Covidien's Commitment to Quality
Our Commitment

**WE WILL** conduct business with integrity and honesty in compliance with all laws and Company policy.

**WE ARE** committed to produce products that are safe and of the highest quality for our customers.
Our Expectations

**Our Suppliers** are expected to maintain the highest standards of honesty and integrity in all business practices in full cooperation with The Covidien Supplier Code of Conduct and The Covidien Guide to Business Conduct.

Covidien’s *Quality Begins with Me* program helps establish our expectations for a shared commitment to producing high quality products.
Quality and Operations Commitment to Excellence
IT STARTS WITH YOU.
Value Chain

Supplier

Covidien

Patient

Quality and Operations  Commitment to Excellence
Our Program

At Covidien, through *Quality Begins with Me*, we will help every supplier and employee at every level to understand the critical role that he/she plays in ensuring the safety and efficacy of every single product that Covidien delivers to the marketplace.

The program will:

- Unite employees and suppliers in the importance of executing flawlessly, understanding how errors may affect the people who depend on us.
- Build on the foundations of Covidien’s Quality systems, to provide tools and information that will help each of us better understand the important role we play in ensuring that we provide safe, effective products to clinicians and patients.
Our Program

• Through the *Quality Begins with Me* program we will:
  – provide education about product use, clinical application and impact of poor quality
  – increase visibility of Quality metrics
  – recognize and reward behaviors that promote Quality awareness and compliance

• To improve our quality culture, we must be: patient focused, aware, courageous and accountable.
Our Quality Culture In Practice…

[WHY]
Our Priorities
- Safety
- Quality
- Compliance
- Service
- Cost

[WHAT]
Our Behaviors
- Be Patient Focused
- Be Aware
- Be Courageous
- Be Accountable

[HOW]
Our Tools
- Communication
- Recognition
- Quality and Compliance Awareness
- Product Awareness
- Visible Metrics

Quality and Operations Commitment to Excellence
Our Priorities

- Safety
- Quality
- Compliance
- Service
- Cost

- Safety of our co-workers and of our products for patients and clinicians
- Quality of our innovative healthcare solutions
- Compliance with our policies and procedures
- Service to the people who depend on us
- Cost of production through improved efficiency and flawless execution
Our Behaviors

- Be Patient Focused
- Be Aware
- Be Courageous
- Be Accountable

Quality and Operations  Commitment to Excellence
Quality and Operations  Commitment to Excellence

Our Tools

- Communication
- Recognition
- Quality and Compliance Awareness
- Product Awareness
- Visible Metrics

- Understand the end use
- Be aware of the potential impact of failure
- Best Practice Sharing
- Recognition for a job well done
Product Awareness

- 370+ Covidien product & patient use videos have been made available in a single library

Do you know where your components fit into our products?
[Please click here to see our product video library]
IT STARTS WITH YOU.
A Quality Culture Looks Like…

See something
Say something
Provide Your Feedback To...

• Your Covidien Global Sourcing Representative
• Your Covidien Supplier Quality Representative
Thank you!