



Agilent Technologies

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Subject: Quality and Performance of Agilent spectroscopy parts and supplies.

The quality and durability of parts and supplies used with your instrument, together with the highest quality of service, are critical to your overall system performance. Agilent is committed to providing parts and supplies that deliver unsurpassed reliability and stability for your needs. Our business is about helping you meet your toughest measurement challenges. We listen carefully to how our customers perceive quality and then ensure we meet and exceed your expectations. That's how we've earned some of the highest customer loyalty scores in the industry.

Agilent has an Enterprise-wide Quality Management System that meets the requirements of the international quality management system standard, ISO 9001:2008. Certification to international standards gives you confidence in Agilent's quality. In order to deliver a superior product or service, design and development occurs in a highly structured environment. All new products, including supplies, go through a structured, stage gate development process before release to the marketplace. Agilent's Quality Management System is a business-level system that applies to the design, development, manufacture and support of analytical instrumentation systems, including related software, services, chromatography columns, packing, reagents, and consumables/supplies worldwide.

Our structured, stage-gate development processes means that all Agilent supplies are engineered by our experienced instrument design teams, manufactured to our demanding specifications, and tested under the strictest conditions. Agilent supplies are also backed by unmatched technical support – plus a 90-day warranty.

This unique combination of Agilent's technologies and best practices make Agilent the world's premier measurement company – and gives you confidence that Agilent parts and supplies are guaranteed to keep all of your Agilent spectroscopy instruments running at peak performance. Only genuine Agilent components provide the assurance of quality you need.

For more details on Agilent's approach to quality or for other support resources (such as Agilent's quality policy, Agilent's ISO9001:2008 registration or even our "Quality at Agilent" brochure), please visit our dedicated "Quality" webpage at www.agilent.com/quality. If you have any further questions or concerns about the performance of your Agilent parts and supplies, please feel free to contact me.

Sincerely,

Neil Noronha
Chemistries and Supplies Worldwide Quality Manager
Agilent Technologies, Inc.