.
  - the performance of external providers.
  - the adequacy of resources.
- the effectiveness of actions taken to address risks and opportunities.
- opportunities for improvement.

- 6.9.3 All decisions and actions resulting from the management review shall be recorded where they relate to:
- opportunities for improvement.
  - any need for changes to the quality management system.
  - resource need.

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