



Quality Excellence Our Policy



Customer relationship management



Robust products



Robust processes



Systems, tools and methods



People



Our sustained success is based on our ability to satisfy the expectations of our customers and other interested parties in a balanced way, over the long term. This is the goal of our business, which drives our company culture, called Sustainable Excellence.

We strive to delight our customers through a rigorous adherence to quality and consistent zero-failure performance. We will achieve this by focusing on five essential areas of quality excellence, which form the foundation of our quality policy:



1. Customer relationship management to understand and meet or exceed the current and future expectations of our customers



2. Robust products to achieve built-in quality throughout the product development process



3. Robust processes to ensure flawless execution, prevent failures and recurrences, and continually improve the way we work



4. Systems, tools and methods to improve quality performance through a process approach

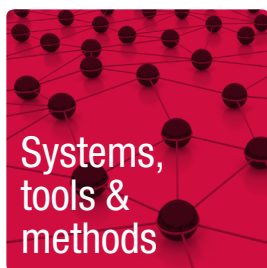


5. People, who must be empowered, skilled, competent and dedicated to quality.

These aspects are fundamental and complementary: a robust product in a weak process will not work; and good tools, methods and systems don't matter if people don't use them correctly. The final quality of the products and services we deliver to our customers depends on the flawless execution of each and every one of our activities. Quality is a shared responsibility. All of us in the company are accountable for quality excellence, no matter where we work.

We must never compromise quality. This is essential to the sustained success of our business. Thank you for your ongoing support and dedication.

Georges Auguste
Executive Vice President
Director of Product Quality Excellence
STMicroelectronics





Customer
satisfaction

1. Customer relationship management

Understand and meet or exceed the current and future expectations of our customers

1.1

Build strong relationships through open, timely and factual communication with our customers.

1.2

Take all customer requirements into account, ensuring that they are thoroughly understood, documented and implemented if agreed upon.

1.3

Protect customers through early warning of any potential issues.

1.4

Respond to complaints quickly and effectively in order to protect customers and fully resolve the root causes of a problem.

1.5

Better respond to customer needs by reinforcing our presence at customer sites, when appropriate.

2. Robust products

Achieve built-in quality throughout the product development process



2.1

Develop products capable of withstanding all usual variations in their manufacturing process and in their utilization, by implementing robust design rules and using the appropriate tools and methodologies.

2.2

Manufacture products that meet or exceed expected performance requirements by testing products to their limits during the characterization and qualification phases of product development.

2.3

Deliver reliable products by eliminating outliers through rigorous screening and the use of statistical tools and tests.

3. Robust processes

Ensure flawless execution, prevent failures and recurrences, and continually improve the way we work

3.1

Provide a consistent, effective and efficient quality management system throughout our supply chain, working closely with suppliers and subcontractors to resolve any issues that might impact our end customers.

3.2

Assure safe and robust industrialization by developing technology platforms that integrate quality and reliability from the start.

3.3

Ensure operation and control capabilities by identifying risks related to the execution of our processes and taking measures to mitigate them.

3.4

Keep defective parts from reaching customers by immediately identifying deviations and isolating potentially impacted lots for further analysis and corrective action.

3.5

Stop failures from recurring through complete analysis of all root causes and systematic implementation of solutions wherever the same problem might occur.

3.6

Continuously improve by measuring our performance and monitoring the effectiveness of corrective actions through audits and technical reviews.

4. Systems, tools and methods

Improve quality performance through a process approach

4.1

Continuously improve performance through a process-based quality management system.

4.2

Ensure company-wide use of quality tools and methods, from basic quality tools and statistics to advanced statistical methods, and a Six Sigma approach.

4.3

Make fact-based decisions, using quality tools, methods and systems to collect information and analyze data.

4.4

Secure consistent implementation and control of quality processes through rules and procedures that comply with statutory and regulatory requirements.

4.5

Share knowledge and common ways of working by using company-wide systems, processes and procedures.



5. People

Ensure people are empowered, skilled, competent and dedicated to quality

5.1

Make quality an integral part of the way ST people think and work by fostering a company culture of excellence and recognizing individual and team contributions to quality.

5.2

Promote management commitment, active involvement and accountability to quality.

5.3

Invest employees with individual accountability for quality by educating them on the importance of disciplined execution, working with a sense of urgency and intolerance to mistakes or deviations.

5.4

Build a highly-competent force of quality professionals, reinforcing their skills and knowledge through advanced training programs.

5.5

Develop fundamental quality skills for all employees based on their job through targeted training, coaching and access to expert networks.



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