

# Murata ID Solutions

## Quality Policy

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## Introduction

Murata ID Solutions is committed to fully meeting customer requirements and enhancing customer satisfaction through continual improvement of its Quality Management System.

As part of the Murata Group, during the last two years IDS has been working to harmonize its operational procedures with Murata standards. This process involved first of all major decision-making processes. Here, the Murata Ringi approval process has been adopted for all key decisions. As far as Human resources are concerned, Murata Performance Evaluation programs have been transferred also to IDS employees. As Murata, also IDS now embraces the balanced scorecards method to refine its business strategies.

## Description

### Scope

The Quality Policy is the highest-level description of Murata ID Solutions' Quality Management System (QMS) and sets out the framework for establishing and reviewing the company's quality objectives to allow our customer to achieve their business goals thanks to RFID and IoT.

We offer to our Customers "turnkey" solutions from green field to RFID full deployment. Our solution is a bundle of consultancy, sw products like RFID middlewares and business intelligence dashboards, RFID hardware & consumables, after sales and other value-added services.

### Policy Statement

In Murata ID Solutions we believe our customers can provide better services, better products, at lower price to their customers. They can increase their sales; and at the same time, they can reduce their costs and waste in time, efforts and products.

They can, if they get real time, punctual, accurate information on what is going on in their whole supply chain!

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We believe that RFID and other auto id technologies, together with information sharing through the internet of Things, can play a pivotal role in paving this way, because they make the supply chain crystal clear transparent.

That's why we do believe that in the near future all objects will be RFID tagged, and there will be a RFID reader in every facility and retail store!

Thousands of billions of RFID information, crucial to serve customer exactly what they want, when they want, where they want, how they want, at the lowest possible price.

We want to be a single point of contact and responsibility to allow our customer to achieve these goals: cut inefficiencies and costs, increase sales, improve service levels.

Ultimately all these benefits will be transferred to the final end customers, that is all of us.

The world will be smarter, and we want to play a role!

Recognizing that quality in Murata ID Solutions is a reflection of the organization's core values of scientific excellence, independence, openness, innovation and cooperation, Murata ID Solutions' management fully supports and promotes an integrated Quality Management System with the aim of forging a world class reputation for the quality of its scientific and communications outputs.

Our integrated Quality Management System ensures that we deliver services that meet or exceed the needs and expectations of our customers and interested parties. To that effect, Murata ID Solutions promotes engagement through communication, dialogue and transparency with the scientific community, applicants and society as a whole.

Murata ID Solutions' QMS is fully compliant to the internationally recognized ISO 9001:2015 standard and built on the seven ISO quality principles which are: Customer focus, Leadership, Engagement of People, Process Approach, Improvement, Evidence based decision making and Relationship management.

## Responsibilities

Murata ID Solutions' Management is accountable for the effectiveness of the QMS and ensures that the Quality Policy and objectives are established and compatible with Murata ID Solutions' strategic direction. Murata ID Solutions' Management also ensures that the QMS requirements are integrated into the business processes. The processes need to take risk-based thinking into account. Furthermore, Murata ID Solutions Management ensures that the processes needed for the QMS are available, communicates the importance of conforming to the QMS requirements and supports the delivery of results.

All staff are responsible for ensuring that they adhere to the relevant Policies and Procedures related to their area of work.

Murata ID Solutions runs the QMS and drives the continuous improvement process.

## Review Process

In order to ensure the effectiveness of the QMS, the system will be reviewed by Murata ID Solutions' Management at least once a year to ensure its continuing suitability, adequacy, effectiveness and alignment with Murata ID Solutions' strategic direction.

## Quality Policy Communication

The Quality Policy is web shared to interested parties through our company website.

Murata ID Solutions Management

Parma, 23rd of April 2019

CEO

Francesco Fantoni Guerri

Vice President

Antonio Rizzi