

# CUSTOMER SERVICE NOTE

## ISO SYSTEM MANAGEMENT STANDARDS

### ISO 9001:2000

Micron Technology, Inc., was certified to ISO 9001:2000 standards on February 1, 1994, by KEMA Registered Quality, Inc. KEMA Registered Quality, Inc., has been accredited by ANSI-RAB in the United States and the RvA in the Netherlands.

ISO 9001:2000 is one of a series of three international standards dealing with quality system management. It is a model for quality control in design/development, manufacturing, testing, installation, and servicing. It is the most comprehensive level of registration in the internationally recognized ISO 9000 family for quality system management.

ISO 9001:2000 gives customers and suppliers a single set of guidelines that is accepted and can be followed worldwide to achieve a definable level of quality. The third-party certification confirms that a company's systems for accepting orders, reviewing customers' specifications, manufacturing and testing products, and delivering those products to its customers are quality controlled and should produce consistent results.

A supplier's ability to conform to the ISO 9001:2000 standard is assessed via the standard's Quality System Requirements—a set of twenty clauses, each designed to address a specific portion of a quality system: management responsibility; quality system; contract review; design control; document control; purchasing; purchaser-supplied product; product identification and traceability; process control; inspection and testing; inspection measuring and test equipment; inspection and test status; control of nonconforming product; corrective action; handling, storage, packaging and delivery; quality records; internal quality audits; training; servicing; and statistical techniques.

Micron's ISO 9001:2000 certificate, number 510006.000, was renewed February 1, 2003, and is valid until February 1, 2006. The scope of the conformity assessment encompasses Micron's semiconductor business, including the marketing, design, manufacturing, electrical, and environmental testing of semiconductor memory components, module

components, and board-level products. The scope also consists of the Logic Products division within the Integrated Products Group of Micron Technology, including the design, development, electrical testing, and marketing of computer motherboard components and logic devices. The International Sales offices in the U.K., Germany, Singapore, Taiwan, and Italy are included as well.

### ISO 14001:1996

Micron is in compliance with the state-of-the-art ISO 14001:1996 standard. ISO 14001:1996 Environmental Management System standards establish a comprehensive, internationally recognized system for managing and improving sound environmental performance. Micron selected this standard for the system principles that it shares with the ISO 9000 series of quality standards and for the compatibility it offers with Micron's historical environmental management and continual improvement philosophies. We also believe that third-party certification is regarded as an asset by customers and an objective measurement by other interested parties.

The environmental management system certification is the assessment and audit of the organization's environmental management system by the Registrar. The assessment includes an examination of the company's environmental policy, environmental management system and its documentation, EMS auditing program and procedures, and environmental records. It also includes a thorough on-site audit to determine conformance to the ISO 14001:1996 standard.

Micron Technology was certified to ISO 14001:1996 on February 17, 1997, and most recently renewed on February 17, 2003.

Micron's ISO 14001:1996 certificate, number 540006.001, is valid for a three-year period, until February 17, 2006, pending continuing successful surveillance visits.

NOTE: See CSN-05 for more information on Micron's environmental programs.

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