

Committed to Customer Satisfaction

Isomedix Contract Sterilization Services

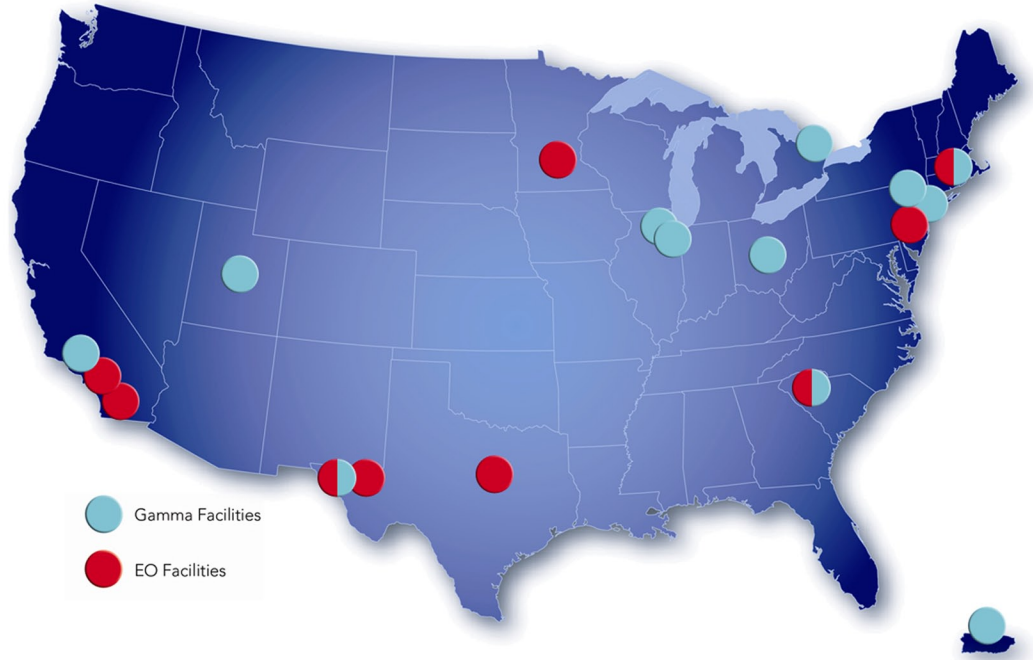


Isomedix Services



How we deliver Customer satisfaction.

We start with you. What is your definition of success? Your goals become our goals. We believe this collective mind-set is vital for us to succeed in our dedication to your satisfaction. In support of this operating approach, we have established many key support services to ensure you receive the most reliable performance.



Technologies

Gamma

The gamma process uses Cobalt 60 radiation to kill microorganisms on a variety of different products. Processing with gamma yields a quick turnaround time, easily penetrating packaging and product, and is ideal for many types of materials.

Ethylene Oxide

Ethylene Oxide (EO) is a gaseous process used primarily for the sterilization of medical products. EO is extremely compatible with most materials and, therefore, can be used to process almost any type of product that is in a breathable package.

TechTeam® — Our TechTeam professionals provide vital technical support in all phases of the sterilization design process, including materials testing, protocol generation, sterility validation, and many other services. Our TechTeam presents insightful solutions and total project management to address complex sterilization issues.

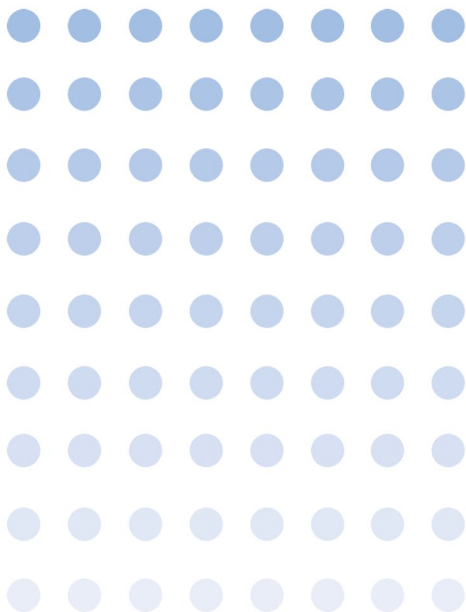
SteriLink® — Our SteriLink interactive online service provides complete, real-time visibility into STERIS Isomedix Services' processing facilities, allowing Customers to monitor inventory 24/7, send and receive alerts, access electronic certificates and process records, and make critical supply chain decisions faster.

Facility Network — Through our comprehensive network of 18 North American facilities, we provide complete coverage to meet your contract sterilization needs. We are committed to working with Customers to optimize the supply chain and maximize return on investment by improving turnaround time, reducing inventory, and accelerating time to market.

Reliability — Our focus on reliability excellence revolves around continuous improvement and our commitment to Customer satisfaction. We have developed processes and implemented procedures to deliver on our commitments and exceed your expectations. A continual investment in our quality infrastructure and personnel ensures we consistently deliver the highest level of service to our Customers.

How we measure Customer satisfaction.

We listen to you. In an effort to maintain a formal feedback loop with our Customers, we conduct an annual satisfaction survey, measuring each point of the delivery and communication process. These studies have led us to embark on key initiatives that have resulted in many of the programs listed above.



All gamma and EO facilities are in compliance with FDA 21 CFR part 820 requirements, ISO 13485 registered, and AAMI/ANSI/ISO 11135-1:2007, AAMI/ANSI/ISO 11137-1:2006 compliant for product acceptance in U.S. and international markets.

Contact us at 1-877-783-7479
or visit our web site at www.isomedix.com

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