



Our Commitment to Quality will Never End

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Our Quality Evolution: We Have Reached a Major Milestone in Our Quality Journey

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Poster to thank Boston Scientific employees

“The resolution of the corporate warning letter marks a major milestone in our journey of continuous quality improvement.

“Quality is our highest priority and our greatest responsibility. While our quality work will never be done, we have revolutionized our approach and transformed our culture, and we are confident that our commitment to the highest levels of quality will create a competitive advantage for Boston Scientific.”

Ray Elliott
President and CEO

**THANK
YOU
EVERYONE**

It took dedication, effort and every single one of our 25,654 employees listed above to reach this significant milestone on our quality journey – resolving the FDA corporate warning letter.

Thank you. Your hard work and commitment to quality have made this achievement possible. We have revolutionized our approach and transformed our culture. Today, quality truly is the foundation of our business. Together, we will continue to improve every aspect of our business – for our customers, our patients and ourselves. Every day.

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Quality Is Our Top Priority

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Quality Culture

- Quality is central to our commitment to less-invasive medicine and improving patients' lives
- We have strengthened our quality culture

Sustainable Strategy

- We executed a strategy to enable sustainable change
- We standardized and upgraded processes
- We achieved our goal to develop and maintain a world-class quality system

Strong Future

- Our employees' commitment to quality will shape our future success
- We will turn quality into a competitive advantage
- We will raise the bar for the entire industry

Our Dedication to Quality Benefits Our Customers and their Patients

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Quality is Everyone's Job

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I
improve
the Quality of
Patient Care and
all things Boston Scientific.

The Boston Scientific Quality Policy

- Every employee impacts the quality of patient care
- Every employee works to continuously improve quality

We Connect All Employees to Quality

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“Everyone Makes an Impact” Quality Events

- Events held by **every BSC site**
- **Recognize** and **celebrate impact** all employees have on quality
- **Connect** employees to customers and patients
- Reaffirm **commitment** to our Quality Policy



Connecting Employees with Customers and Patients

- **Customer Visits**
- **Patient Visits**
- **Customer Videos**
- **Patient Videos**



We Remind Employees of Their Quality Commitment Every Day

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Quality at Our Sites



Quality Murals



Quality Posters



Quality Signature Walls



Email Communications



Employee Quality Badges



Brochures



Intranet



Quality Awards

We Celebrate Quality Successes

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Quality Awards

Recognize Success: Sustain a value improvement and quality culture through recognition of outstanding Value Improvement Projects, Corrective and Preventive Actions (CAPA), and Quality Master Plan projects.



Sales Quality Excellence Award: Acknowledge quality dedication by recognizing sales teams that demonstrate the greatest levels of excellence in sustaining quality.



We Will Continue to Raise the Bar

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Strengthening our quality culture is a long-term commitment.

Improved processes mean better, more reliable products, improved patient outcomes, and more resources to spend on innovation.

Quality is part of our culture. We have raised the bar, and we will continue to raise it.

Continuous Improvement

Prevention

Better Products

Increased Customer Satisfaction

Quality - Competitive Advantage

We strive to identify and resolve problems as early as possible, so we can prevent rather than just detect them.

Quality comes down to exceeding our customers' expectations.

Our Employees' Commitment to Quality will Shape Our Future Success

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“The climate is positive and there is a strong desire to adopt a lasting quality culture.” – BSC Employee



“We have pride in who we are and what we do. As a team and family we make a huge contribution to quality of life everywhere.” – BSC Employee