

# Quality:



Experience demonstrates that companies can only maintain their leadership position in the long run by creating optimal synergies between excellent technologies and excellent management. We strive towards Business Excellence. This condition is not a status quo which should be achieved, but rather a continuous race – a path in which we are called upon to evaluate our strategies and processes time and again. Moving in the right direction towards Business Excellence, we orient ourselves on the recognized model developed by the European Foundation for Quality Management (EFQM), based in Brussels. The fact that our quality management fulfills the minimum requirements is demonstrated by our Euro norm ISO 9001 certification. Nevertheless, we continue thinking ahead.

The European Quality Award “EQA” is the most respected and acclaimed award for quality management awarded to a European company. This award has been granted annually by EFQM since 1992 with the support of the EU Commission and the European Organization for Quality.

We are continuously striving to orient our business processes to the advantage of our customers, to learn from what we do, and to improve or even restructure these processes when necessary. This includes the behavior of our management, the personal development and participation of employees and the expansion of partnerships along the value chain – and last but not least, our responsibility towards the society.

Since Infineon was first established in 1999, we have participated in this demanding and challenging competition. In the year 2001, despite unfavorable market conditions, Infineon was named one of the finalists in the competition. For us, this honor convincingly demonstrates the quick progress we have made on the path towards Business Excellence – to other people Infineon already belongs to the best-managed companies in Europe and can be considered as an operational model for other companies.

#### Act in an Environmentally-Responsible Manner. Cut Costs

Our environmentally-oriented policies are based on the principle of assuming natural responsibility for the people we live with and for the environment we live in. And it is based on the realization that the natural resources on our planet are far from being limitless. During all stages of the production process, we try to create as little waste as possible. When waste prevention is not possible, we try to minimize the use of resources through recycling. One example is industrial water, up to 40 percent of which we can recycle. In the same vein, we recycle harmful chemicals and gases within closed systems.

## KEEPING STANDARDS HIGH-GUARANTEED.

Such measures have had positive effects: reducing the use of those key natural resources which are important to us, avoiding environmental damage and even achieving synergies. The diminished volume of valuable resources which need to be purchased, helps us to produce more cost-effectively on a sustained basis. On the path towards the golden goal of Business Excellence, we have also had our environmental management system certified according to Euro norm ISO 14001.

### Pioneer in Lead-Free Semiconductors

Together with the other large European semiconductor manufacturers Philips and STMicro, Infineon initiated a program in February 2001 that introduced a global standard to define and evaluate lead-free semiconductor products. Lead is commonly used to laminate the connecting pins of electronic components, so that they securely adhere to the soldering points. In July 2001, we had already published our first draft proposal for standards which foresaw a maximum level of 0.1 percent of lead remaining – referring to the individual material.

Up until now, the main obstacle preventing the semiconductor industry from manufacturing chips without using environmentally harmful lead was the lack of internationally uniform standards and methods to evaluate the quality and reliability of lead-free technologies. The initiative we have taken in Europe will foster and accelerate the introduction of even more environmentally-compatible production processes on a global basis. At the end of the year 2001, the first samples of lead-free components should be available.



We consider environmental protection to be an aspect of business management. Our quality standards are not limited to our products and services, but extend to all related processes, from research and development to production and distribution – also encompassing the safety of our employees.