

Concerns: Idealine Product Quality Control

DECLARATION

To whom it concerns,

Dear Sirs,

Since more than 15 years, Agfa has implemented in all its production facilities a very Performant quality system for the purpose of controlling the major aspects

the product quality.

The system is based on four basic inspection principles:

- The **raw material inspection**, which is mostly conducted by the subsupplier itself at its facilities according to the Agfa inspection standards and completed whether by audits performed by Agfa at the subsupplier premisses and through statistical controls during the reception of the goods.
- The **on line production process inspection**, which is performed by production personnel during the manufacturing process itself and which is based on the monitoring of computerised measurings of the key production process quality parameters.
- The short **manufacturing inspection** which is performed during the manufacturing process by highly qualified and specialised quality control engineers and based on product samples taken out of the production line.
- The off line extensive **product inspection** which is performed by the quality control department and based on well-known statistical sampling of the "ready for shipment " product stocks in the warehouses.

The product and production non conformities as well as the customer complaints are registered and analysed by the quality control department which takes all corrective or preventive measures to avoid delivery of non conforming products, solve the shortcomings, improve the manufacturing and/or inspection processes and avoid future recurrence of the problems.

In case of new products special benchmarks and validation tests are performed to check the product quality and competitiveness before market launch.

In addition to the above, the personnel qualification is checked at least once a year and dedicated trainings are planned and organised according to the individual needs. Where necessary, work instructions, checklists and/or specialised

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hardware & software tools are made available to the personnel to enable correct execution of the tasks.

At least once a year the effectivity of the management system is submitted to a quality audit by an independent and specialised company which certifies its compliance with the legal requirements as well as the ISO standards for quality, environment and safety.

For reasons of ease of control by customer and accurate product tracability, the products submitted to the above-mentioned inspection tests, audits and management system are marked by means of a "ISO 9001 approved" label, pasted on the packaging of the product instead of a product quality certificate as sometimes used by competitors.

I fully realise that this innovative approach might not be fully understood by some of our customers and that all the questions you might have on specific topics and or products might not be answered by the above concise and generic explanation of the quality system. For additional requests I therefore suggest to take contact with our local representatives that will further handle and/or transmit them.

I thank you for your confidence in our company and products and remain,

Yours truly,

Eric Janssens

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