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Agilent Technologies

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Agilent and ISO Certification

Agilent's Quality Policy is to earn customer loyalty by providing products, services, and interaction experiences of the highest quality and greatest value. One way in which we are implementing this policy is through Agilent's commitment to maintain our product and service Business Management Systems to conform to the requirements of ISO 9001:2008 and/or ISO 13485:2003 (the medical device standard) as appropriate for specific markets.

Agilent's product development, manufacturing and service/support operations meet applicable ISO requirements and most are certified to the ISO 9001:2008 standard.

In achieving ISO 9001:2008 or ISO13485:2003 certification, Agilent has demonstrated to third-party auditors that we have certain processes in place and under control. These processes involve activities including:

- Calibration
- Continuous process improvement
- Corrective action
- Customer satisfaction
- Document and record control
- Incoming quality control/In-process inspection/Final inspection
- Internal audits
- Inventory management
- Management review/Management involvement/Resource management
- Procurement control
- Statistical process control
- Training/Certification
- Organization structure/Organization change

Additionally, Agilent maintains a company-wide ISO 14001 certificate for our Environmental Management System.

If you require a copy of an ISO certificate related to a particular Agilent product, please visit our Quality Policy & Resources web page at www.agilent.com/quality/index.shtml. If you need further assistance contact Agilent Quality at (+1) 877 424-4536.

Sincerely,

Nancy Lelicoff
Vice President, Regulatory Affairs/Quality Assurance/Clinical Affairs
Agilent Technologies