

# New England Biolabs (NEB) Quality Policy

NEB is committed to inspiring and supporting the worldwide scientific research community, as well as our industrial customers' technology platforms, by supplying the highest quality reagents, backed by unmatched product and customer support.

NEB's commitment is guided by the following principles:

## CUSTOMER FOCUS AND SUPPORT

*Ensure our customer's requirements are known and provide all customers with:*

- Unmatched product expertise and technical support
- Best-in-class responsiveness and service
- Routine measurement and analysis of customer satisfaction

## PRODUCTS

*Anchored by our internal research and discovery programs, NEB shall design, develop and manufacture products which are:*

- Innovative solutions for leading-edge technologies
- Of the highest quality and purity
- Distributed world wide with same day or overnight delivery
- Offer the highest value to our customers

## COMPLIANCE AND QUALITY MANAGEMENT SYSTEM

*Develop systems, processes and assure employee training, which enables us to:*

- Meet all applicable local, state and federal legal requirements
- Meet the highest standards of compliance for our business
- Monitor and track the performance of our Quality Management System (QMS) via key performance indicators
- Drive improvement of our systems, processes and products
- Partner and communicate with our suppliers to define and manage Quality and/or compliance requirements

This policy statement is approved by NEB, integrated in the Quality Manual, and communicated to all employees and other relevant parties. This policy is used as the basis for setting and reviewing quality objectives in accordance with the ISO 9001:2015 and ISO 13485:2016 Quality Management System Standards per NEB certification #14124 and #11948.



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