



Document Title: Global Quality Manual

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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. Standard operating procedures, local procedures, and processes used to implement and manage the Quality Management System (QMS) are not included in this manual.

2. QUALITY POLICY

- 2.1. At NI, we establish our quality objectives using our core strategic vision and commitments 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 QMS.

3. GLOBAL QUALITY MISSION

- 3.1. Our global quality mission is to lead and facilitate the development of a continuous improvement mindset and skill set that accelerates productivity, innovation and discovery inside and outside of NI and to continuously challenge the boundaries of quality and productivity to exceed our customer and stakeholder’s expectations.

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, 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.
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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.

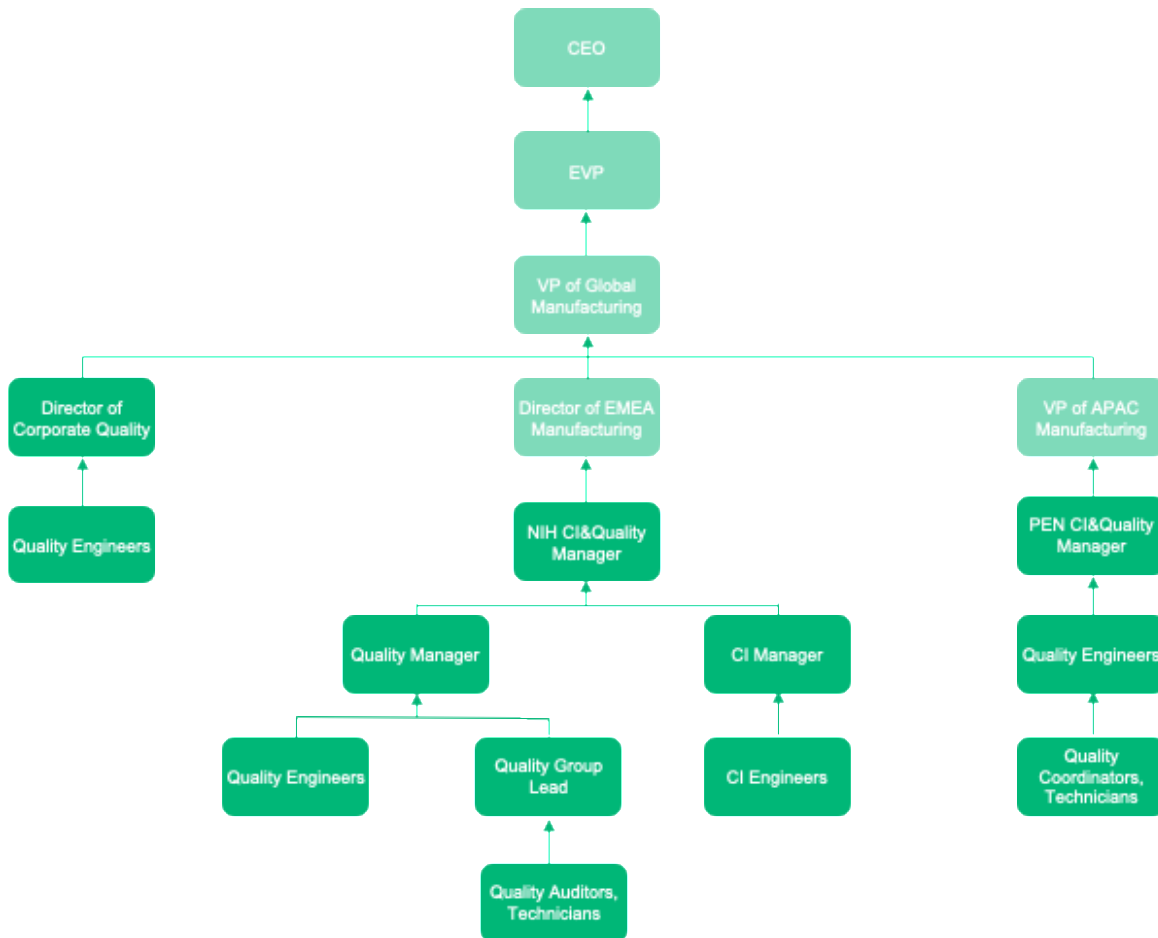


Figure 1. NI Quality Organizational Chart

5.2. NI operates with a Global Management Team responsible for the organization’s technical and quality areas. Each key NI site is also supported by quality representatives who are 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.

5.3. NI 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. NI's QMS is a combination of policies, procedures, guidelines, manuals, locally defined documentation and processes NI uses to ensure quality of work. The quality system and its documentation are available to all NI personnel. NI provides appropriate training to ensure that personnel understand the system and implement it effectively.

5.5. NI quality manager responsibilities include:

- Implementing and maintaining the QMS including the continuous improvement process
- Identifying and documenting any deviation from QMS procedures and ensuring NI operations meet quality and business expectations
- Initiating actions to prevent or minimize such deviations

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.

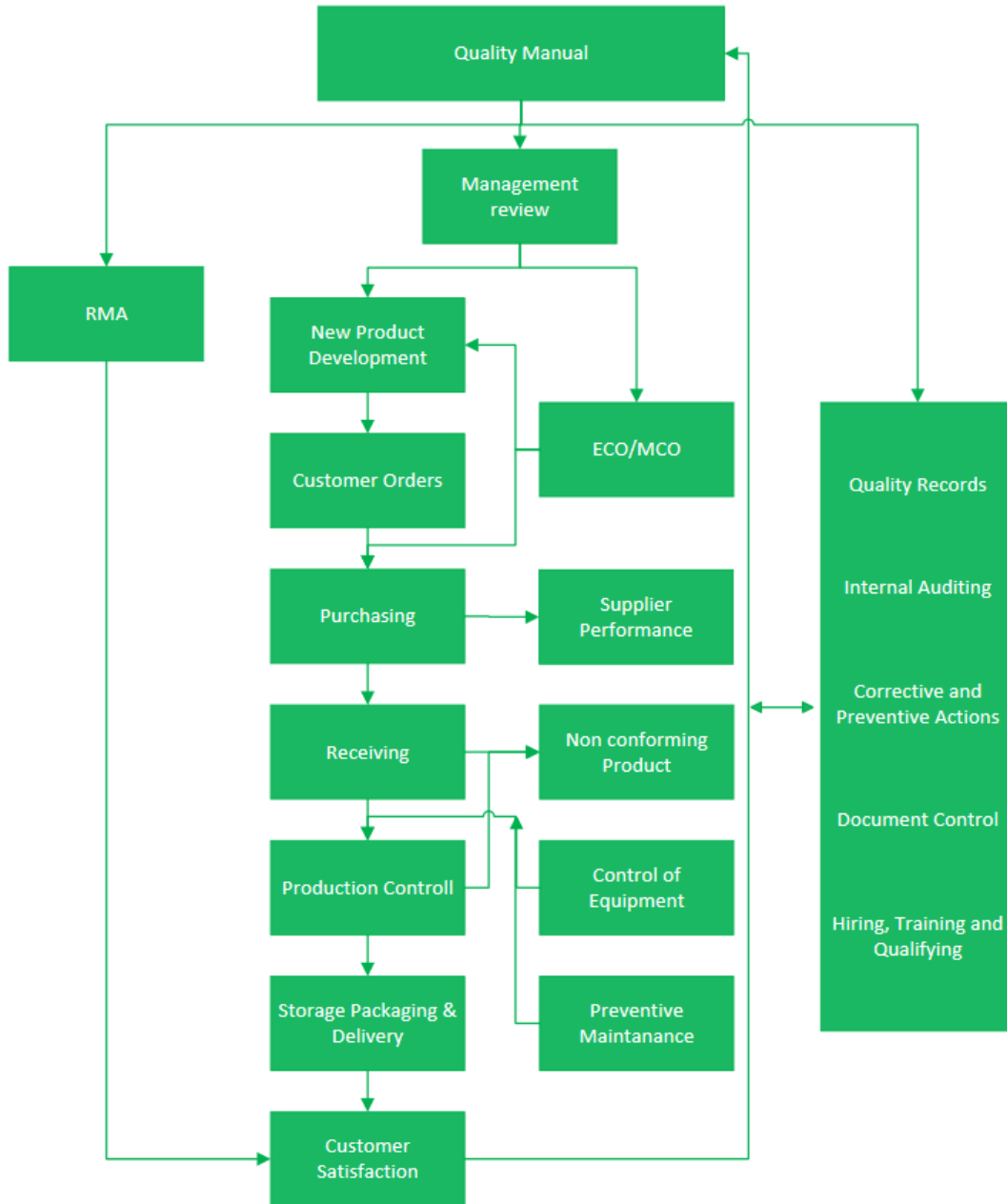


Figure 2. QMS Structure

6.2. Management System Documentation

6.2.1. NI instituted, implemented, documented, and maintains 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 continuous improvement meetings.



Figure 3. Quality Documentation Hierarchy

6.2.3. The QMS and its documentation are available to all NI personnel. NI provides appropriate training to ensure that personnel understand the system and implement it effectively.

6.3. Management System Document Control

6.3.1. NI utilizes a document control system to manage all documents used in the calibration laboratories. Internal and external QMS documentation are controlled, per the master list, in the corporate content management system (Agile or SharePoint).

6.3.2. Documents are approved in Agile Product Lifecycle Management (Agile PLM) or NI Office365 SharePoint sites, by senior management prior to use at NI to ensure that:

- The relevant approve all changes and creation or deletion of QMS documents prior to implementation
- A process exists to ensure all NI 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 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

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- The global quality director 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 removed and archived as soon as 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 NI activities in order to:

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

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 evaluating 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. Annual management review meetings also contribute to NI improvement.

6.6.2. NI uses established quality tools across the business. Some of these tools include 6-Step (8 Disciplines), Fishbone Diagrams, Fault Tree Analysis, D/P-FMEA, DOE, Why-Why, 5W2H, Mistake Proofing, Lean, 5S, Gemba, data collection and analysis among others.

6.6.3. NI seeks feedback, both positive and negative, from its customers through many channels, analyzes and uses this feedback to improve the QMS. These topics are discussed in global management review meetings.

6.7. Corrective Actions and Nonconformities

6.7.1. NI implements corrective actions when nonconformities are found in NI process or product. The corporate quality director or site quality manager approves the corrective action which are documented in the NI Jira quality database.

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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

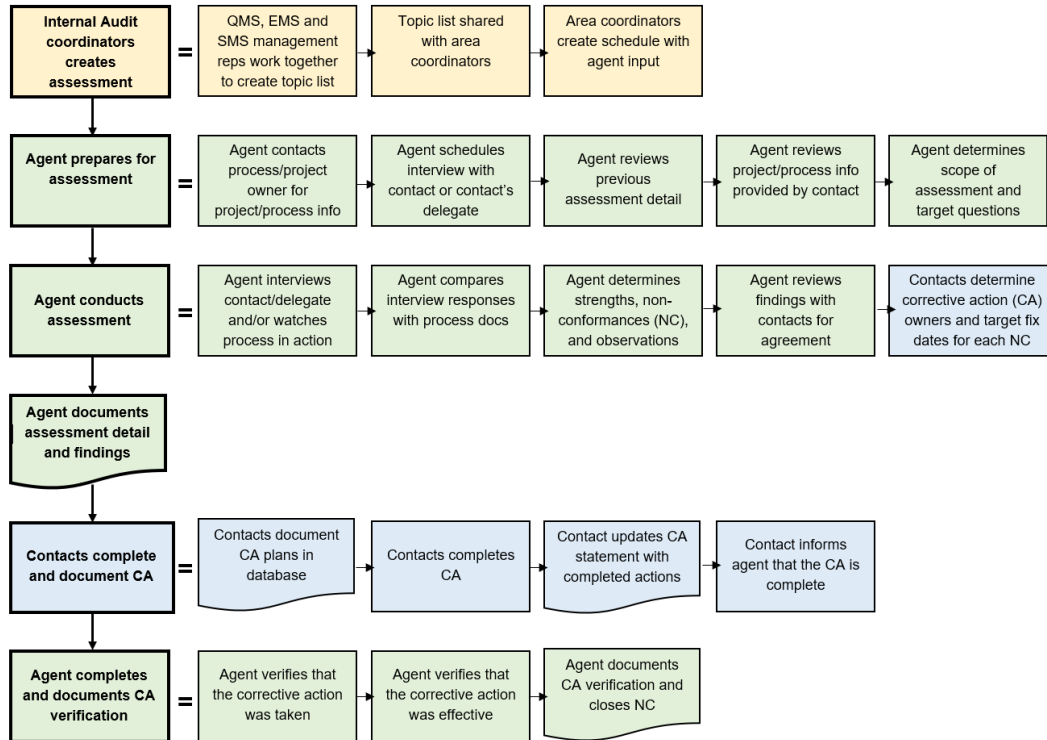


Figure 4. Internal Audit Process Flow

6.8.1. Internal audits, scheduled by the global and site quality managers, are conducted at least once per year. 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 global quality manager creates and maintains an audit plan. This plan establishes frequency, methods, responsibilities, planning requirements, and reporting. The plan is created taking into consideration NI activities, changes in NI, and the results of previous audits.
- The global quality manager reports the audit results to relevant management.
- The internal auditor or designee creates an official record of audit finding(s) using an accepted audit report approved by the global quality manager.
- NI implements appropriate corrective actions without undue delay.
- All quality records are retained as evidence of the implementation of the internal audit program and the audit results.

6.9 Management Review Process

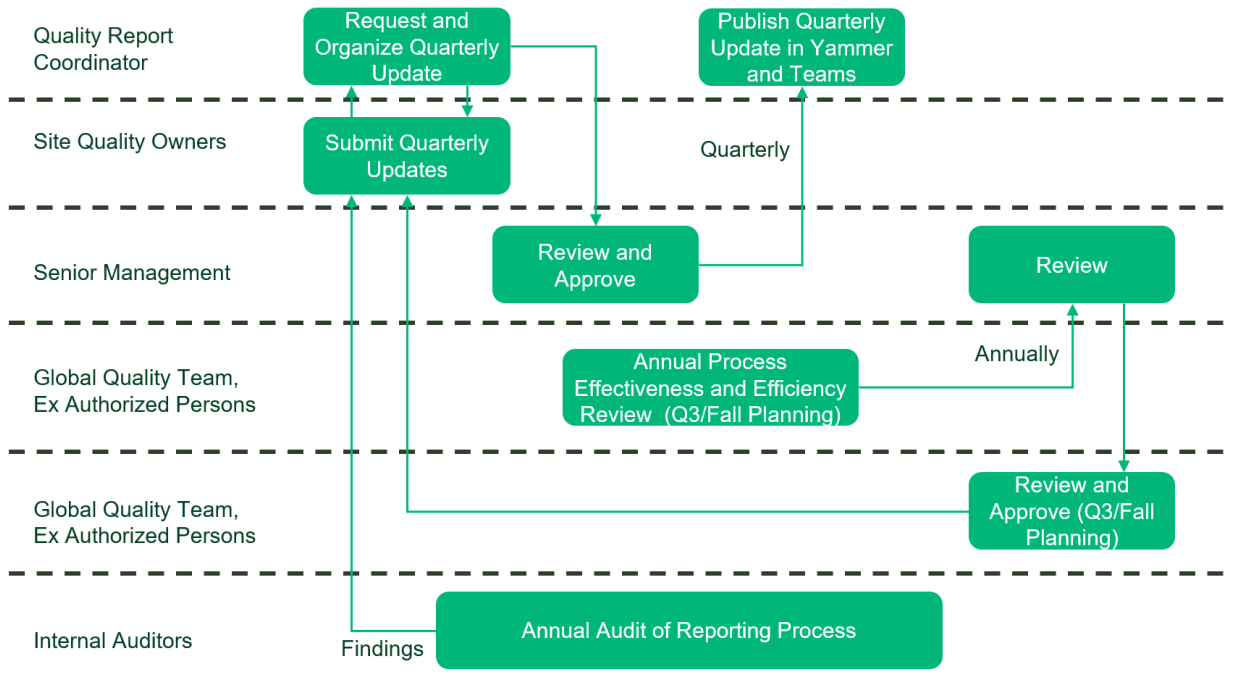


Figure 5. Management Review Process Flow

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

6.9.2 Management reviews include:

- Changes in internal and external issues relevant to NI
- Objective fulfillment
- Policy and procedure suitability
- Status of actions from previous management reviews
- Recent internal audit outcomes
- Corrective actions
- Assessments by external bodies
- Changes in volume and type of work or range of NI activities
- Customer and personnel feedback
- Complaints
- Effectiveness of any implemented improvements
- Resource adequacy
- Risk identification results
- Result validity assurance outcomes
- Supplier Performance
- Other relevant factors, such as activity monitoring and training



6.9.3 All decisions and actions resulting from the management review shall be recorded where they relate to:

- Management system effectiveness and processes
- NI activity improvement related to fulfilling the requirements of this document
- Provision of required resources
- Any need for change

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