



High Level Supplier Performance Expectations

Introduction

Agilent Technologies seeks to establish excellent, long-term working relationships with suppliers through mutual performance expectations and measures, performance feedback, and performance improvement plans to ensure continuous progress. Agilent uses TQRDC supplier expectations and performance feedback, where T, Q, R, D, C represents Technology, Quality, Responsiveness, Delivery, and Cost.

Agilent is a global company with an extended supply chain that includes outsourced partners. Supplier performance expectations are applicable to supplier relationships throughout the worldwide supply chain.

The success of this program is shared with our suppliers who specifically contribute to our commitment to excellence. Successful supplier performance in the areas of TQRDC offers rewards of repeat business, increased sales and profitable growth.

T: Technology

Agilent Technologies delivers best in class products and new technologies to our customers in breakthrough time. We expect our suppliers to be on-going technological leaders with technology a core competency in their respective fields of design and manufacturing. Suppliers are expected to support Agilent with their products throughout the lifecycle of Agilent Technologies' products. Support for Agilent product changes is expected through participation in collaborative engineering to enable timely introductions; to support continuous technology, quality and cost improvements; and to support worldwide product regulation requirements.

Q: Quality

Agilent Technologies' Quality Policy is to earn customer loyalty by providing products and services of the highest quality and greatest value. To achieve this commitment to our customers, Agilent expects that all materials are fit for use, and defect free for electrical, mechanical, and cosmetic reasons. Agilent expects notification from suppliers for all discontinuances, obsolescences, and material or process changes that affect form, fit or function, with sufficient notice to allow Agilent to make a thorough evaluation. Quality and reliability are expected to be achieved through superior design, process control and continuous process improvements, in accordance with [Agilent's Supplier Code of Conduct](#).

R: Responsiveness

Agilent Technologies has a broad and technologically complex product portfolio, resulting in an ultra-high mix procurement portfolio with frequent changes in design and demand. We achieve growth through well-implemented new product introductions. Our success is contingent upon delivering new products in breakthrough time and ahead of our competition, while also exceeding customer expectations for all product delivery. Agilent is dependent upon rapid turn-around time of prototypes from suppliers to support new product introductions. Suppliers are expected to be responsive and flexible when responding to swings in demand, and design and manufacturing changes. Suppliers must provide excellent and timely communication, service, and issue resolution.

D: Delivery

Agilent is focused on shortening the overall product delivery cycle time from customer order to product delivery. Agilent expects supplier deliveries to be 100% on-time, and in alignment with the requirements of the delivery model (PO, SMI, SOI, DTL & JIT) used by their associated Agilent business. Lead times must be short by industry standards, reliable and decreasing over time.

C: Cost

Agilent Technologies is focused on achieving Total Cost Leadership. We expect to drive continuous improvement in cost reductions. Our suppliers are accountable for offering effective low-cost alternatives aimed at providing both supply chain flexibility and best value on a total cost basis.