QUALITY, RELIABILITY AND SERVICE POLICY STATEMENT

The cornerstone of Linear Technology's Quality, Reliability & Service (QRS) Program is to achieve **100% customer satisfaction** by producing the most technically advanced product with the best quality, on-time delivery, and service. Management is fully committed to this goal, but to achieve this goal requires the involvement and dedication of every employee.

Since 1983 when the first product was shipped, Linear Technology has achieved numerous accomplishments in the area of quality and service, among which are:

- 1st company in the industry to achieve the Department of Defense line certification for Mil-M-38510 Class B products during its First Audit in 1984. Now QML certified by D.S.C.C.since 1998.
- 1st company in Silicon Valley to achieve the Ford Q1 Award for Excellence in Quality in 1988.
- ISO 9001 certified in 1993 (International Quality Standard).
- QS 9000 certified in 1998 (Automotive Quality Standard).
- ISO 14001 certified in 2002 (Environmental Management System).
- TS 16949 certified in 2003 (Quality Management System for Automotive Suppliers).

The above achievements were made possible by the commitment and dedication of employees who pay attention to details and whose motto is ***"Do the job right the first time".***

Customer requirements and expectations in the areas of Quality and Service are becoming increasingly more demanding. Linear Technology not only intends to *meet* those requirements and expectations for survival, but also *exceed* them to maintain a *world-class leadership* position.

The Standard will be error-free products and error-free performance. This standard commits all of Linear Technology's employees to a QRS Policy that takes precedence over all other considerations and leaves no room for error or failures. LTC's goal is **Zero Defects**.

Robert H. Swanson
Chief Executive Officer and Chairman of the Board

Dave Bell
President

Paul Chantalat
Vice President of Quality & Reliability