

Ensure Traceability and Quality



Change Notification & Certificate Service

From the Fisher Scientific SureTRACE and SureTRACE+ Programs

Plan. Prepare. Protect.

We understand that being part of highly regulated industries, such as biotech, pharmaceutical, food and beverage, diagnostics, and testing requires a high level of compliance, especially when rules and regulations are ever evolving. Information and adherence to strict guidelines are crucial, and the more you know about your products and the risks involved, the more confidence you have in your production workflow.

The Fisher Scientific channel is here and ready to support your production workflow through full traceability and enhanced supplier quality performance.

Let us support you to **Plan. Prepare. Protect.** so that you can focus where it matters most.

Supplier and Quality Management System

Quality management is a core value at the Fisher Scientific channel and we are committed to providing our customers with superior service and exceeding their expectations. We fulfil our mission to enable our customers to make the world healthier, cleaner, and safer by continuously improving the quality of our products and services and by ensuring global regulatory compliance.

Through this commitment we have developed our [SureTRACE](#) and [SureTRACE+](#) programs. Both provide full traceability through lot visibility, guaranteed access to associated certificates, and a supplier commitment to notify you of changes impacting quality and supply.

SureTRACE is an automated self-serve solution for a specific range of standard catalog products ordered through the Fisher Scientific website, all at no additional cost; whereas, as the name suggests, SureTRACE+ provides you with the next level of service. SureTRACE+ is a value-added service focused on a customized selection of standard catalog products. It additionally includes solutions to strengthen security of supply for your critical products.

Our suppliers are a critical element of these two programs and as such go through a rigorous validation process to ensure that they, as well as their products, have the capabilities to support and comply with the increased levels of traceability and compliance required. Our suppliers' ability to comply at least with ISO standards is essential and, like us, they must always put the customer at the centre of everything they do.

The Fisher Scientific Quality team perform supplier audits to assess their quality management systems and the quality agreements we put in place with them help us to deliver the highest quality products and services through our SureTRACE and SureTRACE+ programs. Once a quality agreement has been established, the supplier's commitment is monitored by our quality team to ensure supplier quality performance management that and our SureTRACE and SureTRACE+ programs helping you **Plan. Prepare. Protect.**

Product Change Notification (PCN) Service

Through our SureTRACE and SureTRACE+ programs you will receive guaranteed advance notice of changes impacting products without limitation through our product change notifications (PCN) service, which will alert you about:

- Product discontinuations
- Changes to the manufacturing site
- Any other changes that might impact the quality, form, fit, or function of the product

Benefits to you:

- ✓ Improved efficiency and effectiveness of your processes
- ✓ Immediately be notified of any relevant changes occurring to any of your listed critical products
- ✓ Complete audit trail
- ✓ Traceability and assurance of quality
- ✓ Availability of samples or specifications for any new critical products

Certificates

The types of certificates that are available for SureTRACE and SureTRACE+ products include, but are not limited to:

- Certificates of Analysis
- Certificates of Conformity
- Certificates of Compliance
- Certificates of Quality
- Certificates of Sterility

Certificates are available for all SureTRACE and SureTRACE+ products, but the type of certificates available will depend on the product.

Benefits to you:

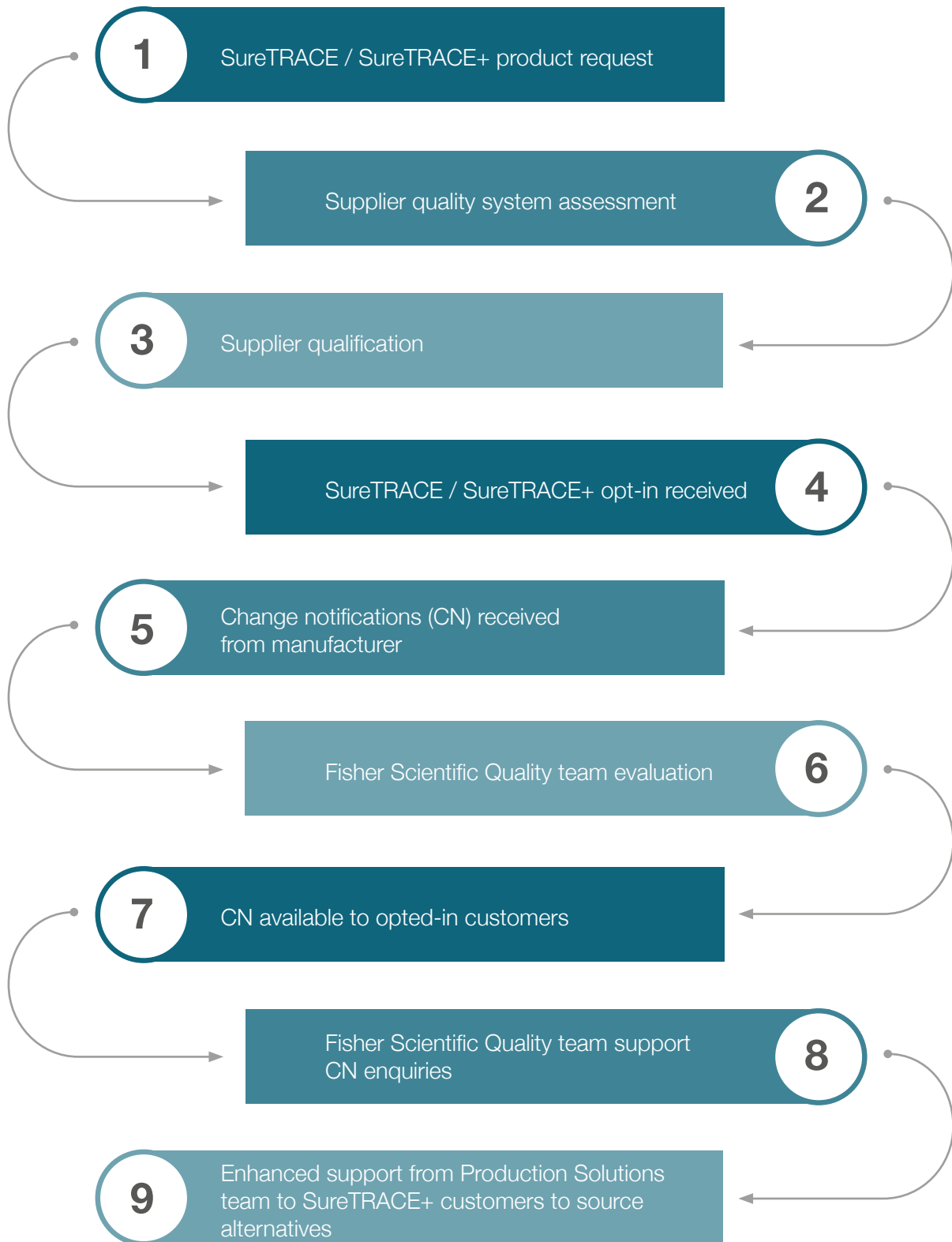
- ✓ Improved efficiency and effectiveness of your processes
- ✓ Access to product certificates through your Account Dashboard as soon as the product has shipped
- ✓ Complete audit trail
- ✓ Traceability and assurance of quality



Learn more about our SureTRACE program
Visit eu.fishersci.com/go/suretrace

Learn more about our SureTRACE+ program
Visit eu.fishersci.com/go/suretraceplus

Step by step guide



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