

Dear Valued Customer:

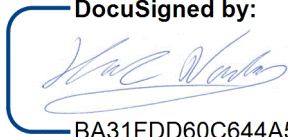
Thank you for your interest in Cytiva. In order to contribute to the harmonization of industry practice Cytiva's is using standard questionnaire in the Rx-360 Consortium standard format, <http://rx-360.org> to respond on customer questionnaire.

The Rx-360 questionnaires are complemented with Cytiva documents and web links with more information about our company and products. To ensure that you will always have current information available, we strive to supply web-based information as much as possible. The "Document Index" (attached) summarizes available information and where it can be found.

We have developed several Rx-360 packages covering Cytiva's product lines. The documents and links in each Rx-360 package are compiled based on questionnaires from our customers and other biopharmaceutical manufacturers around the world.

Yours Sincerely,

DocuSigned by:



BA31FDD60C644A5...

Henrik Norberg

Customer Regulatory Support Leader

Document Index including attachments and links

| Information | Information available at |
|---|--|
| Module 1 Rx-360 Cytiva Company Information - Quality management system | Attached |
| General Regulatory Statement | www.cytiva.com/RegulatoryStatements |
| ISO certificates | www.cytiva.com/qualitymanagement |
| Regulatory Support Documents Change Control Notifications | www.cytiva.com/rsf |
| Information about Cytiva Regulatory Support Documentation and web service. | www.cytiva.com/rsf |

Please check here if additional documents are attached.

Summary of Cytiva's Quality Management System.

SECTION 1. General Company Information

| | |
|-----|---|
| 1.1 | Company Name: Cytiva |
| 1.2 | Company Address: Cytiva has four main regional addresses: Marlborough, USA: 100 Results Way, 01752 Marlborough, Massachusetts, USA Amersham, United Kingdom: Amersham Place, Little Chalfont, HP7 9NA Buckinghamshire, United Kingdom Uppsala, Sweden: Björkgatan 30, 751 84 Uppsala, Sweden Shanghai, China: No.1, Hua Tuo Rd. Zhangjiang Hi Tech Park, 201203 Shanghai, China GPS Coordinates: |
| 1.3 | Phone: Please visit www.cytiva.com/support/contact-us |
| 1.4 | Respondent or General Quality Department Email: Please visit www.cytiva.com/support/contact-us |
| 1.5 | Fax: N/A |
| 1.6 | Website: www.cytiva.com |
| 1.7 | Facility Establishment Identifier: N/A |
| 1.8 | DUNS Number: N/A |

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| | |
|------|---|
| 1.9 | <p>If there is an individual contact for the following areas, please provide name and preferred contact information (<i>at a minimum, name and telephone number or email</i>):</p> <p>Quality: Please visit www.cytiva.com/support/contact-us</p> <p>Technical Services: Please visit www.cytiva.com/support/contact-us</p> <p>Commercial/Business/Sales: Please visit www.cytiva.com/support/contact-us</p> <p>Preferred Primary Contact: Please visit www.cytiva.com/support/contact-us</p> |
| 1.10 | <p>Please list other subsidiaries operating under the company: Cytiva has over 16,000 employees and operations in 40 countries and is part of the Danaher Corporation.</p> |
| 1.11 | <p>Is your company and affiliates willing to have Rx-360 conduct audits on behalf of your customers according to the Rx-360 audit programs? Yes</p> <p><i>Learn more at http://rx-360.org/audit-programs/</i></p> |
| 1.12 | <p>If Rx-360 has performed audits at your sites, please state site and date of the audit: Many Cytiva sites have been audited by Rx-360, for more information please visit https://rx-360.org/audit-program/licensable-audit-reports/</p> |
| 1.13 | <p>Please list the general product groups manufactured by the company: Cytiva provide expertise and tools for a wide range of biotechnology, life sciences applications and laboratory products.</p> |

Additional comments:

SECTION 2. General Company Operating Information

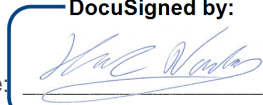
| | |
|-----|--|
| 2.1 | <p>What year was the company established? Danaher acquired Pall (founded 1946) in 2015 and GE Healthcare Life Sciences' Biopharmaceutical business 2020 (Whatman™ founded 1733) and named it Cytiva. In 2023 Cytiva and Pall merged and are now doing business as Cytiva.</p> |
| 2.2 | <p>Is the legal ownership structure of the company public or private? If other, please elaborate. Cytiva is a wholly-owned operating company of Danaher Corporation. Danaher is a public company</p> |
| 2.3 | <p>If public, what is the company's stock symbol and on which exchanges is it listed? NYSE: DHR</p> |

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| | |
|-----------------------------|--|
| 2.4 | How many manufacturing sites does the company have? Over 35 manufacturing sites See appendix 1 |
| 2.5 | Does the company have a corporate Quality Assurance Division? Yes |
| 2.6 | Does the company have any of the following written policies at the corporate level? If so, please provide policy number and title. |
| 2.6a | Environmental? EHS Policy please visit www.cytiva.com/rsf |
| 2.6b | Quality Assurance? Quality Policy please visit www.cytiva.com/rsf ISO certificates please visit www.cytiva.com/rsf Summary of Cytiva's Quality Management System, attached |
| 2.6c | Health and Safety? EHS Policy please visit www.cytiva.com/rsf |
| 2.6d | Global Citizenship / Corporate Responsibility? https://sustainability.danaher.com/ |
| Additional comments: | |
| | |

I (Supplier) confirm that the information provided in this questionnaire is correct and can be verified.

DocuSigned by:
Signature: 
BA31FDD60C644A5...

Printed Name: **Henrik Norberg**

Title: **Customer Regulatory Support Leader**

Date: 9 of December, 2024

Telephone Number:

Email Address: **Please visit www.cytiva.com/support/contact-us**

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Appendix 1

| Cytiva manufacturing sites | | | | |
|-----------------------------------|--|--|---|---|
| Country | | Scope of the site | ISO certification | Legal Entity |
| Austria | Krempflstrasse 5, 4061 Pasching, Austria | Manufacture and distribution of consumable cell culture products (liquid and powder) | ISO 9001 ISO 13485 ISO 22301 ISO 14001 | Global Life Sciences Solutions Austria GmbH & Co KG |
| Belgium | Reugelstraat 2, 3320 Hoegaarden, Belgium | Provider of single-use processing & packaging technology solutions for the biopharmaceutical, micro-electronic & related clean room environments. | ISO 9001 ISO 14001 | Pall Life Sciences Belgium BV |
| Canada | 4560 Tillicum St Burnaby, BC, V5J 5L4 Canada | Manufacture of aseptic filling units | ISO 9001 | Vanrx Pharmsystems Inc. |
| Canada | 655 W Kent Ave N Vancouver, BC, V6P 6T7 | Design, Manufacturing and Sales and service of pre-clinical and clinical equipment and reagent product used in the production of biotechnology products in the field of nanoparticle drug delivery | ISO 9001 | Global Life Sciences Solutions Canada ULC |
| China | Room 201, Building 22, No.12 Juyuan Middle Road, Shunyi District, 101300 Beijing, P.R. China | Design, Manufacturing and Sales of Pharmaceutical Single Use Systems Including Film, Bags and Related Manifolds; Manufacturing and Sales of Filtration Associated Accessories | ISO 9001 | Pall Biotech (Beijing) Co Ltd |
| China | No.88, Daerwen Road, Pudong New District, Shanghai, China, 201203 | Filter and single-use system validation services, filter application technical support. Design, project management and testing of filtration, separation, purification systems and equipment. | ISO 9001 | Pall Biotech (Beijing) Co Ltd |
| China | No. 1568 Chunjiang East Road, 311500 Tonglu 33, China | Design and development, production of filter paper for medical use | ISO 9001 ISO 13485 ISO 14001 | Cytiva Bio-technology (Hang Zhou) Co., LTD |
| Germany | Philipp-Reis-Strasse 6, 63303 Dreieich, Germany | Project management, design and development, assembly, qualification and sales of systems, products | ISO 9001 | Cytiva Germany GmbH |

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| | | | | |
|-------------|---|---|---|---|
| | | and accessories for filtration, separation and purification & equipment for detection and testing | | |
| Germany | Rotlay Mühle 55545 Bad Kreuznach, Germany | Development, design, testing, manufacturing of products and accessories for filtration, separation and purification for the food and beverage industry as well as for chemical and pharmaceutical products. | ISO 9001 ISO 22301 ISO 14001 ISO 45001 | Pall Modultechnik GmbH |
| Germany | Hahnstraße 3, 37586 Dassel, Germany | Design and Development, Manufacturing, Development and Manufacturing Services and distribution of Sterile and non-sterile paper - and membrane products for separation and analysis purposes in medical device applications | ISO 9001 ISO 13485 ISO 14001 | Global Life Sciences Solutions Germany GmbH |
| India | Survey No 275/2, 282/1, 283/1, Plot no. 4, Village Maan, Taluka- Mulshi, District – Pune- 412108, India | Design, project management, manufacture, assembly, testing installation, commissioning and after sales services of filtration, separation, purification systems and equipment. | ISO 9001 | Cytiva India Pvt Ltd |
| Netherlands | Nijverheidsweg 1, 1671 GC Medemblik, The Netherlands | Manufacture and distribution of sterile and non-sterile containers and systems of polymer materials for storage and processing of substances for medical, (bio)pharmaceutical and veterinary applications. | ISO 9001 ISO 14001 | Pall Medistad B.V. |
| New Zealand | 433 Old Highway, RD8, Tauranga, North Island, 3180, New Zealand | Manufacture and distribution of New Zealand and Australian sourced Serum products | ISO 9001 ISO 13485 ISO 22301 | Global Life Sciences Solutions New Zealand |
| Puerto Rico | 194 Pall Boulevard, #99 & 100, Fajardo, 00738, Puerto Rico | Manufacture of Disposable Filter Cartridges for the Bio-Pharmaceutical, Health Care Products, Laboratory, Electronics, Food and Beverage, Single Use Technologies and General Industrial Processing | ISO 9001 ISO 13485 ISO 14001 | Pall Life Sciences Puerto Rico, LLC |

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| | | | | |
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| | | Applications. Provision of Scientific and Laboratory Services. | | |
| Sweden | Mariehemsvägen 212, 906 52 Umeå, Sweden | Hardware manufacturing site for instruments, accessories, and spare parts | ISO 9001 ISO 22301 ISO 14001 | Cytiva Sweden AB |
| Sweden | Björkgatan 30, 751 84 Uppsala, Sweden | Research, development and manufacturing of Resins and other chemical products Manufacturing of hardware (Customized Bioprocess Solutions) Research and development of software | ISO 9001 ISO 13485 (Ficoll-paque PREMIUM) ISO 22301 ISO 14001 | Cytiva Sweden AB |
| Singapore | Global Life Sciences Solutions Singapore Pte Ltd. 25 Tuas South Street 1, Singapore 638034, Singapore | Manufacture and Distribution of consumable cell culture products (dry powder media) | ISO 9001 ISO 13485 ISO 22301 | Global Life Sciences Solutions Singapore Pte Ltd. |
| Switzerland | Route du Petit-Eysins 1 1262 Eysins Switzerland | Design and Development, Production, Distribution and Servicing of Equipment and Disposables for Processing Blood, Blood Derivatives and Cellular Products | MDSAP ISO 13485 ISO 14001 | Biosafe S.A |
| Switzerland | 3 Avenue de Tivoli, 1700 Fribourg, Switzerland | Design, project management, procurement, testing, manufacturing, sales, marketing and service of products, systems and accessories for filtration, separation and purification and equipment technologies for detection and testing – and oversight of these activities undertaken various toll manufacturing sites | ISO 9001 ISO 13485 | Pall International SARL |
| Switzerland (Site Signy) | Allée des moulins 3, 1274 Grens Switzerland | Design, development, manufacture and service of device and disposables for processing blood and cellular products | ISO 9001 | Biosafe S.A |
| United Kingdom | The Maynard Centre, Forest Farm. Estate, CF14 7YT, Whitchurch, Cardiff, United Kingdom | Sales and services of chemicals, manufacturing of devices and instruments for life sciences | ISO 9001 ISO 13485 | Global Life Sciences Solutions Operations UK Ltd |
| United Kingdom | Station Road, Ilfracombe, EX34 8BH, United Kingdom | Manufacture of fine and ultrafine filters and accessories for gas, liquid | ISO 9001 ISO 22301 ISO 14001 ISO 45001 | Pall Manufacturing UK Limited |

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| | | | | | |
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| | | | and diagnostic product applications. | | |
| United Kingdom (Site Newquay) | St Columb Major, TR9 6TT, United Kingdom | | Manufacture of filtration products for use in medical applications. Manufacture of filtration media for use in healthcare and industrial applications. | ISO 9001 ISO 13485 ISO 22301 ISO 14001 ISO 45001 | Pall Manufacturing UK Limited |
| United Kingdom | Walton Road, Farlington, Portsmouth, PO6 1TD, United Kingdom | | Design, project management, manufacture and service of fluid filtration equipment, separation, purification and single use systems, including filter housings, filter elements, fermentation and monitoring equipment and associated accessories and cleaning services for gas and liquid applications. Calibration, service and repair of Palltronic Instrumentation. | ISO 9001 ISO 22301 ISO 14001 ISO 45001 | Pall Manufacturing UK Limited |
| United Kingdom | 5 Harbourgate Business Park, Southampton Road, Portsmouth, PO6 4BQ, United Kingdom | | Design, Development, Testing, Validation, Sales & Marketing of Filtration, Separation and Detection equipment technologies. Provision of Technical Support and Laboratory Testing, including Validation Services to PALL Corporation and its Customers. | ISO 9001 | Global Life Sciences Solutions Operations UK Ltd |
| USA | 816 Berry Shoals Road, Duncan, SC, United States | | Manufacture and distribution of sterile and non-sterile containers and systems of polymer materials for storage and processing of substances for medical, (bio) pharmaceutical and veterinary applications | ISO 9001 | Cytiva US LLC |
| USA | 225 Marcus Boulevard, Hauppauge, NY, 11788, United States | | Manufacture of Surface Modified Materials, Lamination of Proprietary Membranes, Ultra-Filtration/Micro-Filtration Membranes, and Cassettes for Use in Life Science and Industrial Applications. | ISO 9001 ISO 14001 | Cytiva US LLC |

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|------------------------------------|--|--|---|--|
| USA | 925 West 1800 South, 84321 Logan, Utah, USA | Design, manufacture and distribution of consumable cell culture products | ISO 9001 ISO 13485 ISO 22301 ISO 14001 | HyClone Laboratories LLC |
| USA | 8780 Ely Road, Pensacola, FL, 32514, United States | Manufacture of Microporous Membrane and Melt Blown Media. | ISO 9001 ISO 14001 | Cytiva US LLC |
| USA | 800 Boston Turnpike Road 01545 Shrewsbury, Massachusetts, USA | Development and manufacture of Hardware | ISO 9001 | Global Life Sciences Solutions USA LLC |
| USA | 14 Walkup Dr Westborough, 01581 Westborough, Massachusetts, USA | Development and manufacture of filtration products, disposable bioreactor and mixing bags and their accessories | ISO 9001 ISO 22301 ISO 14001 | Global Life Sciences Solutions USA LLC |
| USA | 20 Walkup Drive, Westborough, MA, 01581, United States | The Design, Integration, Testing Service, Commissioning, and Servicing of Process Equipment for the Biotech and Pharmaceutical Industries. | ISO 9001 | Global Life Sciences Solutions USA LLC |
| Service and other addresses | | | | |
| Country | | Scope of the site | ISO certification | |
| Australia | 23-27 Chaplin Drive, Lane Cove West NSW, New South Wales, 2066, Sydney, Australia | Sales and service of life science instruments, related filters and other consumables. | ISO 9001 | Global Life Sciences Solutions Australia Pty Ltd |
| Australia | 96 Ricketts Road, Mount Waverley, VIC, 3149 Australia | Sales and service of life science instruments, related filters, and other consumables. | ISO 9001 | Global Life Science Solutions Australia Pty Ltd |
| China | No.1, Hua Tuo Rd. Zhangjiang Hi Tech Park, 201203 Shanghai, China | Sales and services of chemicals, devices and instruments for life sciences in greater China region, including Hong Kong, Taiwan & Macau | ISO 9001 | Global Life Sciences Technologies (Shanghai) Co., Ltd. |
| France | 26-28, Avenue Winchester 78100 St Germain En Laye, France | Sales of filtration and separation equipments, analysis and associated technical support | ISO 9001 | Pall France SAS |
| India | Galileo John F Welch Technology Center, 122 122, EPIP Zone, Phase II Hoodi Village, Whitefield Road, Bangalore 560066 | Design, Development, sales and service of Life Sciences Instruments | ISO 9001 | HyClone Life Sciences Solutions India Private Limited |

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| | | | | |
|-------------------|--|---|-----------------------|--|
| | India | | | |
| Italy | Via Emilia, 26, 20090 Buccinasco MI, Italy | Sales and after – sales service for standard and special filters and separation systems. Analytical and performance qualification tests for filters and separation systems. Sales, calibration and repairing services of Pall's instruments. | ISO 9001 | Cytiva Italy SRL |
| Japan | 3-25-1 Hyakunincho Shinjuku-ku, 169-0073 Tokyo, Japan | Service, Sales and Distribution | ISO 9001 | Global Life Sciences Technologies Japan KK |
| Sweden | Björkgatan 30, 751 84 Uppsala, Sweden | Services of instruments for life sciences within the Benelux, DACH countries, Russia, Nordics, Poland, France, United Kingdom and Ireland, Spain, Portugal and Italy | ISO 9001 | Cytiva Sweden AB |
| Singapore | 1 Maritime Square #11-01 Harbour Front Center, 099253 Singapore Singapore | Sales and services of chemicals, devices and instruments for life sciences | ISO 9001 | Global Life Sciences Solutions Singapore Pte. Ltd. (SGD) |
| South Korea | 5F, 818, Seolleung-ro, Gangnam-gu, Seoul 06014, Republic of Korea | Sales and Service for South Korea | ISO 9001 | Global Life Sciences Korea Limited |
| United Kingdom | Amersham Place, Little Chalfont, HP7 9NA Buckinghamshire, United Kingdom | With Management of Life Sciences. Marketing and sales within the United Kingdom | ISO 9001 | Global Life Sciences Solutions Operations UK Ltd |
| USA | 100 Results Way, 01752 Marlborough, Massachusetts, USA | Service and Sales, R&D, Product Management | ISO 9001 ISO 14001 | Global Life Sciences Solutions USA LLC |
| USA | 170 Locke Drive Marlborough, MA 01752 USA | Cleanroom activities | ISO 9001 | Global Life Sciences Solutions USA LLC |
| USA | 160 Locke Drive Marlborough, MA 01752 USA | Warehouse activities | ISO 9001 | Global Life Sciences Solutions USA LLC |
| USA | 9 Crystal Pond Road, Southborough, MA 01772 USA | Warehouse and Incoming Inspektion | ISO 9001 | Global Life Sciences Solutions USA LLC |

Summary of Cytiva's Quality Management System



WWW.CYTIVA.COM/QUALITYMANAGEMENT



Summary of Cytiva's Quality Management System

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General

Cytiva has an established, documented, and implemented QMS in accordance with the appropriate requirements of regulations, standards, and stakeholder expectations.

Each site has a specific Site Quality Plan providing a cross- reference between the Global Quality Manual and the Quality Procedures and Work Instructions that define the site’s QMS.

Internal audit programs are in place to ensure that the QMS complies to the requirements and is effectively implemented and maintained.

Documentation

Relevant documents are revision controlled, legible, readily identifiable, and accessible. Relevant records provide evidence of conformity to regulatory requirements and company procedures.

Documents and records are maintained and retained in accordance with applicable requirements and standards.



Figure 1 illustrates the various levels of QMS documentation.

Data integrity

Data integrity is the overall completeness, accuracy and consistency of data. Global Cytiva and Site Quality Management Systems ensure that systems for the creation and management of data are fit for their intended use and comply with applicable requirements. The holistic Quality management System approach ensures the data developed for the management of business processes and systems is accurate, consistent and does not adversely impact product quality, patient and consumer safety and related data integrity requirements.

Management responsibility

Management commitment

Cytiva is committed to a strong QMS that complies with appropriate regulatory requirements and standards. This is achieved by providing an adequate organizational structure and the necessary resources to develop and implement quality planning and objectives.

Customer focus

Management ensures that customer requirements are determined and met via marketing research prior to product release and post-market surveillance methods. Multiple methods are adopted to drive customer satisfaction including customer communications and customer feedback response.

Quality policy

A policy has been documented and communicated throughout the organization. The Quality Policy is approved by the management and ensures commitment to improving customer satisfaction in our products and services, compliance with laws and regulations, continual improvement and maintaining the effectiveness of the QMS.

Responsibility and Authority

Roles, responsibilities, authorities, and accountabilities are defined and communicated through a combination of quality system documentation, organizational charts, job descriptions and other applicable procedures and instructions.

Management Review

The company has established and maintains Management Review processes. The Quality Representative and Management with Executive Responsibility review the organization's Quality Management System to ensure its continuing suitability, adequacy, and effectiveness and to drive actions, where needed. The review is planned and conducted in accordance with the Quality Management Review procedures.

Resource management

Human resources

Cytiva ensures that personnel performing work directly or indirectly affecting product quality have the appropriate education, training, skills, and experience. Training requirements and results are documented.

Infrastructure

Cytiva determines, provides, and maintains the infrastructure needed to achieve conformity to product and QMS requirements while complying with applicable global standards and national standards for each country. Infrastructure includes buildings, workspaces, utilities, process equipment, supporting services and requirements for maintenance.

Work environment

Cytiva manages the work environment needed to achieve product quality and QMS requirements, which includes:

- The health, cleanliness, and clothing of personnel
- Control or minimization of contaminants that have the potential to adversely affect product quality (such as dust, humidity, and insects)
- Control of contaminated or potentially contaminated products, to prevent contamination of other products, the work environment, or personnel
- Control of the physical environment and other factors such as temperature and humidity

Product realization

Planning of product realization

Cytiva has processes for planning of product realization and identification of required resources.

The product realization procedures determine the following:

- Quality objectives and requirements for the product
- Needed processes, documents, and resources specific to the product
- Required specifications, verification, validation, monitoring, measurement, inspection, and test activities specific to the product
- Criteria for product acceptance
- Records needed to provide evidence that the realization processes and resulting product meet requirements

Customer-related processes

Determination of requirements related to the product Cytiva determines:

- Requirements specified by the customer, including the requirements for delivery and post-delivery activities
- Statutory and regulatory requirements related to the product
- User training needed to ensure specified performance and safe use of the product
- Any additional requirements considered necessary by Cytiva

Review of requirements related to the product

Cytiva has processes for accurately reviewing the requirements related to the product. This review is conducted prior to a commitment to supply a product to the customer.

The controls include a process to evaluate and confirm the following:

- Product requirements are defined and documented
- Contract or order requirements differing from those previously expressed are resolved
- Cytiva can meet those requirements
- User training is available or planned to be available
- The results and actions arising from the review are documented and retained

Customer communication

Cytiva has processes to communicate with customers. These processes address:

- Product information
- Inquiries, contracts, order handling, including amendments
- Customer feedback, including appropriate handling, reporting, and investigation of customer complaints
- Notifications of quality issues for delivered products
- Change control notifications
- Definition of responsibilities for communication with customers and regulators

Design and development

Design planning

Cytiva has processes for the design and development planning for products.

Design and development plans include:

- Identification of relevant roles and responsibilities
- Identification of design and development stages and handoffs
- Design review of design inputs, design verification, design transfer, and validation prior to the product release

Design plans are documented, approved, and updated as appropriate throughout the design process to reflect the status of the design and development effort.

Design inputs

Cytiva has processes for the development of appropriate product design input requirements to address the intended use(s) of the device, including the needs of the user and patient.

Design inputs include:

- Product's functional, performance, and safety requirements
- Intended use and user needs (product usability)
- Applicable statutory and regulatory requirements
- Information derived from previous similar designs where applicable
- Other requirements essential for design, development, purchasing, manufacturing, installation, cybersecurity and service
- Output(s) of risk management

Cytiva's design input procedures require that design input requirements must be adequate, verifiable, complete, unambiguous, and not in conflict with each other. Design inputs are reviewed for adequacy, approved, and maintained per established procedures.

Design outputs

Cytiva has processes to ensure design outputs are documented in terms that provide for verification against the design input requirements.

Design outputs are verified and are approved prior to release. Design outputs shall:

- Be verified for conformance to design input requirements
- Include or reference acceptance criteria

- Identify characteristics of the product that are essential for its safe and proper use
- Provide information for purchasing, production, installation, and the provision of service

The final design output is the verified and validated finished product, including labelling, packaging, and the specifications for purchasing materials, manufacturing procedures, assembly drawings, software code, acceptance criteria, test procedures, service and installation manuals, and operator instructions.

Design and Technical reviews

Cytiva has processes that define the appropriate stages for systematic reviews of the design. Design reviews are planned and performed at appropriate stages and documented. Design reviews include:

- An evaluation of the design outputs to meet design inputs requirements
- Identification of potential problems and proposed necessary actions

Technical reviews are carried out to assess the adequacy and robustness of the design.

Reviewers include representatives of functions concerned with the design stage(s) being reviewed as well as identified independent reviewers not directly responsible for the product design.

Design verification

Cytiva has design verification processes, which demonstrate that the design output meets the design input requirements.

Design transfer

Cytiva has design transfer processes that define how the design is translated into procedures for production, installation, and service for the product. Design transfer includes activities that are performed on the product to validate the production, installation, and service processes. Design transfer activities during the design process ensure that design outputs are verified as suitable for manufacturing before becoming final production specifications.

Design validation

Cytiva has design validation processes, which ensure that the product meets the user needs and intended uses.

Design validations are performed on production or production equivalent units, lots, or batches of the finished device.

Design validation is performed under actual or simulated use conditions representative of the environment in which the product will be used.

Design validation is completed prior to the delivery or installation of the product.

Design changes

Cytiva has design change processes that define how changes are proposed, reviewed, approved, and incorporated into a product. Design changes are modifications that may affect requirements, form, fit, function, interchangeability or compatibility of a part or assembly; software/firmware; or require change to the assembly or testing of the final product or its components.

Design records

Cytiva maintains a design history file in accordance with approved procedures for each product. The design history file contains records necessary to document that the design was developed in accordance with the approved integrated design plan.

Purchasing controls and supplier management

Cytiva ensures that externally purchased products, processes, or services conform to specific requirements, including verification of purchased product/service. Cytiva also selects suppliers according to defined criteria.

The type and extent of control exercised to the supplier depends on product type, impact of the supplied product on the quality of the final Cytiva product, quality audit reports, and previously demonstrated capability and performance. Records related to suppliers, including evaluations, qualification activities, tendering, and any necessary actions arising from evaluations, are retained. Supplier performance is assessed and developed.

Production and service provision

Control of production and service provision

Cytiva has processes that address production and service provision under controlled conditions. These include:

- The availability of information that describes the characteristics of the product
- The availability of documented procedures, documented requirements, work instructions, and reference materials and reference measurement procedures as necessary to ensure product quality
- The availability and use of suitable monitoring and measuring devices/equipment
- The implementation of suitable monitoring and measuring techniques
- The implementation of release of product, delivery, and post-delivery activities
- The implementation of labelling and packaging processes

Installation activities

Cytiva develops, provides, and maintains procedures and documentation required to carry out installation and verification activities. Cytiva establishes acceptance criteria for verifying installation of products at the customer site. Records of installation and verification are documented and retained as applicable, following approved procedures.

Identification and traceability

Cytiva has processes for appropriate product identification and, as appropriate, isolation of returned products to prevent mix-ups with conforming products.

Where traceability is a requirement, Cytiva provides necessary controls to ensure traceability.

Preservation of product

Cytiva has processes for preserving and protecting the product, including identification, handling, packaging, storage, distribution and delivery.

Cytiva has processes for the control of products with a shelf life or products that require special storage conditions.

Change management

Cytiva has a structured approach to evaluate changes to QMS processes, design, production and processes, manufacturing, testing, labelling, and the form/fit/function of products. Such changes are evaluated, actions identified for verification and validation of the change, implemented and communicated to the impacted stakeholders as identified (regulatory agencies for regulated products, customers).

Control of monitoring and measuring devices

Cytiva identifies the monitoring and measuring devices needed to provide evidence of conformity of products to predetermined requirements. Records of the results of calibration and verification activities are retained. When software is used in the monitoring and measurement of specified requirements, the ability of the software to satisfy the intended application shall be validated.

Measurement analysis and improvement

Cytiva has planned and implemented the monitoring, measurement, analysis, and improvement processes needed to demonstrate conformity to product requirements, ensure conformity of the Quality Management System and maintain the effectiveness of the Quality Management System. This plan includes determination of applicable methods, including statistical techniques, and the extent of their use. The company has established documented procedures for implementation and control of the application of statistical techniques and their results recorded and maintained.

Internal Audits

The company conducts periodic internal audits to evaluate that the organization:

- Conforms to applicable regulations, standards, other requirements and guidelines
- Conforms to Quality Management System requirements established by the company
- Ensures that these requirements have been effectively implemented and maintained

The audit criteria, scope, frequency, and methods are defined and documented.

The management responsible for the area being audited ensures corrections and corrective and preventive actions are taken to address detected nonconformities and their causes. Audit results, including the timeliness and effectiveness of corrective actions, are reviewed by management.

Control of Nonconforming Product

The company has established and maintains procedures defining the controls and related responsibilities and authorities for dealing with nonconforming products, ensuring product or delivery of service which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery.

The company takes one or more of the following actions where applicable to disposition nonconforming product:

- Rejection of the nonconforming product
- Taking action to address the detected nonconformity
- Authorizing its use, release, or acceptance of the nonconforming product if a thorough investigation supports such disposition, including documented rationale and approval
- Taking actions appropriate to the effects or potential effects, of the nonconformity when nonconforming product is detected after delivery or use has started

Complaint Handling

The company has established and maintains a process for timely complaint handling. Complaint Handling procedures include requirements and responsibilities for:

- Receiving and recording information
- Evaluating information to determine if the feedback constitutes a complaint
- Investigating complaints
- Determining the need to report the information to the appropriate regulatory authorities
- Handling of complaint-related product
- Determining the need to initiate corrections or corrective actions

Improvement and CAPA

The company identifies and implements any changes necessary to ensure and maintain the continued suitability, adequacy, and effectiveness of the Quality Management System using the company Quality Policy, quality objectives, audit results, analysis of data, corrective and preventive actions (CAPA), and Management Review. Proposed Quality Management System changes are assessed for regulatory implications, documented, and approved.

The company has a nonconformity and corrective action framework. The company takes appropriate action to address the cause of nonconformities in order to reduce likelihood of recurrence.

The company has established and maintains procedures to assure the causes of potential nonconformities are addressed in order to reduce any likelihood of their occurrence.