

Management Manual

Sartorius Lab Instruments GmbH & Co. KG



Sartorius Group

The Sartorius Group is a leading international partner of biopharmaceutical research and industry. The Lab Products & Services Division focuses its innovative laboratory instruments and consumables on research and quality assurance laboratories in pharmaceutical and biopharmaceutical companies and academic research institutes. The Bioprocess Solutions division offers a broad product portfolio with a focus on disposable solutions to ensure that biotech drugs and vaccines are produced safely and efficiently. The Group is growing at

double-digit rates on average each year and regularly supplements its portfolio by acquiring complementary technologies. In fiscal 2018 the company generated sales of around EUR 1.57 billion. Currently, a good 8,500 employees at the Group's 60 or so production and sales locations serve customers around the world.

Sartorius Executive Board

Chief Executive Officer

Chief Financial Officer

Head of BPS Division

Head of LPS Division

Sartorius Lab Instruments GmbH & Co.KG

The core competence of Sartorius Lab Instruments GmbH & Co.KG with 750 employees is weighing technology. High-precision laboratory balances have been manufactured here since 1870. Ultrapure water systems and moisture analyzers round off the range of products. Its expertise includes research and development, production, sales, service and an accredited calibration laboratory. Following the overriding quality policy of Sartorius and under certified compliance with the ISO 9001 and ISO 17025

quality standards and the ISO 14001 environmental management standard, Sartorius Lab Instruments GmbH & Co. KG strives to achieve maximum customer satisfaction, meet industry expectations and comply with legal regulations. The focus here is on continuous improvement and innovative further development of processes and products.

Sartorius Lab Instruments GmbH&Co.KG

Sales

Service

Product Development

Operations

Supply Chain Management

Product Management

Performance & Project Management

Quality



NACHHALTIGKEIT

Profitables Wachstum und verantwortungsvolles Handeln gegenüber allen Anspruchsgruppen



OFFENHEIT

Unsere Quelle für Veränderung und Fortschritt

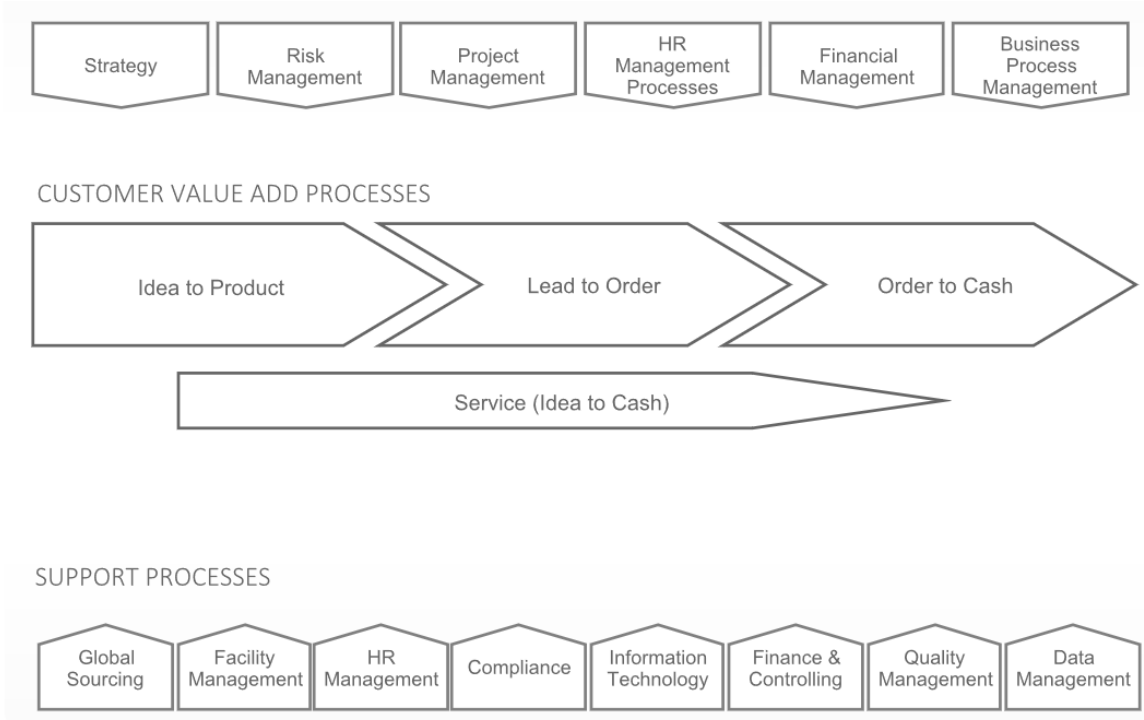


FREUDE

Eine Arbeitsumgebung mit Freiraum und Wertschätzung

Process Landscape

Key processes of our organization in relation to each other are shown in the process map below.



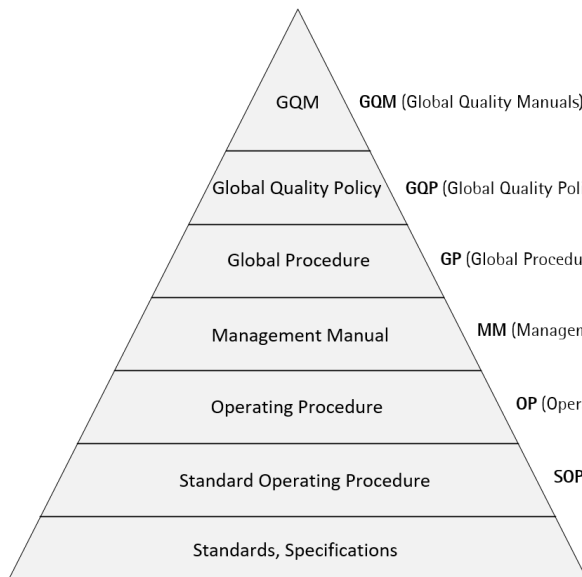
Awarded Supply Chain

In the Factory of the Year 2018 competition organized annually by the business newspaper Produktion and the international management consultants A.T. Kearney, the Sartorius production building for laboratory instruments in Goettingen, Germany, won the GEO Award - Global Excellence in Operations. The production chain was judged on the basis of performance dimensi-

ons such as customer satisfaction, quality or innovation, which in turn included several evaluation criteria, including cost management, resource efficiency and customer orientation. In the approximately 25,000 square meter building, some 450 employees manufacture laboratory equipment such as balances, ultrapure water systems and moisture analyzers.



Document Structure



GQM (Global Quality Manual):
worldwide valid quality manuals

GQP (Global Quality Policies)
globally valid instructions that specify the general requirements of the quality systems. The respective sites must implement these requirements in their own systems.

GP (Global Procedure)
globally valid instructions, which contain detailed procedures in the Global Quality area

MM (Management Manual)
local management manuals

OP (Operating Procedure)
Process descriptions, valid at one or more locations

SOP (Standard Operating Procedure)
Workplace-related work instructions, which can apply to the same workstations at different locations

The manual and instructions are available to all employees in the business process database. Detailed work instructions (SOPs) are managed in the central portal for work instructions.

Declaration of Commitment

The management of Sartorius Lab Instruments GmbH & Co. KG hereby confirms the management system that has been introduced and implements it in conjunction with all documents resulting from it.

The management system meets the requirements of DIN EN ISO 9001, 17025 and 14001.

The management provides the necessary information, material and human resources for the implementation and continuous improvement of the management system.

The procedures laid down in the management documentation shall be binding on all employees.

We commit ourselves and our employees to continuous improvement.

Goettingen, December 2019



Matthias Wessel
for the management of the Sartorius Lab Instruments GmbH & Co. KG

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