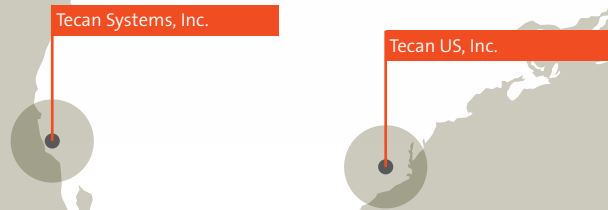


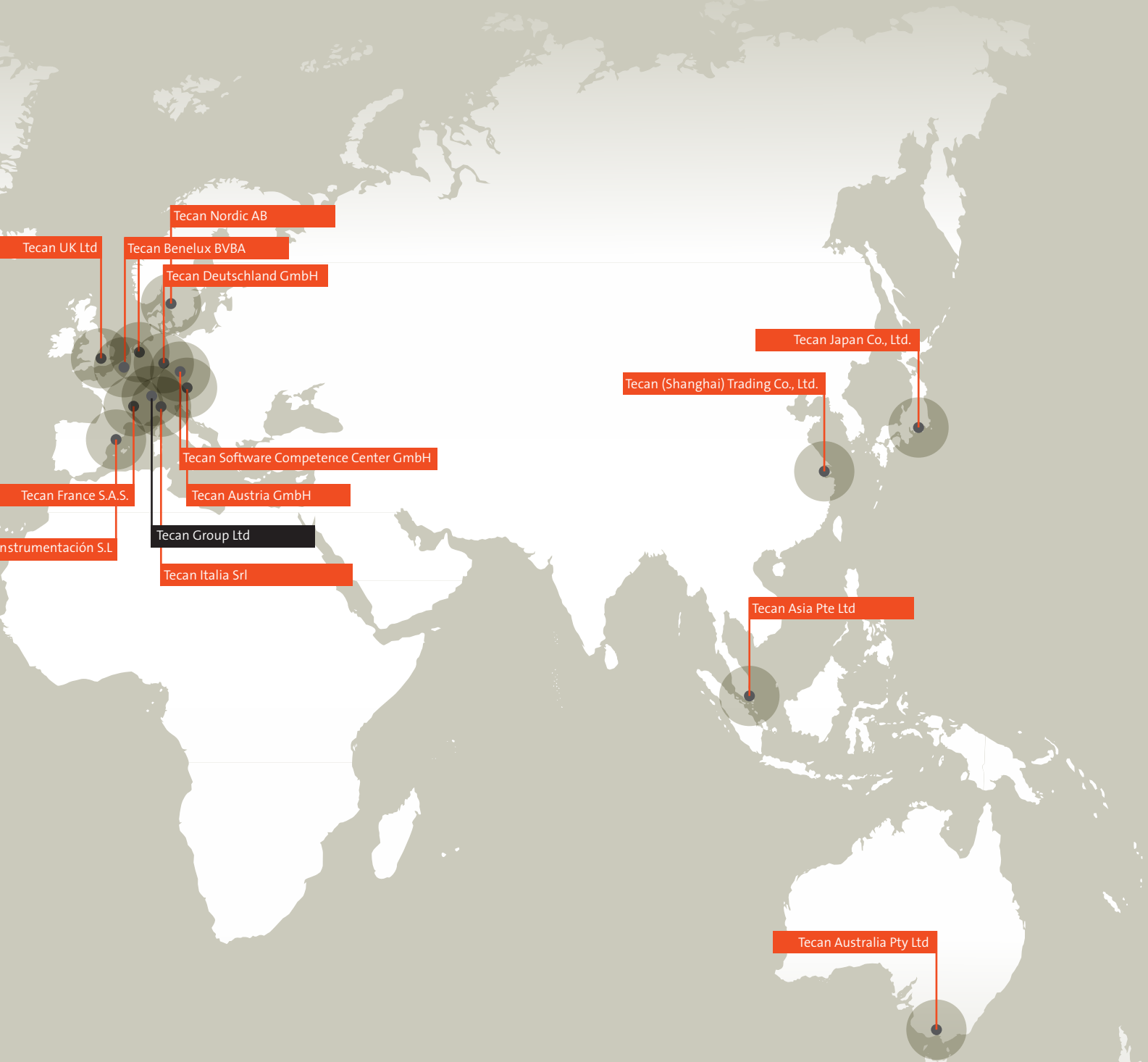
Creating a Rosetta Stone for certification



Following on from the successful ISO certification of our UK, French, German and Benelux organizations, Tecan is now working towards a company-wide matrix certification, to ensure that our organizations around the world are working in the same way, and are collectively striving to improve the services our business offers. To help us achieve this certification, we have chosen to work with TÜV SÜD Product Service, a globally recognized Notified Body with a strong reputation in the life science industry. Lazaros Kostadimas, Tecan's Global Head of Quality for all Market Units, is

leading the project at a global level and explained: "Tecan has always been centered around the ever-changing needs of its customers, and this project makes sure that we maintain that focus, while continually improving the quality of service we are able to offer. By putting the same processes in place in every country, our global businesses will be far more transparent – allowing us to continually monitor and improve our operations and develop an even stronger customer focus – and we have chosen a process-oriented approach based on ISO 13485 to achieve this."

Erika Hildebrandt, Quality Manager for Europe, explained: "The first step in this project was to conduct a thorough gap analysis, identifying where there were differences between how we operated in each European market, even in the countries which were already certified. We then held workshops in France and Germany to look at the similarities between local processes, discussing the best ways to handle all aspects of our business for both our customers and for Tecan. This collaborative approach allowed us to bring together the best practices



from each country, creating a coherent, standardized process that would best serve the needs of our customers while allowing for the inherent differences between markets. Once this was established, we set up key performance indicators in all countries, allowing us to monitor progress and implement the right corrective actions if necessary. This transparency is really important, helping us to see how we are performing in each country, and how we can improve ourselves at both a local and global level to offer the best service to our customers."

Lazaros continued: "The first phase of this operation, which included Tecan's previously certified UK, French, German and Benelux organizations – as well as Italy, Spain, Scandinavia, Switzerland and Austria – has already been completed. Phase two, which is planned for completion in October 2012, will add China and Australia to the scheme, closely followed by the US market unit in 2013 and Japan. For the Quality Team, our focus has been to really keep this project alive, with all Tecan subsidiaries fully aware and in agreement".

Gerald Schmidt, Head of Market Unit Europe, added: "Everybody involved so far – service managers, sales people, HR, logistics and finance – has worked really hard together as a team to successfully implement this initiative. We have been very impressed with the effort our colleagues in each country have put into it, and the tangible benefits to our customers are already becoming clear."