



# METER

## **METER Group, Inc. USA Quality Management**

In order to provide timely feedback to the high volume of vendor surveys and evaluation requests METER Inc., USA receives, METER Group has created a Quality Survey Response for our customers. This response is designed to fit the majority of the questions we are asked in regards to our Quality Management System, ISO 9001:2015 registration and calibration services.

Established in 1983, METER Group, Inc. USA is located in Pullman, Washington. METER Group currently employs more than 200 people in the U.S. and internationally. METER Group connects science, engineering, and customer-centered design to provide precision data solutions for food quality, environmental research, agriculture, and sustainable production applications. Our primary customers include companies in food safety, pharmaceutical, and soil/environmental sciences, as well as governmental organizations and educational institutions.

### **Quality Policy**

METER Group makes systems that turn physical measurements into useful information for our customers. This creates value on three levels:

- products/services that our customers trust
- careers that provide fulfillment to employees
- and financial returns that reward shareholders

To this end, quality at METER Group is to:

1. Captivate customers through design thinking
2. Strive for no defects or waste in our products and business processes
3. Carefully use money as a resource to produce profits, which measure value created for customers
4. Create a work environment where employees and teams thrive
5. Continually improve all aspects of the quality management system through Check-Act-Plan-Do (CAPDo)

METER Group is an ISO 9001:2015-registered company with an established Quality Management System, including the following areas:

- Use of controlled standard operating procedures and work instructions, including calibration and verification procedures.
- Employees qualified and trained in the work they do, including new and ongoing technical training, certification, and professional development.
- Factory calibration traceable to national or international standards.
- Calibration tolerances specified.
- Calibrated instruments labeled for identification.
- Records maintained of the calibration and maintenance history of each METER Group instrument, as well as for equipment used for design validation or product acceptance in production.
- Physical environment controlled during calibration — ESD protection and 5S in place at workbenches in production areas, labs and receiving areas. Proper and careful storage, handling and shipping of customer equipment to avoid any adverse impact on the instrument or its calibration.
- Contract review with qualified sales people and on-going communication for any changes in price or delivery to the initial contract.
- Documented procedures for handling non-conforming product, including customer notification of out-of-tolerance instruments.
- Secure, paperless document and record control.
- Continuous monitoring of Quality Objectives measures to ensure that customers' needs are met.
- Regular and frequent internal audits of Quality Management System processes, with risk-based assessment.