

# WATERS BUSINESS OPERATIONS

## *Waters Mission*

Customer success is our mission. Waters creates business advantages for laboratory-dependent organizations by delivering practical and sustainable scientific innovation to enable significant advancements in such areas as healthcare delivery, environmental management, food safety, and water quality worldwide.

Bringing keen understanding and deep experience to those responsible for laboratory infrastructure and performance, Waters helps customers make profound discoveries, optimize lab operations, deliver product performance, and ensure regulatory compliance.

Pioneering a connected portfolio of separation and analytical science, laboratory informatics, and mass spectrometry, Waters' technology breakthroughs and laboratory solutions provide an enduring platform for customer success.

## *Waters Quality Policy*

Waters will deliver products, information and services, which fully meet or exceed customer expectations. We will focus on continual improvement to achieve the highest possible level of customer satisfaction, remain superior to the competition and be recognized by our customers as a Technology and Quality Leader.


We are committed to comply with quality requirements while maintaining the effectiveness of the Quality Management System and its processes.

Our Quality System is designed to achieve these goals while maintaining a safe workplace for our employees and being proactive in the preservation of the environment.




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Arthur Caputo, President, Worldwide Business Operations



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Mark T. Beaudouin, Vice President, General Counsel & Secretary



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Cynthia S. Mamer, Director of Worldwide Quality

