WHITE PAPER

Manufacturing Process

Quality & Environment Policy

One-stop design and manufacturing services

(1) Development Market Demand at Early Stage
(2) Ensure Consistency Quality of Design and Manufacturing Service
(3) Speed up Time-to-Market Product/Project Management

Logistic and product life cycle support

(1) Achieve On-time Delivery (OTD) by ERP with Flexible Operation
(2) Dedicated Management of EOL key parts with After-Sales Service
(3) Value Chain Management in High C/P Cost Structure
(4) Strategic Operation on Small to Large Volume Project

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WHITE PAPER

Manufacture & Quality

Guarantee Quality and On-time Delivery of Your Solutions

With extensive manufacturing experience & certified quality assurance systems, our Taiwan manufacturing centers guarantee quality & on-time delivery of your solutions.
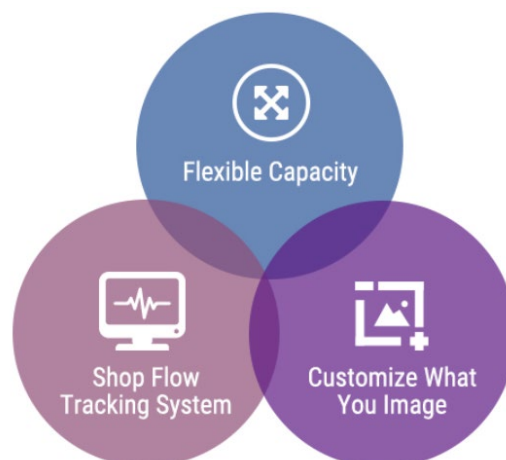
- In-house board, chassis and system production
- World-class manufacturing centers minimize business risks
- Advanced production capabilities and customizable processes
- Rigid quality assurance system
- Most complete ISO standard coverage
- Best OEM/ODM manufacturing service

Manufacturing

- **Flexible Capacity and Manufacturing Management to fulfill diversify needs**

Wincomm focuses primarily on highly customizable solutions for small to medium-sized applications. As a result, we have developed a flexible capacity for customization production management, which is our core manufacturing competency.

- **Flexible Capacity**

In response to diverse orders, Wincomm has developed a flexible production management system to accommodate customization needs of all sizes. This allows us to improve our production efficiency and fulfill a variety of shipment requirements. Our production centers are equipped to handle both large and small volume orders, with a full range of product offerings. Our focus on production expertise allows us to deliver high-quality products with faster delivery times.
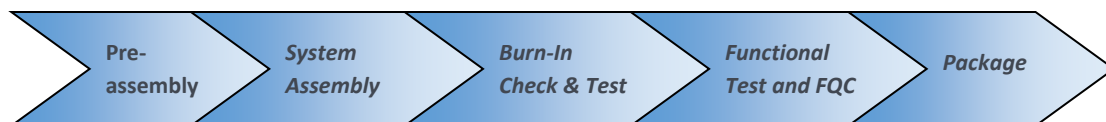
- **Customize What You Image**

In pursuit of delivering highly customized design value, Wincomm has developed a specialized design-manufacturing management system to meet the diverse needs of our customers. Our system includes a customized step to facilitate design changes, regardless of the size of the order. This demonstrates the value of our DMS technique and our commitment to satisfying our global partners through quality control.

- **SFT System**

Wincomm uses SFT system for production management, records all key parts' serial numbers bonding with product serial number for tracking purpose, also links to ERP system to control Working Order and material status for the on time production. It's also connecting with QA SPC system to make sure all products be approved by QA inspection before shipping. In conclusion, SFT system integrates the delivery, quality and traceability management to ensure we achieve the customer satisfaction.

- **Manufacturing Process**

Pre-assembly → System Assembly → Burn-In Check & Test → Functional Test and FQC → Package

Pre-assembly

In addition to pre-processing materials into modules, Wincomm has taken steps to prepare for specialized design products that meet various test criteria, such as waterproofing, dustproofing, etc.

System Assembly

The system is assembled from different modules, with all key parts linked together using serial numbers. This allows customers to easily trace the configuration by providing the serial numbers of key parts. The free-flow assembly line is designed for efficient movement of the system.

Burn-In Check & Test

To identify weak components in the system, we have established a burn-in room for system aging tests. All systems must undergo burn-in at a minimum temperature of $40\pm2℃$. A diagnostic program runs continuously during the aging test to simulate system loading.

Functional Test and FQC

The system test verifies the functionality of all systems before packing. Appropriate programs have been developed to guarantee quality across all system functions. Any defective systems are identified during the system test and re-tested after repairs have been made.

Package

The operator will inspect the cosmetic appearance and clean the product before packaging. After a final check to confirm the customized specifications and appearance, the product will be packaged and shipped to our worldwide partners.
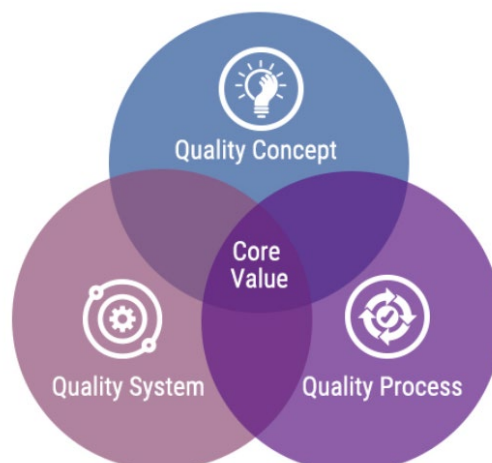
Quality Management

- **Quality Policy**

「Pursuit to Innovation with R&D, we are committed to providing product and service which fulfilling customer needs, continuously implementing medical safety, and complying with regulations. 」

Wincomm is committed to designing industrial and medical computer products that meet quality requirements and comply with safety regulations, as part of our design concept. We carry this concept through all aspects of manufacturing and quality control processes to achieve the goal of customer satisfaction with high-quality products. Our commitment to quality also extends to our service, as we strive to offer the best service to all of our valued customers.

- **Quality Core Competence**

Wincomm focus on high quality requirement, and continue to improve for moving forward. Base on most are customization - oriented product structure, we are committed to providing outstanding quality and service to meet and satisfy various customers' requirements, as our target.

- **Quality Concept**

Wincomm quality concept is built in "Quality is the responsibility of everyone." and "Full participation". Under the quality concept, employees treat quality as a part of job, drives the whole team into the quality culture of total quality management.

- **Quality System**

Wincomm is proud to announce the renewal of our certifications for ISO9001:2015, ISO13485:2016 quality management systems, and ISO14001:2015 environmental management systems in 2021. Additionally, to meet the special requirements for products used in explosive atmospheres, we are constantly improving our quality control system. In 2019, we were also certified for ISO80079-34:2018, which outlines the requirements for a quality system for the production of equipment and protective systems for explosive atmospheres.

Quality management system verification can help customers to understand that our quality can be trusted, and it also means Wincomm declares our quality commitment to customers.
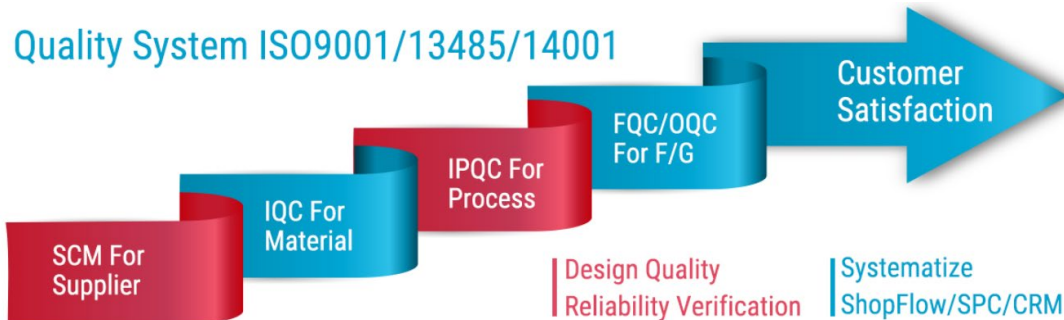
Certification	Initiation Date	Expiration Date	Certifying Agency
Quality Management System			
ISO9001:2015	2009/6/12	2024/7/18	TUV NORD
ISO14001:2015	2018/12/6	2024/12/5	ARES
ISO13485:2016	2012/7/19	2024/7/18	TUV NORD
Other Certifications and Special Capabilities			
ISO80079-34:2018	2019/9/23	2025/8/21	CSA

- **Quality Process**

At Wincomm, quality is our top priority. Our comprehensive quality control process, including incoming material inspection (IQC), in-process quality control (IPQC), final quality control (FQC) and outgoing quality control (OQC), ensures that only the highest-quality products make it to our customers. We also prioritize supplier chain management (SCM), new supplier qualification process, regularly assessing and auditing our suppliers to maintain the highest quality standards in our supply chain.

All quality activities involved in interlinking processes, to achieve customer satisfaction.

Environment Management

- ### Green Policy

Wincomm is dedicated to safeguarding public health through the execution of our operations and activities with a strong commitment to environmental responsibility and sustainability. We prioritize our social responsibility for the global environment, and our team collaboratively promotes green management and sustainable development. Furthermore, we allocate resources to the exploration of innovative technologies aimed at resource conservation and the assurance of sustainable operations.

In alignment with our commitment, all our activities strictly adhere to both international and domestic environmental regulations. Our unwavering dedication is evident in our pursuit of zero pollution in manufacturing processes and the robust implementation of waste recycling practices, minimizing our impact on the environment.

- ### ISO Standard Conformance

ISO 14001:2015

Wincomm is proud to announce its compliance with the ISO 14001:2015 standard for Environmental Management Systems. We obtained certification in December 2018 and have consistently maintained our qualification, ensuring the ongoing validity of our certification. This accomplishment reflects our unwavering commitment to upholding the highest environmental management standards in our operations.

Environment Policy

I.   Concentrate R&D Innovation. Maintain Resource Sustainability.
II. Conform Environmental Regulations. Dedicate Pollution Prevention.
III. Continue Environmental Improvement. Ensure Sustainable Business.
IV. Implement Green Management. Fulfill Social Responsibility.

Planning

As part of our commitment to environmental protection, we are planning to adopt environment and social responsibility standards in 2024. This will include,

- ISO 50001 Energy Management System

- ISO 14064-1 Greenhouse Gases - Part 1

- ESG (Environment, Social, Governance) Standards

For years, Wincomm has demonstrated its commitment to environmental protection and social responsibility through charitable sponsorships and activities. As a responsible member of the global community, we extend our commitment to sustainability from our products to our social impact.

- **Our Green Activities**

Environmentally Preferable Purchasing (EPP) Policy

We prioritize the procurement of products and services with specified environmentally friendly attributes and acceptable parameters. In adherence to our Green Policy requirements, we are committed to consistently seeking, whenever feasible, environmentally preferable products and services. Furthermore, we endorse suppliers who actively strive to enhance their environmental performance and offer environmentally preferable products.

- Reduce the use of toxic materials hazardous to the environment and public health.
- Reduce packaging and other wastes.
- Minimize transportation (local sources, concentrated products).
- Made from sustainably produced materials.
- Made with renewable energy.
- Reduce pollution from all discharges (releases to air, water, and land).
- Contain the highest possible percentage of post-consumer recycled content.
- Conserve water.
    Besides,

- Request new suppliers to meet RoHS/ REACH requirements for their products.
- Continue monitoring existing suppliers to meet RoHS/ REACH requirements for their products.
- Material Approval Process strictly guard a pass to ensure all suppliers comply with the RoHS/ REACH requirements.
- Commit to investigate supply chains in detail and implementing responsible mineral management.

RoHS

Wincomm has embarked on a comprehensive set of action plans to ensure compliance with RoHS regulations, encompassing supplier chain management and a meticulous material approval process. We are pleased to officially declare that all our products fully adhere to the RoHS Directives (2011/65/EU and 2015/863/EU) established by the European Union. These directives rigorously restrict the use of 10 hazardous substances in our products, underscoring Wincomm's commitment to environmental responsibility and regulatory compliance.

REACH

In compliance with the EC No. 1907/2006 Registration, Evaluation, Authorization, and Restriction of Chemicals ("REACH") requirements, all product(s) offered by Wincomm fall within the classification of "Articles" as defined in subsection 3 of Article 3 of REACH. None of the substances contained in our product(s) meet the registration conditions outlined in Article 7 of REACH.

Wincomm is committed to proactively monitoring the evolving requirements related to Substances of Very High Concern (SVHC) and pledges to remain fully aligned with REACH schedules. In the event that any of our products contain SVHC substances, we assure timely notification to the relevant agency in strict accordance with REACH guidelines. This commitment underscores Wincomm's dedication to regulatory adherence and environmental stewardship.

Conflict Minerals

Wincomm is committed to upholding the highest standards of due diligence within our supply chain to ensure the sourcing of minerals, including gold (Au), tantalum (Ta), tungsten (W), cobalt (Co), and tin (Sn), is in strict compliance with the "DRC Conflict-Free" guidelines. Our dedication to this principle is underscored by the formulation of Wincomm's Conflict Minerals Policy, which articulates the following commitments:

- Not to purchase conflict minerals from mines in the Conflict Regions.
- Request suppliers to notify their upstream/downstream suppliers to follow Minerals Conflict-Free requirement.
- Make our efforts to source and purchase material without conflict minerals.

About Wincomm

Wincomm is one of Taiwan's leading manufacturer of industrial computer and embedded computer products. Wincomm designs and develops all in one panel PC, large size all in one HMI system, rugged box PC and embedded software products for a broad range of medical and industrial applications. Wincomm aims to provide hardware and software integrated solutions for the most variant environments such as industrial automation, human machine interface control, infotainment kiosk, and medical computing system.