Quality at Agilent

Agilent earns customer loyalty by providing products, services, and answers of the highest quality and greatest value.

Our Commitment to Quality

At Agilent, our commitment to Quality is exemplified by our company-wide Agilent quality policy:

> "Agilent is committed to providing high-quality products and services that deliver **trusted answers** through an unwavering focus on **patient safety, fulfilling customer expectations, ensuring regulatory compliance**, and fostering a **culture of continuous improvement.**"

We know that our customers depend on not only our leading-edge technologies, but also the superior quality that underlies all of Agilent's products, services, and support. Since customers may perceive quality differently, we listen carefully to how they define it. We then ensure that we meet and exceed their expectations. That is how we earn some of the highest brand preference scores from the customers in the industries we serve.

> "When it comes to Agilent's business, and things like patient safety, test reliability, and regulatory compliance, variety and inconsistency are not acceptable. **Quality is paramount.**"

Jenipher E. Dalton
Senior Vice President, Agilent
Global Quality and Regulatory Affairs

Agilent Leadership and Commitment

Leadership, responsibilities, and decision-making

Agilent Executive Leadership and the Global Quality and Regulatory Affairs organization partner in the review and maintenance of the quality policy, quality manual, and overall QMS as part of the Agilent Executive Quality Management Review. Management reviews are established at all relevant levels of the organization and ensure that all quality-related requirements are identified and are being met. Should any issues be identified in the quality system, they are addressed and corrected, to ensure the quality system continues to be effective in meeting Agilent's stated policy, procedures, and objectives.

Agilent leadership are responsible for:

– Ensuring their organizations are focused on satisfying customer requirements

– Directing support organizations to ensure that customer requirements and business goals are effectively met

– Validating that quality processes remain suitable, adequate, and effective

– Ensuring we act in a consistent manner to ensure we are meeting expectations

Agilent's One QMS

Each Agilent business and general services group maintains alignment with the One Agilent QMS through established business processes.

Agilent strives to integrate and standardize QMS processes and their execution across the company. Streamlined and harmonized processes will further drive efficiency and compliance, help embed and continually refine a state of audit and inspection readiness, and provide a best-in-class QMS platform supporting the efficient integration of new acquisitions and exploration of new markets.

Global Standards

Agilent Certifications

Agilent maintains multiple external certifications to quality standards such as ISO 9001 (Quality), ISO 13485 (Medical Devices), ISO 17025 (Testing and Calibration Laboratories), IVD EC (Medical Devices), EU 2017/746 (IVDR, Medical Devices), MDSAP (Medical Devices), and ISO 27001 (Information Security).

Each type of certification requires continual monitoring for compliance by an outside, independent authority.

Customers can access our certificates and related resources on the Agilent Quality Policy and Resources page: www.agilent.com/quality

Global regulatory compliance

Agilent is committed to adhering to product requirements to ensure the wellbeing of our customers, employees, and the communities and environments where we operate.

Examples of product regulatory compliance processes includes:

Restriction of Hazardous Substances (RoHS)

– Agilent products adhere to global environmental regulations such as those in the European Union, China, and United Arab Emirates.

– Agilent continues to monitor other global and local regulations to ensure that products adhere to local requirements.

Waste from Electrical and Electronic Equipment Directive (WEEE) and product take back

– Agilent products meet the WEEE legislation requirements. Agilent will supply product information to treatment facility operators as needed to separate any hazardous parts before recycling.

– Agilent aims to minimize the environmental impact of its products and operations. Re-use programs are offered for selected Agilent products, which address the requirements posed by WEEE.

Registration, Evaluation, Authorization, and Restriction of Chemicals (REACH)

– Agilent products adhere to the chemical registration requirement known as REACH.

– A goal of REACH is to identify certain substances that are manufactured or imported into the European Union.

Laser safety

– Agilent products maintain adherence to regulatory requirements for laser safety to ensure that the product performs as expected in the hands of the customer.

– Agilent provides laser safety training, controlled environments, and personal protective equipment for employees working with lasers. Safety controls provided are appropriate for the class of laser being used in accordance with ANSI Z136.1.

Global infrastructure compliance

Centrally managed services (for example, HR, IT, legal, etc.) are provided to our business groups. Requirements associated with the services are defined by the business groups according to our business needs and regulatory requirements.

Well-defined roles, responsibilities, monitoring, and escalation processes provide clear accountability to ensure our customers' expectations are met.

Global Quality and Regulatory Affairs Leadership Team

The Global Quality and Regulatory Affairs (GQRA) organization ensures that Agilent's overall quality objectives are met by leading the ongoing review and maintenance of the quality policy, quality manual, and the quality management system.

Regularly scheduled quality management reviews ensure that all quality-related requirements, including the defined quality objectives, have been appropriately identified and are being met.

Any quality issues are corrected and monitored to ensure the One Agilent QMS continues to be effective in meeting Agilent's quality policy and customer requirements.

Continuous improvement

Continuous improvement is fundamental to Agilent's quality culture. It is a cornerstone of the way we develop innovative products and services that deliver value for our customers. We drive continuous improvement through feedback from our customers and self-assessment.

Agilent conducts regular customer surveys and uses these results along with other customer satisfaction data to identify and implement improvements in product development, supplier management, and process efficiency.

Agilent's internal audit processes ensure compliance with regulatory requirements across all of Agilent.

Contact us::
www.agilent.com/en/contact-us/page

Agilent
Trusted Answers