



quality Mission Statement

**As a trusted partner of our customers,
we deliver quality – always!**

We provide quality, compliance and business support in the most effective and efficient way for the entire portfolio of the life science business.

We foster a quality culture based on:

- Highly qualified/proactive people
- An environment of customer centricity and continuous improvement
- Robust and standardized processes
- Integrated risk management and global tools
- Measurements aligned with customers' expectations and regulatory needs

Matthias Heinzl

Dr. Matthias Heinzl
Member of the Executive Board,
Merck KGaA, Darmstadt, Germany and
CEO of its Life Science business

