



We Measure the World

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## Quality Management at Decagon Devices

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In order to provide timely feedback to the high volume of vendor surveys and evaluation requests Decagon Devices, Inc. receives, Decagon has created a Quality Survey Response for our customers. We have designed this response to fit the majority of the questions we are asked in regards to our Quality Management System, ISO9001:2008 registration and calibration services.

Established in 1983, Decagon Devices Inc. is located in Pullman, Washington. Decagon Devices currently employs over 80 people in the U.S. and internationally. Decagon Devices Inc. designs and manufactures scientific instrumentation for food, pharmaceutical, soil, environmental and other industrial applications, including customer support and calibration services. Our primary customers include companies involved in food, pharmaceutical, and soil/environmental sciences, as well as governmental organizations and educational institutions.

## Quality Audit Survey Response

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Decagon Devices, Inc. is an ISO9001:2008-registered company with an established Quality Management System covering the following areas:

- Use of controlled standard operating procedures, 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 NIST; standards calculated using AOAC-approved methods.
- Calibration tolerances specified.
- Calibrated instruments labeled for identification.
- Records maintained of the calibration and maintenance history of each Decagon Devices 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.



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- 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.

## Decagon Devices, Inc. Quality Policy

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To maintain a high level of customer satisfaction and continued profitability we are committed to:

- **Understanding customer need** - We take enough time to understand what the customer needs and when he/she needs it.
- **Honest assessment** - With that understanding we carefully assess our ability to fulfill requests before entering into a contractual agreement to deliver product or services.
- **Contractual Integrity** - Once we have made a commitment, adequate resources are identified and allocated to fulfill our end of the contract.
- **Continual Improvement** - Decagon is dedicated to an aggressive and systematic approach to the continual improvement of our processes, products, and services.