

Dear Customer,

Thank you for contacting Cell Signaling Technology, Inc. (CST) about our products and services. To assist with requests to complete customer questionnaires, CST has compiled the following information that highlights the elements of our ISO 9001: 2015 Quality Management System. We hope that you will find this information sufficient for your continuing assessment of CST as a supplier, but if necessary we welcome any additional questions or comments.

**About Cell Signaling Technology:** Cell Signaling Technology, Inc. is a global provider of Research Use Only (RUO) antibodies (monoclonal and polyclonal) and related reagents for signaling research. Currently, CST has offices in the US, Europe, China and Japan with approximately five hundred employees worldwide. For additional information about CST and our products, please visit our [website](#).

### **ISO 9001: 2015 Quality Management System:**

#### **Contact information:**

##### **Global Headquarters USA**

3 Trask Lane, Danvers MA 01923 USA  
P: 978.867.2300; F: 978.867.2400  
[quality@cellsignal.com](mailto:quality@cellsignal.com)

##### **Production Headquarters USA**

32 Tozer Road Beverly, MA 01915 USA  
P: 978.867.2300; F: 978.867.2400  
[quality@cellsignal.com](mailto:quality@cellsignal.com)

**Certification:** Please visit the following [LINK](#) to access CST's current ISO 9001 Certificate.

**Quality Policy:** *Cell Signaling Technology is committed to developing and producing the highest quality products and services that enable and support our customers while complying with relevant standards and/or regulatory requirements for RUO materials, through the continued effectiveness of our Quality Management System.*

**Quality Scope:** *Design, development and production of monoclonal antibodies.*

**Quality Documentation:** CST is open to discussion on providing appropriate and relevant documents for review during a mutually agreed upon onsite visit or audit. At this time, these are the fundamental processes that are documented within CST's ISO 9001: 2015 Quality Management System:

- CST Quality Manual
- Document Control
- Records Control
- Nonconformance Process
- Corrective Action and Preventative Action
- Management Review
- Employee Training
- Internal and Process Auditing
- Supplier Evaluation & Management
- Customer Complaint Handling

**Corporate Commitments:** In addition to the brief overview of CST's Quality Management System, we would like to share some additional information on our corporate culture and values.

To continually support our global employees, CST adheres to all local and state labor laws. In addition, CST aligns with current Privacy Regulations. To learn more about your region please visit [CST's Privacy Policy](#) page.

As a part of CST's strong Corporate Social Responsibility program, our employees are engaged partners in our communities. Additional information may be found on our [Corporate Social Responsibility](#) page.

As a partner and leader in signaling research, CST is committed to understanding and finding answers to critical questions about diseases. Our protocols for common lab techniques may be accessed by visiting our [resources page](#).

CST's [website](#) contains in depth information on our products, protocols, Corporate Social Responsibility, as well as our continuing alignment with applicable regulations and privacy protection. Thank you for your interest in our products and QMS and we look forward to supporting your organization's research endeavors.

For any additional information not addressed by our summary or website, please contact [quality@cellsignal.com](mailto:quality@cellsignal.com).

Sincerely,

Craig Thompson, Ph.D  
Global VP of Operations

Rev.30Aug2018