

AUO Quality Management System

AUO's quality management system is constructed through internal interrelated activities to meet the needs and expectations of interested parties.



AUO's quality management system is guided by customer-oriented process, including customer requirement management process, new product development management process, production planning management process, manufacturing management process and after-sales service management process. The main point of each process listed below:

- **Customer Requirement Management Process:** AUO defines the company's business strategy from marketing research and surveying customer expectations. Let the product and service provided by AUO can fulfill exactly the demand of customers.
- **New product Development Management Process:** AUO commits to develop high-quality green products. In order to implement mass-production efficiently, we use the APQP (Advanced Product Quality Planning), define the accountability, confirm the product spec from customer, and review the result of verification to ensure customers can receive the products which meet their expectations.
- **Production Planning Management Process:** This process includes operations from order and demand to production scheduling. Through close communicates and tightly cooperation between each function, AUO expects to provide goods to customers on time and correctly.

- **Manufacturing Management Process:** AUO has complete manufacturing information, and applies FMEA (Failure Mode and Effect Analysis), CP (Control Plan), SPC (Statistical Process Control), MSA (Measurement system analysis) and other related methods to ensure AUO can produce high-quality products efficiently.
- **After-sales Service Management Process:** The results of this process are opportunities for business improvement. We expect that customers are satisfied with AUO's products and service to ensure the customer satisfaction and customer retention.

AUO follows international quality standards to establish a high quality management system, and upholds the spirit, "no best, only better" to pursue high-quality products and services. Not only gets the customers' recognition, but also the certificate of international standards. AUO will continue to demonstrate the strengths and become the global top company.